



Ladies and Gentlemen;

Well, we are on our way to another exciting season of new information, interesting problem solving, warm weather, and customer's complex personalities.

The main thrust of this Tech. Tips is understanding that customers need our special attention. As technicians, parts people or any support person in the dealership, we need to start thinking about improving customer rapport. Lets get back to the "family image" we projected years ago. It worked then, it can work now!

Have a good one!

**#12**

1. Did you know, if your customer turns bright red and his blood vessels start standing out on his forehead, one of (3) things is happening.

1. He has just dropped a set of flywheels on his big toe!
2. He's got to go, big time, but in this cut throat world, no one will save his place in line.
3. He's mad, burned out, freaked, breath'n hard and tense.

Summer is coming and work begins to pile up. Every year it's the same thing. Problems come up and the customers only understand that they paid lots of money for a motorcycle that's not on the road. Tempers are short on both sides of the fence. The tech is under the gun to produce and the parts people are running into each other. The Boss is selling lots of Bikes, doing paper work, or at the bank unloading his frustrations on whomever. Then he or she comes walking in the door and makes a bee line for the parts counter. You know, you never see em coming, even though they're 6', 8" and go about 285 lbs.

We're not just worried about these giants, we're worried about the average, quiet and friendly person who tends to accept any explanation, or so you think. Just because a person doesn't jump up and down, scream and yell, doesn't mean he or she is not upset. How many times have you run into a sales person who gives you those brief answers like; back ordered, I don't know, or we'll call you. You may not yell at the clerk, but in the parking lot your friend gets an ear full. After you're treated that way, you either don't go back or prepare to do battle anytime you've got to do business with them.....

Your friend says, "Why don't you complain?"

Ans. "It won't do any good anyway, they're just a bunch of jerks!"

Can this be avoided? Yes.

\* Show interest and take that extra step.\*

What about the irritated customer? Suggestion:

1.) Let him talk.

Remember, if he becomes loud and unreasonable, the other customers are watching to see how you handle this difficult situation.

2.) Let him know you understand. Restate the facts in order, taking note of other important information; a date, etc. This lets him or her know that you are interested in seeing the problem resolved. It also gives him a chance to calm down. Then, make sure they don't wait too long for the answer.

3.) When you return with your reply, be up front and honest with your customer. Explain what you'll do or have done to correct the problem. Be personable! This disarms the customer and makes him feel that someone is really trying to help.

It all boils down to one thing; Try and put yourself in his situation. Was the Bike really promised for that day? Did anyone bother to call and tell him that the Bike wouldn't be finished? This would have saved him a 60 mile trip. Each situation is special and requires your personal touch. This guy helps put food on your table, so try to make him happy.

Lucky the dog says:

"An upset customer is like a dog with his head caught in a cyclone fence. It feels better if some human helps you get your head out."

INFORMATION

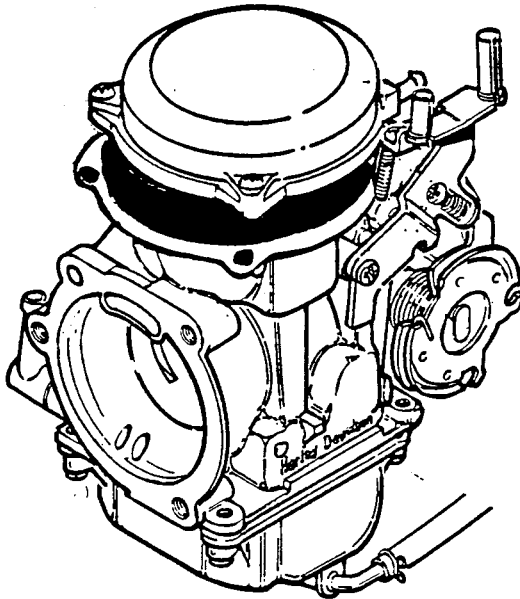
CARBURETOR

Some

C.V.

technicians

have  
encountered  
difficulty  
reinstalling the  
vacuum



piston  
diaphragm  
in the  
carburetor  
body....

The diaphragm has  
the appearance of  
being swollen and  
seems to large to  
fit into it's  
groove. NOT TRUE D.B.!!

The  
repeated up  
and down  
movement of  
the  
diaphragm  
causes  
it to stretch  
and makes  
reassembly tricky.

Try using the black plastic top of the carb to position the diaphragm.

It will not only allow you to evenly push the diaphragm into the groove, but you can wiggle the top and "feel" that the diaphragm is in it's proper location.

MORE C.V. CARBURETOR INFO

C.V. XL's that won't idle ?  
The pilot fuel jet is rather small and may be obstructed.

IMPORTANT

Do not deburr, ream  
or drill this jet.  
Soak it or spray it,  
blow through it but  
never stick anything  
in the pilot jets  
hole smaller than an  
FXEF.

Definition: Won't Idle (whoa-ant/i-dill) Pop!  
Sneeze! Pop! Buu Wop! Thuu-thrrrrr! Engine  
Stalls..wuththth!

2.) Do you really think your customer is in his or her right mind when you explain the do's and don'ts and hand em the keys? THINK ABOUT IT!!

To prove a point.....  
 How many times have you handed the keys to the customer, watched him fire up his new bike, he gets no more than 10 feet, and the bike dies? With tear-filled eyes (or Hate), he imparts these words of wisdom, "I don't know what's wrong. It just quit!" Now you know you've told him 20 times, "TURN THE GAS ON!"

SO WHAT MAKES YOU THINK HE UNDERSTANDS HOW TO USE THE ENRICHENER ON HIS 88 XL???

"Happy" is not fouling spark plugs.

P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.P.H.D.C  
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 P.H.D. R  
 P.H.D. N  
 P.H.D. E  
 P.H.D. R  
 P.H.D. The people responsible for keeping track of  
 P.H.D. grading P.H.D. workbook answer sheets, (including  
 P.H.D. letting you know that you passed, failed etc.),  
 P.H.D. are disappointed with some people. WHY?????????  
 P.H.D. Because they're not filling in their Dealer  
 P.H.D. number, the correct workbook number or Social  
 P.H.D. Security number. Although this will not adversely  
 P.H.D. affect your grade, it does delay our response  
 P.H.D. time and in some cases leaves you hanging in P.H.D.  
 P.H.D. "LIMBO".  
 P.H.D.  
 P.H.D. Workbook # Dealer #  
 P.H.D.  
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| IDENTIFICATION NUMBER  |   |   |   |   |   |   |   |   |   | SPECIAL CODES |   |   |   |   |   |   |   |   |   |
|------------------------|---|---|---|---|---|---|---|---|---|---------------|---|---|---|---|---|---|---|---|---|
| SOCIAL SECURITY NUMBER |   |   |   |   |   |   |   |   |   | A             | B | C | D | E | F | G | H | I | J |
| 1                      | 0 | 0 | 0 | 4 | 3 | 2 | 0 | 1 |   | 0             | 0 | 2 |   |   |   | 1 | 7 | 9 | 2 |
| 0                      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0             | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1                      | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1             | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |

\*In Technical Tips # 11: Dec. 1987, on page 5, above "Lost & Found", is part number 65731-82. This part number is wrong. It should be 65781-82. Refer to your "1988, 1340 PARTS CATALOG", page 177, item 55. The gasket is used on both FXR's and FXST's.

\*A special "Thanks" to the friendly and alert Service Manager at the Pleasant Hills, California dealership, Jim "HAWKEYE" Crost, who is responsible for catching the above Boo-Boo!

If you order a 1340cc matched Cam set, (Cam & Pinion gear), you may notice that the color code on the Cam may differ from that of the Pinion. Don't pull your hair out! This can happen. If you refer to the chart in the current Service Manual you will find that colors (sizes) overlap. The Cam set may still be a proper match and will provide an acceptable fit.

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Engine noise? Are you sure that it is the engine? Some of the noises found on roller test at York Plant, defined as either Top or Bottom end related, were eliminated by adjusting the primary chain correctly. Please check the primary chains adjustment before attempting to diagnose engine noise.  
Thank you.

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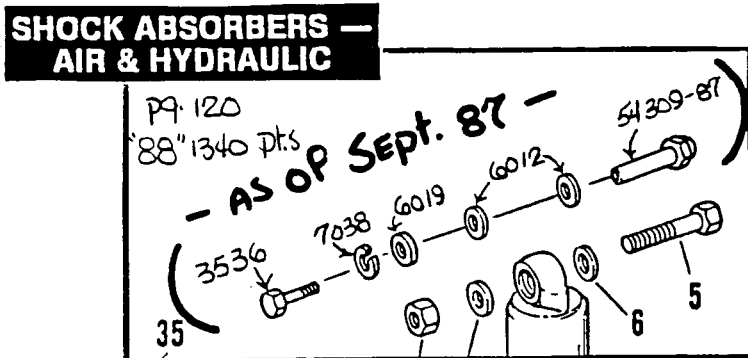
In the last Tech. Tips we talked about "risers" which raise handlebars higher than stock. Well, the same goes for the handlebars themselves, (Ape Hangers). Don't do it! The installation of either of these items could place stress on the assembly, exceeding design limitations.

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### Hey! Parts Counter

Please make a correction to your "1988, 1340cc Parts Catalog" page 225, item #16, part # 90787-86 is the left bag support and part # 90785-86 is the right bag support.

Next correction; "1988, 1340cc Parts Catalog" page 121, item # 5, 6, and 12. The assembly pictured on page 120 is not correct. As of Sept. 1987, we retain the top shock fastener in the same manner as the FXR vehicles. See fig. below.



1340cc Calif. Carb. stock jetting part numbers? Pg. 21, item 20, is incorrect. It should be 27383-88. That is a 42mm low speed jet. The correct Main jet is not shown and the part number is 27616-88. This is a 140mm main jet. Please make this note in your "1987 to 1988, 1340cc Parts Catalog".