

December 20, 2004

PNA Warranty Procedure

Recently we have noticed that kits are being warranted instead of the actual defective part. Examples of this would be complete heated hand grip kits instead of just the left grip, and complete fork leg kits instead of just the damaged side.

As stated on page 36 of the Global Warranty Manual: Should you find a part (s) that is defective in a kit, you should replace and warranty that part only. DO NOT warranty the entire kit. To verify if a part is available separately use h-dnet.com, under the sales tab – Kit Inquiry. If no breakdown is available, please call your SPOC representative.

Holiday Shutdown

Harley-Davidson Motor Company will shut down for the holidays on Thursday December 23rd at 4:30 pm and will begin business on January 3rd, 2005. We wish you all a safe and happy holiday season.