

February 23, 2004

## FREIGHT CLAIM FILING PROCEDURE - VEHICLES

In order for a freight claim to be approved, visual damage to the crating material must be noted at time of delivery. All other concealed damage will be considered as a warranty claim.

Therefore, if visible damage is noted at time of delivery, open the crating material carefully and inspect the motorcycle. Then follow the instructions below.

### IMPORTANT!

File a Freight Claim if:

- Visible crate damage is noticeable at time of delivery AND
- Damage to the motorcycle is consistent with the crating material damage

File a Warranty Claim if:

- The crate was not damaged and concealed damage is present OR
- Damages were caused by crate failure (collapse of uprights), broken/loose straps or loose corrugation due to missing external fasteners

### STEPS FOR FILING A FREIGHT CLAIM:

1. Note damage on freight bill before releasing driver. Replacement parts may be ordered immediately.
2. If the estimated damage is less than \$250.00, begin repairs and proceed to step 3.

Otherwise, within 3 business days:

- If there is frame damage, call Technical Service at 414-343-████
  - Call H-D Freight Claims: 717-852-████
  - Call the carrier, report the damage, and ask if they require an inspection. NOTE: Do not file a claim with the carrier.
  - Save the crate and cardboard material until inspection is either completed or waived.
  - Repairs may begin, once the inspection has been completed or waived.
  - If possible, e-mail digital photos of the damage to [roberta.smith@harley-davidson.com](mailto:roberta.smith@harley-davidson.com)
  - Keep all scrap parts for inspection for 90 days. Do not allow the carrier to take possession of the scrap parts.
3. Within 30 days of the delivery date, fax the following information to: 717-852-████ Attention - Freight Claims Processing. Please include the name of a dealership contact person.
    - Motorcycle commercial invoice* – the billing invoice from Milwaukee
    - Repair estimate* (i.e. work order, service order, etc.) include –
      - Part number
      - Description
      - Quantity
      - H-Dnet retail price
      - Extended cost (do not include tax)
      - Labor
    - Delivery receipt with noted damage* (i.e. bill of lading or freight bill)
    - Inspection report* (if an inspection was required by carrier)  
If fax machine is not available, mail the above information to: "HDTCI Freight Claims, 75 Steamboat Blvd., Manchester, PA 17345"

NOTE: Your freight claim may not be approved if the preceding steps are not completed as described.

If your freight claim is approved, a P&A credit will be issued for the amount of the claim. The contact person stated on the claim will receive a fax stating the amount of the credit and the credit memo number.

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