

TT282 – January 8, 2007

Warranty Harman/Kardon Radio Return Procedure

On December 18th, 2006 we sent a Dealer Letter to you requesting help on returning core radio's that are still in the field. We have received some of these radios here at the Juneau Ave facility, which is not where they need to be shipped.

The Radio Core Return Process per Bulletin W-132B:

1. When you receive your REFURB radio order, you will also receive a prepaid DHL shipping label in that box to send the old radio back to our supplier.
If you lost the label, please send the radio directly to:

Harley-Davidson Motor Company
C/O United Radio Inc, Automotive Division
5705 Enterprise Pkwy
East Syracuse NY 13057

2. The radio must have a warranty tag with all six areas filled out completely.
3. Print a copy of the APPROVED warranty claim and include it in with the radio core in the return carton.
4. Utilize the same packaging and materials to avoid additional shipping damage.