

## Missing Parts at Pre-Delivery Inspection and Set-Up

In an effort to improve product quality and our manufacturing / assembly processes we closely monitor your input through DPQAs. One of the concerns we have been tracking are the reports of missing parts that we ship loose in the crate with new vehicles.

After reviewing the RMA requests for replacement components, we have implemented new processes at our vehicle assembly plants to ensure all parts arrive with your vehicle orders. We now scan the bar code and record the fact it was packed, along with the VIN.

The following items should no longer be missing at PDI:

- ABS DVD
- AM/FM Antennas
- CB Antennas
- Owner's Manual Kits
- Security Fobs
- Windshields

We appreciate your diligence in reporting PDI issues and will continue to monitor missing part RMA requests in the future to gauge the impact of these new processes.

### Note:

A listing of parts shipped loose with new vehicles is listed in the “**Missing & Loose Parts**” file on h-dnet’s Service page under “**Pre-Delivery & Set-Up Information**”.

The screenshot shows the h-dnet.com website interface. The main content area features a table titled "Service Communications" with the following data:

Date	Description	Type
05/19/2008	<b>Operation Extend the Ride Program</b> In the spirit of the upcoming Memorial Day holiday we would like to make sure that everyone is made aware of a great offer called "Operation Extend the Ride." This...	Dealer Letter
05/15/2008	<b>P&amp;A Sale Items on h-dnet.com</b> The P&A Sale Lists include over 180 Genuine Motor Parts and Genuine Motor Accessories on sale from May 15 – June 15, 2008 including the following categories: Controls...	Dealer Letter
05/07/2008	<b>Price Increases</b> The purpose of this letter is to inform you that oil, tires, and batteries will incur price increases effective May 9, 2008. A list detailing the affected part...	Dealer Letter
05/07/2008	<b>Warranty Tips &amp; Tricks (May 2008)</b> This issue of Tips & Tricks provides you with an update of Buell Maintenance information and printing tips.	Newsletter
05/01/2008	<b>Update on wave shipments of the 0134 Recall kits, part number 94469</b> We have successfully shipped approximately 2400 of the total requirements for the 0134 recall via wave shipments since this voluntary campaign was announced. In...	Dealer Letter
04/30/2008	<b>Custom Coverage™ Promotion</b> The national average for 2007 SWR data shows only 13% of customers are taking advantage of Custom Coverage but spending an impressive \$836 on average. Are you fully...	Dealer Letter
04/22/2008	<b>Replacement of Certain Damaged Parts</b>	New

The left sidebar contains a navigation menu under "SERVICE" with categories like "Contacting Service", "Literature & Publications", "Product Information", "Part Numbers", "Pre-Delivery & Set-Up Information", "Safety & Product Campaign", "Service Operations & Consumer Affairs", "Tool & Equipment Information", "Warranty Information", and "Forms". The right sidebar includes a "Service Toolbox" with links for "Calibrations", "Dealer Product Quality Alert", "Initial Care On-Line Alert Request", "Kit Inquiry", "Material Safety Data Sheets", "On-Line Policy Adjustment (Goodwill) Request", "Painted Part Lookup", "Product Campaign and Open VIN Lists", "Returnable Steel Pallet Program", "SPX Tool Site", "Safety Campaign and Open VIN Lists", "Service Document Viewer", and "Vehicle Information".