



TT397: OE & CUSTOM PAINTED PARTS REPAIR

2020-03-12



Other
Category

APPLIES TO	SYMPTOMS
All H-D painted parts - OE, custom and service parts (OE replacement).	• Cosmetic Information

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description
2020-03-03	Complete bulletin update
	* Updated complete bulletin
2008-12-23	Initial release

Purpose for Technical Tip Bulletin

To remind the dealers to attempt making repairs to imperfections in the clear coat of painted parts. A reasonable attempt should be made before replacing the component under warranty. Service techs should become familiar with the use of the suggested ENGMAN-TAYLOR 3M PAINT REPAIR KIT (PART NUMBER: 160829) or similar tool kit, to repair clear coat issues whenever possible.

Many scratches, scuffs, dull spots, dirt specs, brake fluid damage and other clear coat concerns can be repaired with these tools. The repair kit is a means of not sending components to a body/paint shop for minor issues. Be aware:

- Warranty claims for replacing painted parts that have defects or damage and that could have been repaired in-house are not acceptable. Harley-Davidson will attempt to repair the component. If successful, the claim will be rejected and the component returned to the dealer.

Unfinished repairs also apply. Dealers must perform the entire buffing process to try to correct a defect in order to receive credit for the warranty claim. Performing only the first step of repair (sanding) will result in the claim being rejected and sent back to the dealer.

After successfully performing the repair, file the appropriate claim type for the labor. If the repair of a painted part that showed a warrantable condition is not successful, the part can be replaced under warranty. Consult the region's warranty manual for details.

NOTE

Harley-Davidson advises taking a clear photo of the warrantable defect before performing the repair and to save it for the dealer's records.

Keep in mind that damage which is not the result of a manufacturing defect is only warrantable in cases of:

- Freight claims (FRT) with a note in the Bill of Lading (US only).
- Predelivery Inspection (PDI) (PRD) claims with a DPQA correctly filed.

Markets Affected

All markets are affected.

Issue

Paint Repair

INCOMPLETE REPAIR

See Figure 1. Example of incomplete repair, part was sanded but not buffed. This item is not warrantable:

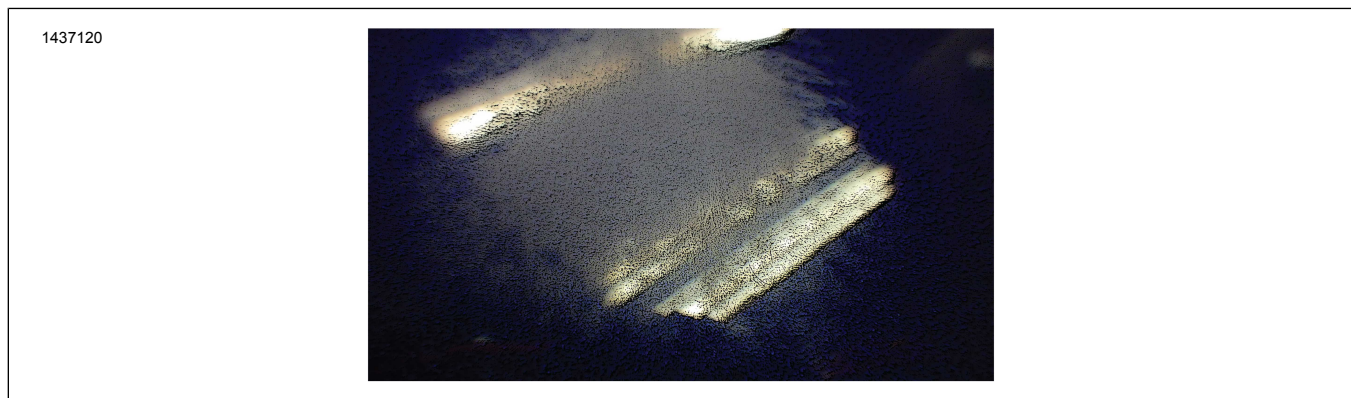


Figure 1. Incomplete Repair

REPAIRABLE CONDITIONS

Dirt Under Clear

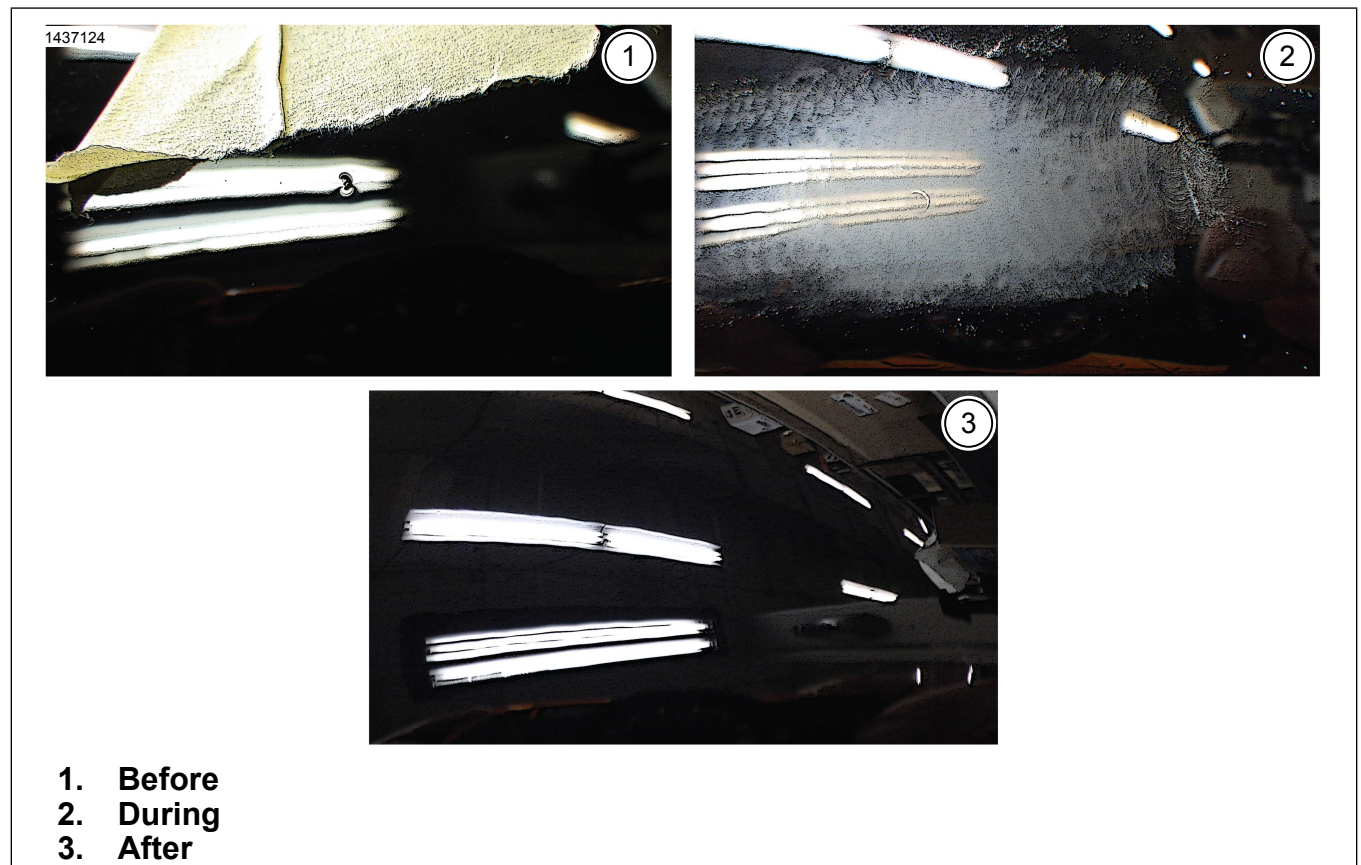


Figure 2. Dirt Under Clear

Repairable Scratch

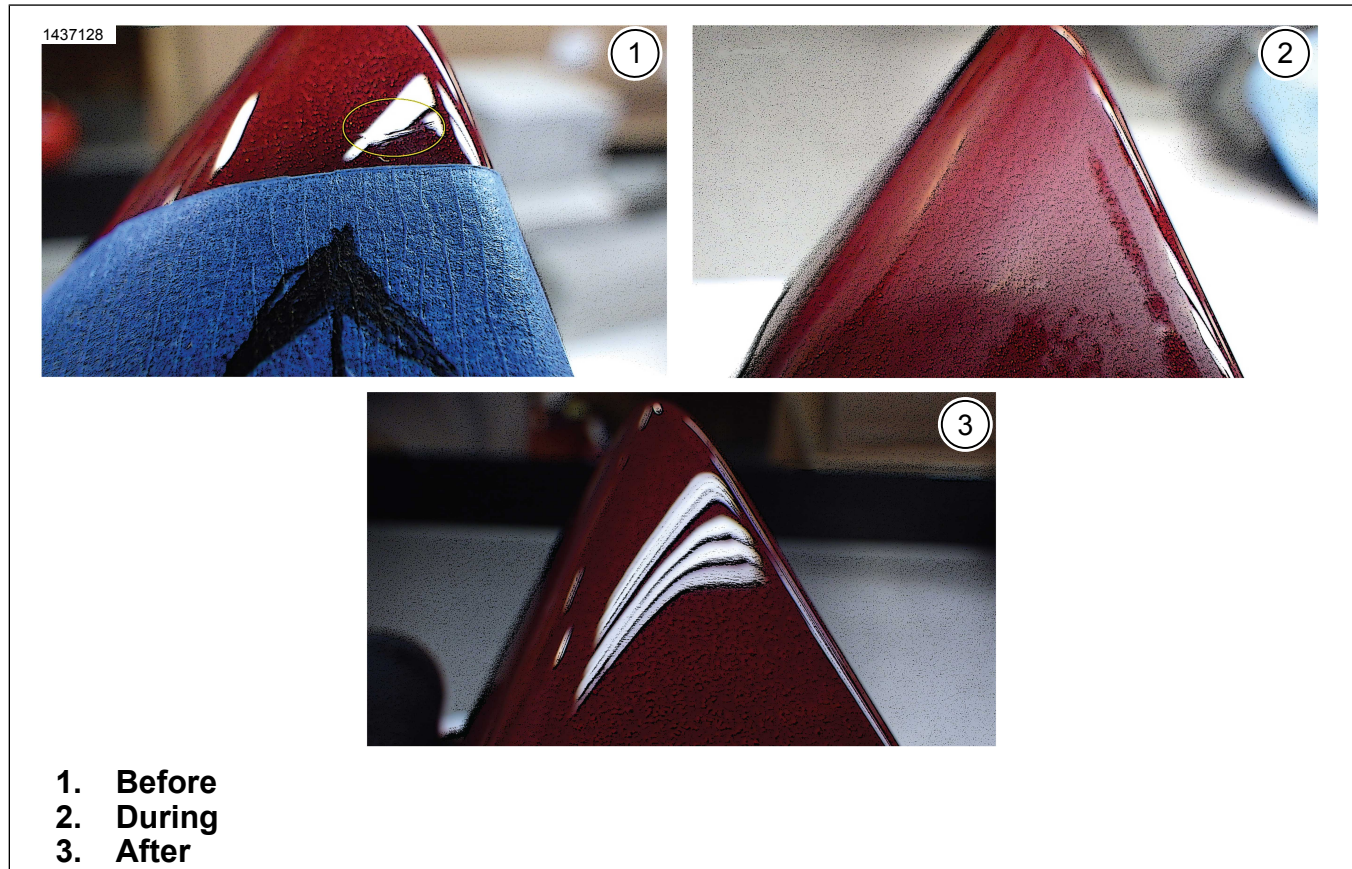


Figure 3. Repairable Scratch

Nick or Scuff



Figure 4. Nick or Scuff

BRAKE FLUID

When painted parts are exposed to DOT4 brake fluid, staining can occur. This condition can usually be repaired using the paint repair process.

NOTE

*If brake fluid is spilled, immediately flush the spill with water, wash the area with soapy water, rinse thoroughly and dry. **Do not** use a pressure washer or spray bottle on the spill.*



Figure 5. Brake Fluid

INCOMPLETE BUFF

See Figure 6. If a hazy condition is present, this area was not buffed completely. This condition can be repaired.



Figure 6. Incomplete Buff

WORMING

Worming is a surface condition (on top of the clear coat) that appears to the technician as watermarks that do not clean off. After investigation, the root cause was determined as packaging / protective tape remaining on the painted part surface in exposed sunlight. Furthermore, this condition was made worse by time in direct sunlight. Remove all protective tapes before placing the product in direct sunlight.

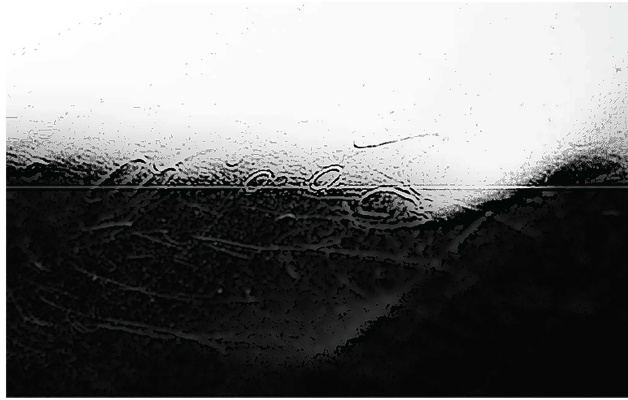


Figure 7. Worming

NOTE

The information contained in this Technical Tip does not cover all possible scenarios. The bulletin is meant as an informative information addressing some of the common repairable painted part concerns.