

SERVICE

SHOP DOPE

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No. 304

April 1, 1950

COMPLETE INFORMATION NEEDED ON MODEL 125 GENERATOR EXCHANGES

In too many cases instructions covering generators returned for credit or exchange in line with Shop Dope Bulletin No. 296 have been too incomplete to permit handling as requested.

That results in unnecessary correspondence, extra handling and delay all around. We just can't complete such transactions until we get all the information needed.

In this connection we quote from Bulletin # 296.

"These new generators will be charged to you temporarily at the regular price. Old generators can be returned for credit consideration later. On instruction sheet covering return shipment be sure to show name and address of owner, engine number and invoice number on which new generator was shipped. A correctly filled-in instruction sheet is attached for your guidance. Credit will not be issued unless information is complete as outlined.

"We must have this information so that in the event of an owner inquiry in the future, our records will show whether motorcycle is equipped with original or 1950 generator, and because issuing a credit at this end requires number of invoice on which a charge was made.

"If you have in your parts stock any new complete 2-brush generators, armatures or generator bodies only, you can return these for no charge exchange for corresponding later type 4-brush generators or parts. This does not include anything except strictly brand new, unused stock.

"Used generators and generator parts, bodies, armatures, etc., which may have accumulated around the shop as a result of earlier generator servicing, will not be accepted for credit or exchanged."

If any generators returned are from new, unsold machines on your sales floor, this should be plainly indicated on Instruction Sheet.

Instruction Sheets not completely and correctly filled in with information required, will have to be returned for correction.

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