

WARRANTY BULLETIN

ROAD ZEPPELIN SEAT WARRANTY AND NON-WARRANTY REPAIR PROCEDURE

Reason for Revision

Table 1. Document History

Date	Revision Description
2020-05-28	Link change
	* Updated Canada Market: Replacement Procedure
2017-06-05	Change of Address
	Added information concerning bladder settling

Purpose for Warranty Bulletin

This bulletin provides important information on the Road Zeppelin seat (Part No. 52341-97E, 52333-97E, 51072-09 and 52000201).

Markets Affected

Only the U.S. and Canada markets are affected.

Warranty Information

The Harley-Davidson Road Zeppelin seat is warranted to be free from failure for a period of one year from the date of purchase. This warranty will not apply to any failure caused by the following:

1. Abuse, modification or tampering.
2. Broken access door seal(s).
3. Repairs attempted by unauthorized personnel.

(For Part No. 52341-97E, 52333-97E and 52000201: Further information can be found in the owner's manual.)

NOTE

Prior to return of seat for repair:

- *Verify power functions are operating properly at the connector. If power is not functioning properly, diagnose and correct electrical issues. Retest seat function.*
- *If customer is concerned that seat "does not work", verify the accessory switch is on and that all electrical connections are properly engaged.*
- *For -97E style seats, the compressor will engage and run independently from the switches being pressed. This is appropriate to the design and is not a failure with the seat.*

- *During normal riding conditions the air bladders can settle. It will be necessary to periodically add air to maintain the desired comfort pressure. This condition is normal to the seat and is not cause for warranty of the seat.*

In Warranty Procedure

U.S. Market: Repair Procedure

1. The seat must be returned to an authorized Harley-Davidson dealership.
2. Dealership must send seat back to:
Milsco Manufacturing Company
Attn: Road Zeppelin Service Department
650 Bannerman Avenue
Redgranite WI 54970 USA

NOTE

3. Seat must be accompanied by a copy of the customer's original purchase receipt.
4. The seat will be repaired within seven (7) working days of receipt at Milsco. If there are questions, Milsco will contact the dealer. Subsequent communications may be necessary and these may delay return of the product.
5. The seat will then be shipped back to dealership at no cost.

Canada Market: Replacement Procedure

Submit a warranty claim on H-Dnet.com using the appropriate claim type. When part return is requested, follow the "Warranty Return Policy" in the Canadian warranty manual.

Out of Warranty Repair Procedure: U.S. and Canada

1. The seat must be returned to an authorized Harley-Davidson dealership.
2. The dealership provides customer an estimate of repair costs using chart below. Actual determination of necessary repairs will be finalized between Milsco and the dealer prior to start of repair activity. All seats are inspected and diagnosed upon receipt.

Table 2. Rate for Out of Warranty Repairs

REPAIR	COST
Initial inspection and diagnosis	\$60.00
Replace air bladders (seat and pillion)	\$95.00
Replace compressor/wire harness	\$145.00
Replace vinyl seat and pillion cover	\$155.00
Replace leather seat and pillion cover	\$215.00
Switches (grouping of two or three)	\$50.00
Base repairs	Not serviced
Foam cushions (only serviced along with cover)	\$40.00
Other items quoted after analysis*	TBD
*See note which follows.	

NOTE

**The design of the compressor and reservoir system is different between the -97E and -09 versions. All -97 versions can be repaired using the updated (-09) system. In some instances this may not be financially viable.*

NOTE

4. The seat will be repaired within ten (10) working days of receipt at Milsco.
5. The seat will then be shipped back to the dealership. The dealership will be billed for repairs and returned shipping costs directly by Milsco via invoice returned with the seat. Shipping costs from the dealership to Milsco are to be paid by the dealership. Dealer is to make checks payable to Milsco within 30 days.
6. Warranty for repaired items is 90 days from repair.

Canada Market

Canadian dealers: costs are in U.S. Dollars. Also, there may be brokerage duties costs in addition to the shipping costs incurred.