

Exclusive MVP Benefit



ONE-YEAR PARTS AND LABOR GUARANTEE

on ALL Genuine Harley-Davidson®
Parts and Accessories

**PURCHASED AND INSTALLED AT:
Starved Rock Harley-Davidson/Buell**

Our dealership agrees to pay for the costs of repair services (both parts and labor) required to repair or replace, at their sole discretion, covered parts purchased at and installed by Starved Rock Harley-Davidson/Buell that fail due to material failure (barring abuse or neglect) or installation errors.

This guarantee extends to your personally-owned motorcycle for ***Genuine Harley-Davidson Parts and Accessories only.*** This guarantee is effective for a period of one year after installation and is not transferable to a new owner.

Please note that this guarantee is not an insurance policy.

Parts Not Covered:

- Audio speakers and wiring, cellular telephones
- Brake pads
- Exhaust system rust-out or discoloration
- Filters and filter housing
- Final drive belt
- Sealed beams and light bulbs
- Spark plugs and plug wires
- Tires
- Any items considered to be consumable
- **Any after market parts and accessories**



Conditions Not Covered:

- Repairs performed by the vehicle owner or by another motorcycle repair facility
- Part failure, even if installed by Starved Rock Harley-Davidson/Buell, caused by:
 - Towing
 - Competitive driving or racing
 - Overloading (occupants, cargo or tow loads) in excess of the maximum weights specified for your motorcycle in the Harley-Davidson Owner's Manual
 - Abuse or neglect
- Damage due to:
 - Collision or upset
 - Breakage of glass
 - Missile or falling objects
 - Fire or smoke
 - Theft or larceny
 - Explosion, earthquake, windstorm, hail, water, flood, freezing, lightning or acts of God
 - Mold, rust, corrosion or contamination
 - Foreign objects and rocks
 - Malicious mischief, vandalism, riot or civil commotion
 - Nuclear contamination
 - Any loss covered by a motorcycle extended warranty or service plan
- Any breakdown caused by sludge buildup, contaminants, foreign objects, improper amount or type of fluids, lubricants, lack of required maintenance, abuse or neglect.
- Any damage resulting from continued operation or caused by your failure to take reasonable precautions to prevent further damage when an apparent problem exists.
- Any resulting or consequential damage to or from a non-covered part.
- Any loss of time, inconvenience, interruption of business, towing fees, storage charges, or loss of profits, income or other consequential damages.
- Situations where your motorcycle has been modified with any alterations to the powertrain, the suspension or an exhaust system not installed by Starved Rock Harley-Davidson/Buell.
- Discoloration or "blue-ing" of your motorcycle's exhaust system.
- Any loss or expense if your motorcycle has been salvaged or if its title has been branded as salvage or if it has been declared a total loss.

Process for Guarantee Coverage:

- Protect your motorcycle from further damage resulting from continued operation.
- Return your motorcycle, at your expense, to Starved Rock Harley-Davidson/Buell to determine the problem and cause of failure. Do not remove the part in question from your motorcycle.
- Any work covered by the guarantee must be conducted at Starved Rock Harley-Davidson/Buell. Starved Rock Harley-Davidson/Buell has the right to, at its sole discretion, arrange for guarantee work at another dealership. However, Starved Rock Harley-Davidson/Buell **will not** reimburse the customer for work without express written approval prior to work being commenced.
- Authorize any charges necessary to determine the cause of the failure. If it is determined that the failure is not covered by the terms of this guarantee, you must pay for all diagnostic, teardown and repair charges.
- Repairs covered under this guarantee coverage must be started within one year after the effective installation date of the parts in question.