



VENDOR COMMUNICATION:

My pleasure to help you.

I will have the Icon helmet developer review this with the factory, they may be cross threading the screw into the helmet causing it to bind up.

Regards,
Jeff

From: Nadia Bhatti [<mailto:NBhatti@PartsEurope.EU>]

Sent: Tuesday, March 15, 2016 8:32 AM

To: Hart, Jeff

Subject: RE: Variant Screws

Hahahaha, Aight. I'm on the same page with ya now.

The worst part? This is the less-damaged one out of the two. *facepalm*

...I know, right?

Funnily enough, one of our Return Techs tried to change the shield on his Variant and ended up with a similar result.

Creative feedback to ICON: Make an idiot-proof tool. Lol

What are they called in English, the X-shaped screwdrivers? A Phillips head? ..Something along those lines! haha

Thanks for the phenomenally clear and quick reply Jeff. :)

-Nadia

From: Hart, Jeff [<mailto:JHart@parts-unltd.com>]

Sent: Dienstag, 15. März 2016 14:25

To: Nadia Bhatti

Subject: RE: Variant Screws

Lol.....i think the Idiot was the one trying to get the screw out!! wow....hard to mess them up that badly!

With a sharp straight blade screwdriver attempt to put it into the original slot (or where it should be), tap the screw driver tip into the screw using a small hammer and while pressing

Down firmly try and remove the screw. To make this work strong down pressure is required on the screw driver

And the tip of the screw driver must be fresh/sharp and not rounded off.

If that doesn't work warranty the helmets. But maybe suggest to the consumer or dealer who messed these up they should

Not attempt to remove any screws from any device in the future!! Lol....

Regards,

Jeff

From: Nadia Bhatti [<mailto:NBhatti@PartsEurope.EU>]

Sent: Tuesday, March 15, 2016 8:18 AM

To: Hart, Jeff

Subject: RE: Variant Screws

Hello again,

Man that was quick! :D

Just so the Idiot (me) understands correctly, the screwdriver should be inserted where?

You don't mean underneath the flat end of the screw (beneath the writing)?

Sorry, I want to be 100% sure I understand you correctly :)

-Nadia

From: Hart, Jeff [<mailto:JHart@parts-unltd.com>]

Sent: Dienstag, 15. März 2016 14:13

To: Nadia Bhatti

Subject: RE: Variant Screws

Hi Nadia,

Sometimes the rounded off screws can be removed by using a large straight blade screwdriver that best fits the recessed area (larger screwdriver is often better).

The aluminum used on the screws is very soft so if the tool is not fully inserted and kept into the slot of the screw it is easy to round off the sides of the slot.

Regards,
Jeff

From: Nadia Bhatti [<mailto:NBhatti@PartsEurope.EU>]

Sent: Tuesday, March 15, 2016 8:03 AM

To: Hart, Jeff

Subject: Variant Screws

Hi Jeff,

Michael Athanassiadis asked me to contact you in regards to two Variant Return Claims I've got at the moment.

Both Claims are about the screws that attach the shield on to the helmet;

In both cases the customer has wanted to switch the shield (by using the supplied "key"), but the screws have completely rounded off and as a result, the screws can't be removed.

One of the helmets is basically brand new and the other one is some weeks old.

Obviously new screws are required, but what would be the best way to actually get the screws OFF?

Have you come across this issue before??

Best Regards / Ystävällisin Terveisin

Nadia Bhatti

REP COMMUNICATION:

Good Morning Stu,

As far as paperwork and my logic is concerned, it'd be easiest if we invoice out the new helmet to Moto Central and they would send it to the customer.

MC will be the one getting the credit, after all.

Obviously we can send a new helmet to Laguna.. However you know we'll need to invoice it out.

In order for me to proceed with the credit, I'll either

- A) need the helmet COMPLETELY destroyed (preferably by the dealership) ...The messed up screws should be visible in the DP!!!
- B) Send a freight label to the dealership, to get the helmet back here, IF the dealer cannot destroy the helmet properly.

Whichever dealer wants to order the new helmet, will need to order it via the usual method.

Let me know.

-Nadia

From: Stuart Procter

Sent: Mittwoch, 16. März 2016 18:57

To: Nadia Bhatti

Subject: Re: #12328 Laguna Motorcycles, Variant Helmet screw issue/ Chris Rubie-Todd

Nadia,

the end customer has been promised by us a new helmet. If the new helmet can be sent to Laguna the customer can pick it up there is this possible? I'll leave it all up to you guys.

SP

----- Original message -----

From: Nadia Bhatti <NBhatti@PartsEurope.EU>

Date: 16/03/2016 17:14 (GMT+00:00)

To: Stuart Procter <SProcter@PartsEurope.EU>

Subject: RE: #12328 Laguna Motorcycles, Variant Helmet screw issue/ Chris Rubie-Todd

So..

What would you like me to do?

If you want warranty, I'll need to open an RA.. Obviously it'll be to Moto Central, so they'll get the credit.

-Nadia

From: Stuart Procter

Sent: Mittwoch, 16. März 2016 18:10

To: Nadia Bhatti

Subject: Re: #12328 Laguna Motorcycles, Variant Helmet screw issue/ Chris Rubie-Todd

Nadia,

yes the pivot/screw kit supplied to the dealer was for this helmet and the dealer himself attempted to unscrew the screw, this was the end result after he tried all other avenues.

SP

----- Original message -----

From: Nadia Bhatti <NBhatti@PartsEurope.EU>

Date: 16/03/2016 16:11 (GMT+00:00)

To: Stuart Procter <SProcter@PartsEurope.EU>

Subject: #12328 Laguna Motorcycles, Variant Helmet screw issue/ Chris Rubie-Todd

Hey Stu,

I'm really sorry for the delayed reply.

I've spoken with our US ICON guy, apparently this issue does sometimes occur, as the metal on the screw is quite soft. Having said that, it looks like your consumer has gone full Rambo on his helmet..

“With a sharp straight blade screwdriver attempt to put it into the original slot (or where it should be), tap the screw driver tip into the screw using a small hammer and while pressing Down firmly try and remove the screw. To make this work strong down pressure is required on the screw driver And the tip of the screw driver must be fresh/sharp and not rounded off. “

Obviously we would prefer the dealer do this, instead of the end consumer himself.

Have I understood correctly, that the **0133-0541 PIVOT KIT VARIANT BLACK** that was supplied to Laguna MC in December 2015 was for this customer/ helmet?

Personally, I'd like to supply him with a second pivot kit and make sure the dealer changes the visor.

However, I have been authorized to warranty the helmet, **if** it comes to that.

Could you please contact your dealer and let me know how I should proceed.

Best Regards / Ystävällisin Terveisin
Nadia Bhatti

From: Stuart Procter
Sent: 15 January 2016 12:00
To: Kenny Li
Subject: ac 12328

Hi Kenny,
please see picture of helmet.

So far: We sent out a replacement screw, we cannot get the old screw out so the helmet does not function.

I believe I spoke to someone who said if the screw cannot be replaced we will replace the helmet.

The helmet was purchased online via Moto Central 20764

If you need any more info please let me know.

I will try and get the purchase receipt, and the helmet size.

Stuart Procter

From: Stuart Procter
Sent: 17 December 2015 15:31
To: Justin Knauer; Gunther Hildebrandt
Subject: Stuart Procter sent you an image file!
Hi Justine/Gunther

Please find attached picture of variant the customer is saying the screw is Jamed . Have you any solutions how to get this done ie. use a proper screw driver, hit the screwdriver into the screw to break the seal etc.

regards

Stuart Procter