

Customer Name Specification & SOW

Year and Make

Date and Revision

1. Performance Objective & Build Guidelines
 - a. Voice of customer...what is the intended use for this bike
 - b. Bike will be built to Condition 2/1 per the VJMEC restoration guidelines.
2. Base bike
 - a. Details of make, model and year
 - b. VIN # XXXXXX
3. General Observations
 - a. Describe the overall condition of the bike
4. Motor
 - a. Parts to be replaced (eg bearings, pistons, rings, valves, guides, etc)
 - b. Machining to be done
 - c. Any special performance features
5. Primary & clutch
 - a. Any updates or replacement parts
6. Gearbox & final drive
 - a. Parts to be replaced (bearings, gears, kickstart, etc)
 - b. Seals to be retrofitted
 - c. Chains and sprockets
 - d. Gearing
7. Isolastics (Norton only)
 - a. Parts to be replaced
 - b. Update to MKIII if requested
8. Exhaust
 - a. Headers, mufflers, exhaust nuts, mounting features, clamps
9. Wheels
 - a. Hub work (bearings, etc)
 - b. Spokes, rims
 - c. Tires
10. Brakes
 - a. Hydraulic
 - i. Stock or upgrades
 - ii. Parts to be replaced or upgraded
 - b. Drum
 - i. Parts to be replaced or refurbished
 - ii. Special upgrades or subcontract work
11. Controls
 - a. Handlebars
 - b. Switchgear (stock or aftermarket) including kill switch
 - c. Foot controls (stock or rearsets)

- d. Cable replacement (tach, speedo, brake, throttle, choke)
- 12. Tank & Seat
 - a. Tank refurbishment or replacement
 - b. Seat option (stock, Corbin, etc)
- 13. Carburetion & Air Intake
 - a. Carb options (stock or aftermarket like Mikuni)
 - b. New petcocks and fuel lines; fuel filters
- 14. Electrical
 - a. Harnesses (stock or custom)
 - b. Battery option (AGM or Odyssey)
 - c. Alternator / Rectifier option (3 phase or stock with SS rectifier)
 - d. Coil option (stock or dual)
 - e. Electronic ignition option
 - f. Turn signals and flasher options
 - g. Headlight shell & Halogen option
 - h. Taillight option (stock or custom)
 - i. Idiot light options
- 15. Lubrication
 - a. Replace oil lines & clamps
 - b. Stainless rocker lines (Norton)
 - c. Add anti sump check valve (Norton)
 - d. Install oil pressure gauge
 - e. Colorado Norton Works oil tank mod (Norton)
 - f. Oil filter retrofit (if necessary)
- 16. Frame and cycle parts
 - a. Fender options
 - b. Install Woodbury collars on swingarm (Norton)
 - c. Install steering dampener
 - d. Replace nameplate
 - e. Repair center and side stand holes
 - f. Weld repair steering stop(s)
- 17. Suspension
 - a. Rear shock options
 - b. Front spring options
 - c. Gaiter option
- 18. Gauges
 - a. Speedo drive if necessary
 - b. Nisongers rebuild if necessary
- 19. Hardware and fasteners
 - a. Common, stainless and/or high strength
- 20. Paint and Finishes
 - a. Powder coating
 - i. Gloss Black: Frame, cradle, swing arm, battery box, center stand, all other black bits as required
 - ii. Silver: Triple trees, exhaust hangers, spindle covers, other silvery bits as required
 - b. Polishing

- i. Specify 1, 2, 3 or 4
 - ii. Primary cover, timing side cover, rocker covers, gearbox cover, fork sliders, hubs
 - c. Tumbling
 - i. Ceramic ball tumbling of aluminum castings
 - ii. Crankcase, cylinder head, gearbox main housing and inner cover
 - d. Paint scheme from Vintage Vendor
 - i. Tank
 - ii. Side covers
 - iii. Fenders
- 21. Run in
 - a. Bike will be run by CBE personnel for 100 miles for settling and tuning
 - b. Retorque of head and oil/filter change
 - c. Customer is required to ride the bike for 100 miles at CBE before delivery
- 22. Customer Maintenance
 - a. Customer will be provided with soft copies of applicable manuals
 - i. Parts
 - ii. Owners
 - iii. Factory
 - b. Basic maintenance training by CBE and proper use of special tools
- 23. Commercial Terms
 - a. Billable labor:
 - i. Senior Mechanic: \$85/hr
 - ii. Junior Mechanic: \$45/hr
 - iii. Customer Labor: \$25/hr
 - b. All parts, materials and subcontract services will be done through CBE unless otherwise agreed to
 - i. 35% on subcontract labor
 - ii. No state tax on materials
 - c. Officially, there is no warranty stated or implied. However, CBE has a reputation of standing behind its work and we appreciate the opportunity to correct any defects in materials or workmanship in a fair and equitable fashion.
 - i. Customer is responsible for returning bike to CBE for any rework
 - d. Cost estimate is based upon the above assumptions. Cost risk is normally with parts and not labor. Using a good old part or using a new part generally takes the same amount of time. The first phase of the project is to determine if all of the specification assumptions are good and which need to be amended.
 - e. Payments
 - i. Down payment for restoration work: \$1500
 - 1. \$300 for assessment and \$1200 for initial teardown labor.
 - 2. Held in a separate account at CBE until work commences.
 - 3. This amount covers labor for tear down and inspection of the bike to update the estimate based upon fact finding. No further work is done and no parts or services ordered until customer approves the revised specification and cost estimate.
 - ii. Progress Payments: Per cost estimate
 - iii. Final payment upon delivery and acceptance: \$1000
 - iv. Invoicing & records

1. All shop records will be kept up to date for parts, labor and subcontract labor costs.
 2. A variance analysis will be provided as work progresses:
 - a. Labor
 - b. Subs
 - c. Parts
- f. All old parts not used will be collect and made available to customer upon delivery.
- g. Schedule:
- i. Estimated project duration is 4 months
 - ii. Start date is planned for XXXXX
 - iii. Delivery after 200 miles of road testing per above
 - iv. Target delivery date is XXXXXX
- h. Registration and Insurance
- i. Owner is responsible for registration and insurance for road testing.
 - ii. CBE insurance will cover the bike while at CBE for restoration and storage.