

SERVICE BULLETIN



M-1139

August 26, 2003

2004 XL SPORTSTER INITIAL CARE PROGRAM

General

The purpose of this bulletin is to provide information on the Initial Care Program for 2004 Model Year motorcycles.

As part of the introduction of the 2004 XL Sportster, Customer Service is providing the XL Sportster Initial Care Program. Key components of the program are:

- **XL Sportster Initial Care Phone Line (414) 343-8357:** Allows direct access for technical support and warranty pre-approval decisions.
- Minimal parts protected, allowing dealers to stock an inventory of repair parts.
- Warranty Pre-Authorization from XL Technical Service (by using XL Initial Care Phone Line listed above) is required for all powertrain repairs. Decisions concerning repair versus replacement or requesting for further diagnostic labor time will be determined by XL Technical Service Representatives at that time.
- Warranty Pre-Authorization from XL Technical Service is required for specific components listed in Table 1. This allows Harley-Davidson to monitor initial repair trends on significant components.
- Emergency weekend or holiday repairs can be completed by the dealer **only if customer satisfaction is at stake**, but will still require contacting XL Sportster Initial Care on the following weekday for review and authorization.
- The XL Sportster Initial Care Program has an intended life span of **September 1, 2003 through December 1, 2003**. It will be reviewed at that time and extended if necessary.

Table 1-1. Components Requiring Pre-Authorization for Replacement Under Warranty

Description	Part Number	Description	Part Number
Battery Cable, Ground	70296-04	Fuel Tank	*62731-04XXX
Battery Cable, To Starter	70295-04	Fuel Tank	*62732-04XXX
Bracket, Exhaust Clamp	65974-04	Ignition Module (w/o Programming)	32478-04
Caliper Assembly, Left Front	44121-04	Isolator, Front Mount	48463-04
Caliper Assembly, Right Front	44119-04	Isolator, Rear Mount	48492-04
Caliper Assembly, Rear (w/Bracket)	40968-04	Main Harness, XL Sportster	70139-04
Console Assembly, Fuel Tank	71276-04	Master Cylinder Assembly, Dual Front	45052-04
Frame Weldment, w/Bearing Cups	48878-04	Master Cylinder Assembly, Single Front	45146-04
Fuel Tank	*61023-04XXX	Master Cylinder Assembly, Rear (w/Reservoir)	42521-04
Fuel Tank	*61195-04XXX	Tie-Link	16232-04

*Painted Part. XXX indicates painted part suffix must be supplied for ordering. See 1999-2004 Painted Parts Book 99489-04

IMPORTANT NOTE

In the interest of preserving customer safety and satisfaction, always check for outstanding recalls whenever any motorcycle is brought into your dealership for either maintenance or service.

ROUTING	SERVICE MANAGER	SALES MANAGER	PARTS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO
INITIAL HERE									

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