

# SERVICE BULLETIN



M-1173B

December 19, 2005

## 2006 ADVANCED AUDIO SYSTEM INITIAL CARE PROGRAM

### Purpose

This bulletin, which replaces Service Bulletin M-1173A, announces that the Advanced Audio System (AAS) Initial Care Program is being extended from December 23, 2005 to **May 22, 2006**.

Harley-Davidson Technical Service is providing the AAS Initial Care Program for 2006 Model Year motorcycles equipped with the AAS, or with AAS P&A kits, for the purpose of monitoring initial repair trends on significant components and to provide rapid resolution of field concerns.

### Key Program Components

- Warranty Pre-Authorization from Technical Service (the AAS Initial Care Phone Line is listed in the next column) is required for all audio system repairs. Decisions concerning repair versus replacement or requests for further diagnostic labor time will be determined by Technical Service Representatives at that time.
- Minimal parts are protected allowing dealers to stock an inventory of repair parts. However, Warranty Pre-Authorization from Technical Service's Initial Care Team is also required for the specific components listed in Table 1.
- If component is warrantable, process the order per Warranty Bulletin W-132B and submit a claim, referencing the authorization number provided in the comments area of the warranty claim unless otherwise instructed. *During the initial care period Technical Service may instruct you to take unique steps to expedite component return and failure analysis.*

### Initial Care Phone Line (414) 343-8357

This phone line allows direct access for technical support, diagnostic assistance, and warranty pre-approval decisions. Prompt 2 for H-D Initial Care Programs, then Prompt 2 for AAS Initial Care.

Please be prepared with the following information:

1. Vehicle Identification Number (VIN).
  2. Mileage.
  3. Problem condition, diagnostics procedures performed and the test results.
  4. Other pertinent information, such as vehicle maintenance or repair history, vehicle condition, detail of any modifications, etc.
  5. Part numbers and packages dates for P&A related concerns.
- Emergency weekend or holiday repairs can be completed by the dealer only if customer satisfaction is at stake, but will still require contacting Technical Service's Initial Care Team on the following weekday for review and authorization.
  - The AAS Initial Care Program will remain in effect until May 22, 2006. At that time, the program will be reviewed and further extended if necessary.

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

Description	Part Number	Description	Part Number
Base Radio (no region code set)	76160-06	Repaired Base Radio (no region code set)	76160-06REFURB
Satellite Radio Module	76165-06A	Repaired Satellite Radio Module	76165-06AREFURB
GPS Navigation Module	76167-06A	Repaired GPS Navigation Module	76167-06AREFURB
Amplifier	76192-06A	Repaired Amplifier	76192-06AREFURB
Hands-Free Phone Gateway	76222-06A	Repaired Hands-Free Phone Gateway	76222-06AREFURB
CB Module	76236-06	Repaired CB Module	76236-06REFURB
Switch Assembly	76482-06		

#### 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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