

SERVICE BULLETIN



M-1175

July 23, 2005

2006 SPORTSTER POWERTRAIN INITIAL CARE PROGRAM

Purpose

The purpose of this bulletin is to provide information on the Initial Care Program for 2006 Model Year Sportster motorcycles.

As part of the introduction of this year's Harley-Davidson Motorcycles, Technical Service is providing the 2006 Model Year Sportster Initial Care Program. This program allows Harley-Davidson to monitor initial repair trends on significant components and provide rapid resolution to field concerns.

Key Program Components

- Warranty Pre-Authorization from Harley-Davidson Technical Service (by using the Sportster Initial Care Phone Line listed above) is required for all **Engine or Transmission** repairs. Decisions concerning repair versus replacement or requests for further diagnostic labor time will be determined by Technical Service Representatives at that time.

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 select **Sportster** Initial Care.

Please be prepared with the following information:

1. Vehicle Identification Number (VIN).
 2. Mileage.
 3. Problem condition and 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 package 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 Sportster Initial Care Program has an intended life span of **July 23, 2005 through January 20, 2006**. It will be reviewed at that time and extended if necessary.

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									

©2005 HARLEY-DAVIDSON MOTOR COMPANY