

# SERVICE BULLETIN



M-1189

July 15, 2006

## 2007 XL SPORTSTER INITIAL CARE PROGRAM

### Purpose

The purpose of this bulletin is to provide information on the Initial Care Program for 2007 Model Year motorcycles.

As part of the introduction of the 2007 Sportster, Technical Service is providing the Sportster Initial Care Program in the U.S. market. This program allows Harley-Davidson to monitor initial repair trends on significant components and provide rapid resolution to field concerns.

### Key Program Components

- Minimal parts protected, allowing dealers to stock an inventory of repair parts.
- Warranty Pre-Authorization from Technical Service is required for **all POWERTRAIN** repairs. Decisions concerning repair versus replacement or requests for further diagnostic labor time will be determined by Technical Service Representatives at that time.
- Warranty Pre-Authorization from Technical Service is required for specific components listed in Table 1. This allows Harley-Davidson to monitor initial repair trends on significant components.
- If a component is warrantable, process the order as normal and submit a claim, referencing the authorization number provided by the Initial Care Team in the comments area of the warranty claim.
- Accessorization with race only performance parts or aftermarket products may void vehicle warranty and the installing dealer becomes responsible for quality and workmanship.
- 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.

### Contacting the Initial Care Team

#### First Choice: Initial Care Phone Line

For a quick response, call the Initial Care Phone Line (414) 343-8357. This phone line allows direct access for technical support, diagnostic assistance, and warranty pre-approval decisions. Prompt 1 for H-D Initial Care Programs, then Prompt 2 for 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 packages dates for P&A related concerns

#### Option: Initial Care Alert On-Line Form

If you have tried but have not been able to make phone contact, you may use the on-line Initial Care Alert form on [h-dnet.com](http://h-dnet.com) to provide details on the vehicle and the product issue. This form will initiate a callback request for technical support, diagnostic assistance, and/or warranty pre-approval decisions.

The entire form must be completed in order for us to process the request for a callback from the Initial Care Team.

### Duration of Program

The Sportster Initial Care Program has an intended life span of **July 15, 2006 through October 13, 2006**. It will be reviewed at that time and extended if necessary.

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

Description	Part Number	Description	Part Number
Throttle Body/Components	27694-07	Fuel Pump	75268-07
Wire Harness	70224-07	ECM	32140-07
Fuel Line	62351-07	Fuel Line	62350-07

#### 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									

©2006 H-D.