

SERVICE BULLETIN



M-1193

July 14, 2006

2007 TWIN CAM POWERTRAIN INITIAL CARE PROGRAM

Purpose

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

As part of the introduction of this year's Harley-Davidson Motorcycles, Technical Service is providing the 2007 Twin Cam Powertrain Initial Care Program to U.S. dealers. 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 are protected, allowing dealers to stock an inventory of repair parts. However, Warranty Pre-Authorization from Technical Service Initial Care Team is required for all engine, primary, and transmission components.
- 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.
- With the exception of the clutch access (derby) cover for scheduled maintenance or P&A accessory cover installations, **none** of the primary, transmission, or engine compartments should be opened or covers removed prior to contacting Technical Service's Initial Care Team for diagnostic assistance and/or Warranty Pre-Authorization.
- 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.
- Genuine Parts & Accessories and/or Screamin' Eagle performance parts installation does not require contact with the Initial Care Team prior to disassembly and installation. We do require that you perform a thorough PDI and test ride in stock configuration prior to any disassembly or modification of the vehicle to validate product performance and quality. Any concerns identified should be reported to Technical Service's Initial Care Team immediately.
- 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 (414) 343-8357

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 1 for Twin Cam Powertrain 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 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 2007 Twin Cam Powertrain Initial Care Program has an intended life span of **July 15, 2006 through December 22, 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									