

# SERVICE BULLETIN



M-1222

May 20, 2008

## 2008.5 SPORTSTER XR1200 INITIAL CARE PROGRAM

### Purpose

The purpose of this bulletin is to provide information on the Initial Care Program for 2008.5 Model Year Sportster XR1200 motorcycles recently introduced into the European market.

As part of the introduction of the 2008.5 Sportster XR1200 models, Technical Service is providing the 2008.5 XR1200 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

- 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 District Manager 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 after you have completed the repair, referencing the authorization number provided by the Initial Care Team in the authorization field in 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

Call your regional Technical Service phone number as normal and indicate you have an Initial Care issue. This process allows direct access for technical support, diagnostic assistance, and warranty pre-approval decisions.

Please be prepared with the following information:

1. Vehicle Identification Number (VIN).
2. Mileage.
3. Problem condition and diagnostic 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.

### Duration of Program

The 2008.5 Sportster XR1200 Initial Care Program has an intended life span of **May 20th through August 20th, 2008** (approximately 90 Days). 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									

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

PART DESCRIPTION	PART NUMBER
O2 sensor unheated	27690-08
Spark plugs	27794-08
Rear brake pads	42310-08
Fuel tank	61392-08
Front heat shield	64927-08
Rear heat shield	64934-08
Collector heat shield	64935-08
Top heat shield	64936-08
Botom Heat Shield	64954-08
Header assembly	64965-08
Muffler gaskets	65317-08