

# SERVICE BULLETIN



M-1361A

May 1, 2014

## 2015 STREET™ MODELS INITIAL CARE

### Purpose

The purpose of this bulletin is to provide information on the Initial Care Program for the recently introduced Street motorcycles.

As part of the introduction of the Street models, Technical Service is providing the Street Models Initial Care Program. This program allows Harley-Davidson to monitor initial repair trends on significant components and provide rapid resolution to field concerns.

We are asking our dealer network to provide information to Harley-Davidson Technical Service within 24 hours of a reported concern. Our goal is to provide a rapid resolution that will enable us to have the motorcycle back on the road within 72 hours.

### Vehicles Affected

This information applies to all 2015 Street models.

### Markets Affected

Only the U.S., India, Italy, Portugal and Spain markets are affected.

### Key Program Components

- Warranty Preauthorization from Technical Service is required for **all** repairs. Decisions concerning repair versus replacement or requests for further diagnostic labor time will be determined by Technical Service Representatives at that time.
- Warranty Preauthorization from Technical Service is required for all components. This allows Harley-Davidson to monitor initial repair trends on significant components.
- If a component is warrantable, process the order as normal, make the repair and submit a claim, referencing the 6-digit authorization number provided by Technical Service in the Authorization Number field of the warranty claim. If the Authorization Number field is not available, the authorization number must be entered in the Repair Description field.
- Accessorization with race-only performance parts or after-market products may void vehicle warranty and the in-

stalling dealer becomes responsible for quality and workmanship.

### Dealer Action

#### U.S. Market

Initial Care support can be requested in two ways. eService Technical Service Requests can be submitted using the eService tool on h-dnet.com. The eService Request is available 24/7 and our goal is to respond within one business day. Additional benefits of the eService Request include the ability to attach documents, files and images as well as receive a Service Request number sent by e-mail shortly after submitting the request. The Service Request number allows for faster and easier follow-up should you need it.

In the event you need more urgent Initial Care support call 800-664-7762 for assistance and approval. This phone line allows direct access for technical support, diagnostic assistance and warranty pre-approval decisions. Select the Initial Care prompt for the specific vehicle feature requiring repair.

#### All Other Markets

Call your local Harley-Davidson Technical Support representative for assistance and approval.

### Information Required: All Markets

Be prepared with the following information:

- Vehicle Identification Number (VIN)
- Vehicle mileage
- Problem condition, diagnostic procedures performed and the test results
- Other pertinent information, such as vehicle maintenance or repair history, vehicle condition, detail of any modifications, etc.

### Program Duration

This program has an intended life span of May 1, 2014 through July 31, 2014.

#### 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	WARRANTY PROCESS MANAGER	LEAD TECHNICIAN	TECHNICIAN NO. 1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	RETURN THIS TO
INITIAL HERE									

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