

SERVICE BULLETIN



M-1227A

August 14th, 2008

2009 FLHTCUTG INITIAL CARE PROGRAM

Purpose

Please note that this revised bulletin contains important changes and updates in the Components Table 1.

The purpose of this bulletin is to provide information on the Initial Care Program for 2009 Model Year FLHTCUTG motorcycles recently introduced into the U. S. market.

As part of the introduction of the 2009 Tri Glide models, Technical Service is providing the 2009 FLHTCUTG 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 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 2 for H-D Initial Care Programs, then Prompt 2 for Tri Glide 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 eForm 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 2009 FLHTCUTG Initial Care Program has an intended life span of **July 21st, 2008 through October 17th, 2008**.

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									

©2008 H-D.

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

PART DESCRIPTION	PART NUMBER
Thrustwasher	6557
Retainer, Sprocket	37810-08A
Pivot shaft	47505-02
Axle Assembly, Rear	83371-09
Mount, rear engine isolator	83382-09
Motor, Reverse	83388-09
Parking Brake Assembly	83421-09
Nut, pivot shaft	83496-09
Steering Damper	83808-09
Kit, Compensator Bowl Assembly	83850-09
Control Module, Reverse	83862-09
Bracket, Steering Damper	83865-09
Bracket, Tie Link	83874-09
Reverse Switch Assembly	83883-09
Washer, cup	83886-09
Compensator Assembly	83935-09
Assembly Spring Pack	83936-09