SERVICE BULLETIN



M1429A 2016-11-22

M1429A 2017 TOURING AND TRIKE INITIAL CARE PROGRAM ENDS

Reason for Revision

This revision provides notice that this **Initial Care program officially ends November 23, 2016**. At that time the restricted parts listed in Table 1 will no longer be restricted. Order parts through normal channels. File warranty claims through normal channels.

Purpose

The purpose of this Initial Care Program is to monitor Harley-Davidson quality delivered to our customers. Harley-Davidson Technical Service is providing an Initial Care Program for vehicles equipped with the new Milwaukee Eight™ power train and associated cooling and charging components listed in Table 1.

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

Vehicles Affected

This information applies to all 2017 Touring, Touring CVO, Trike and Police models built from July 05, 2016 to November 22, 2016.

Markets Affected

All markets are affected.

Key Program Components

- Pre-authorization from the Technical Service Initial Care Team is required for all warranty repairs of power train components and systems. Decisions concerning repair versus replacement or requests for further diagnostic labor time are determined by Technical Service Representatives.
- Pre-authorization is required for all power train repairs including engine, transmission and primary drive along with charging system, certain oil cooling and Twin-Cooled components. Refer to Table 1.
- If the failure is warrantable, an authorization number will be provided. During the initial care period, Technical Service may instruct you to take unique steps to expedite component return for failure analysis.
- When filing the warranty claim, enter the authorization number in the authorization field of the claim.

Program Duration

This program was expected to be in effect from August 23, 2016 until December 23, 2016. It has been truncated as of November 22, 2016.

Dealer Action

U.S.

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 Suppor representative for assistance and approval.

- Canada Contact John White, Market Technical Lead by email at john.white@harley-davidson.com or phone at 877-575-1715.
- Europe, Middle East and Africa (EMEA) Submit an eService request through H-Dnet.
- Mexico and Latin America Contact Andres De Tuoni, Technical Services Lead Latin America by email at andres.detuoni@harley-davidson.com or at +52 (81) 8248-4222.
- Brazil Contact Maurilio Papa, Technical Service Specialist by email at maurillio.papa@harley-davidson.com or at +55-11-3216-3904.
- Japan Contact Daisuke Hirata, Regional Technical Support Lead Japan by email at daisuke.hirata@harley-davidson.com or at +81-5892-0994.
- China Contact Winter Yang, Regional Technical Support Lead China by email at winter.yang@harley-davidson.com or at +86-156-1830-2822.
- Asia Pacific/AEM John McEnaney, Regional Technical Lead by email at john.mcenaney@harley-davidson.com or at +65-6499-8001.
- Australia and New Zealand Contact Dan Lesnock, Technical Services Lead by email at dan.lesnock@harley-davidson.com or at +61-2-9886-0689.

Information Required

Be prepared with the following information

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 services.

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									

- · Vehicle Identification Number (VIN)
- · Vehicle mileage
- Problem condition, diagnostics procedures performed and the test results
- P&A additions or alterations from vehicle stock configuration

 Other pertinent information, such as vehicle maintenance or repair history, vehicle condition, detail of any modifications

Emergency weekend or holiday repairs should be completed only if customer satisfaction is at stake. The Technical Service Initial Care Team must be contacted on the next business day for review and authorization.

Table 1. Parts Included in Program

PART NO.	DESCRIPTION	PART NO.	DESCRIPTION
16500388	CYL HEAD ASSY, RR, OIL, BLK	36700170	CLUTCH MASTER CYL ASSY W/LVR
16500393	CYL HEAD ASSY, FR, OIL, BLK	36700205	CLUTCH MASTER CYL ASSY W/LVR, BLK
16500498	CYL HEAD ASSY, RR, WATER, BLK	36700206	CLUTCH MASTER CYL ASSY W/LVR, BLK
16500499	CYL HEAD ASSY, RR, WATER, BLK GRANITE	37200127	CLUTCH LINE, HYDRAULIC
16500508	CYL HEAD ASSY, FR, WATER, BLK	37200128	CLUTCH LINE, HYDRAULIC
16500509	CYL HEAD ASSY, FR, WATER, BLK GRANITE	37200129	CLUTCH LINE, HYDRAULIC
16800085	CYLINDER ASSY, 4.016, FR, BLACK GRANITE	37200131	CLUTCH ACTUATOR, SECONDARY
16800090	CYLINDER ASSY, 4.016, RR, BLACK GRANITE	37200146	CLUTCH LINE, HYDRAULIC
16800095	CYLINDER ASSY, 3.937, FR, HOG BLACK	37200179	HOSE, CL, GRAY
16800100	CYLINDER ASSY, 3.937, RR, HOG BLACK	37200180	HOSE, CL, SIL
25400133	SUPPORT PLATE ASSY, CAMSHAFT	37200297	HOSE, CL, HYDR
26600048	COOLANT PUMP	37200298	HOSE, CL, HYDR
27200025	MANIFOLD, THROT BODY/INTK, KIT	40100076	COMPENSATOR SPROCKET ASSY
29900038	ROTOR ASY	41000307	ECM
35000198	GEAR CLUSTER SUB-ASY, BLACK	62400121	OIL PUMP ASSY, OIL COOLED
36700127	CLUTCH MASTER CYL ASSY W/LVR, BLK	62400124	OIL PUMP ASSY, TWIN-COOLED
36700128	CLUTCH MASTER CYL ASSY, W/LVR, BLK	69201423	DC LEAD ASSEMBLY
36700131	GASKET, COVER, MASTER CYL	74700025	VOLT REGULATOR ASSY, 50 AMP, BLACK
36700169	CLUTCH MASTER CYL ASSY W/LVR		

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