# **SERVICE BULLETIN**



#### M1440

M1440: 2017 STREET XG750A STREET ROD™ INITIAL CARE PROGRAM

## 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 new XG750A Street Rod™ equipped with the various 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 XG750A Street Rod  $^{\rm TM}$  models.

# **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 components listed in Table 1. Decisions concerning repair versus replacement or requests for further diagnostic labor time are determined by Technical Service Representatives.

Pre-authorization is required for all repairs on components and systems listed in Table 1 including the powertrain assembly for the XG750A Street Rod<sup>TM</sup>.

- 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 will begin on March 9th, 2017 and planned to continue until June 7th, 2017.

### **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 Support representative for assistance and approval.

- **Canada** Contact John White, Lead Technical Support 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 Ariel Ortega, Technical Services Lead Latin America by email at ariel.ortega@harley-davidson.com or at +52 (81) 8248-4222.
- Brazil Contact Maurilio Papa, Technical Service Specialist by email at maurilio.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 +81-3-6892-0993.
- 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

- 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

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									

2017-03-10

Part No.	Description	Part No.	Description		
20109-17	ENGINE ASSEMBLY	52000251	SEAT. RIDER		
16400058	ENGINE MOUNT BRACKET, REAR	52400144	SEAT, PASSENGER		
16400065	BRACKET, ENGINE MOUNTING, FRONT	52400154	PASSENGER STRAP		
	LOWER	02100101			
16500468	ADAPTER	54000123	SHOCK ABSORBER		
16500584	CLAMP	55800582	HANDLEBAR		
27200031	FUEL SYSTEM ASY	55900085	CLAMP, UPPER		
27300129	THROTTLE BODY, INTAKE	55900093	CLAMP, LOWER		
27300143	SEAL. DUAL	56000131	MIRROR, RH		
29000203	BASEPLATE ASSEMBLY WITH 29000160	56000132	MIRROR, LH		
29000218	INTAKE RISER	56100187	GRIP, ASSEMBLY, THROTTLE (RIGHT)		
29200118	INTAKE SNORKEL ASSEMBLY	56100188	GRIP (LEFT)		
29200122	INTAKE SNORKEL ASSEMBLY (ASIA-PA-	57000695	BRACKET, FAIRING SUPPORT		
20200122	CIFIC, INDIA)	01000000			
29400269	AIR FILTER	60300146	SAREE GUARD, LH		
29400286	BREATHER SYSTEM WITH 12200055	60300147	SAREE GUARD, RH		
29400291	FILTER, BREATHER HOSE, CONNECTOR	60900034	BRACKET, FUEL LINE MNTG		
33600147	SHIFTER PEDAL ASSEMBLY, WITH 11000148	61300710	COVER KIT, AIR CLEANER WITH 29108-08		
37200302	CABLE, CLUTCH	64900420	ASSEMBLY, MUFFLER		
40000016	BELT, 168TOOTH, 25MM WIDE	64900483	ASSEMBLY, MUFFLER		
40900439	WHEEL, REAR	65100070	END CAP ASSEMBLY, MUFFLER		
41300190	CALIPER, RIGHT	65400287	ASSEMBLY, HEAT SHIELD, REAR		
41300196	BRAKE PAD KIT, RIGHT	65400397	ASSEMBLY, HEAT SHIELD, INTERMEDIATE		
41500137	BRAKE DISC, RIGHT	66000124	COVER, BATTERY PAN		
41700429	MASTER CYLINDER ASSEMBLY	67700342	HEADLIGHT ASSEMBLY		
41800570	BRAKE LINE, EHCU TO FRONT CALIPER	67800697	TURN SIGNAL ASSEMBLY, FRONT, LH		
41800571	BRAKE LINE, EHCU TO FRONT MASTER CYLINDER	67800698	TURN SIGNAL ASSEMBLY, FRONT, LH		
41800612	BRAKE LINE, EHCU TO REAR CALIPER	67800699	TURN SIGNAL ASSEMBLY, FRONT, RH		
41800613	BRAKE LINE, EHCU TO REAR MASTER CYL- INDER	67800700	TURN SIGNAL ASSEMBLY, FRONT, RH		
43000069	AXLE, FRONT	67800701	TURN SIGNAL ASSEMBLY (RIGHT)		
43300423	WHEEL, FRONT	67800702	TURN SIGNAL ASSEMBLY (LEFT)		
45400119	FORK ASSEMBLY, LEFT	67900342	BRACKET ASSEMBLY, LICENSE PLATE		
45400120	FORK ASSEMBLY, RIGHT	67900361	BRACKET, LICENSE PLATE		
47000123	FRAME	69201488	HARNESS, MAIN		
47400094	REAR FORK ASSEMBLY	69201489	HARNESS, MAIN, ABS		
50000123	JIFFY STAND ASSEMBLY	69201497	WIRING HARNESS, ENGINE		
50500543	BRACKET ASSEMBLY, FOOTPEG MOUNT (RIGHT)	70900761	SPEEDOMETER, MPH		
50500572	RIDER FOOTREST ASSEMBLY, RH	70900762	SPEEDOMETER, KM/H		
50500573	RIDER FOOTREST ASSEMBLY, LH	70900763	SPEEDOMETER, KM/H/MPH		
50500574	FOOTPEG, RUBBER		SPEED SCREEN (VIVID BLACK)		
50500576	PASSENGER FOOTREST ASSEMBLY, LH		SPEED SCREEN (CHARCOAL DENIM)		
50500577	PASSENGER FOOTREST ASSEMBLY, RH	57000672DZW	SPEED SCREEN (OLIVE GREEN)		
50500621	BRACKET, ASSEMBLY (LEFT)		FUEL TANK, ASSEMBLY (VIVID BLACK)		
50500966	GUARD,HEEL PAD,RST		FUEL TANK, ASSEMBLY (CHARCOAL DENIM)		
50600214	BRAKE LEVER ASSEMBLY, WITH 11000148	61000342DZW	FUEL TANK, ASSEMBLY (OLIVE GOLD)		

Table 1. Parts Included in Program