

# SERVICE BULLETIN



M1452

2017-10-03

## M1452: 2018 SOFTAIL INITIAL CARE PROGRAM

## Reason for Revision

Refer to Table 1.

### Table 1. Document History

Date	Revision Description
2017-08-22	Initial release
2017-10-03	Change <b>Program Duration</b>

### Purpose for Service Bulletin

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 2018 Softail vehicles equipped with the various components listed. Refer to Table 2.

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

## Motorcycles Affected

This information applies to all 2018 Softail 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 and systems listed. Decisions concerning repair versus replacement or requests for further diagnostic labor time are determined by Technical Service Representatives. Refer to Table 2.

If the failure is warrantable, an authorization number is provided. During the initial care period, Technical Service may instruct you to take unique steps to expedite component return analysis.

When filing the warranty claim, enter the authorization number in the authorization field of the claim.

Pre-authorization from the Technical Service Initial Care Team is required for any of these concerns before making a repair attempt:

- Powertrain oil leaks, seeps and weeps

- Vibration observations
- Powertrain sounds

## Program Duration

This program will begin on August 22, 2017 and planned to continue until October 03, 2017.

### Required 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 per-authorization decisions. Select the Initial Care prompt for the specific vehicle feature requiring repair.

## Other Markets

Call the 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](mailto: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, Lead Technical Support Latin America by email at [ariel.ortega@harley-davidson.com](mailto:ariel.ortega@harley-davidson.com) or at +52 (81) 8248-4223.

**Brazil:** Contact Maurilio Papa, Lead Technical Support by email at [maurillio.papa@harley-davidson.com](mailto:maurillio.papa@harley-davidson.com) or at +55-11-3216-3927.

**Japan:** Contact Daisuke Hirata, Regional Lead Technical Support Japan by email at [daisuke.hirata@harley-davidson.com](mailto:daisuke.hirata@harley-davidson.com) or at +81-3-5892-0993.

**China:** Contact Winter Yang, Regional Lead Technical Support China by email at [winter.yang@harley-davidson.com](mailto:winter.yang@harley-davidson.com) or at +86-156-1830-2822.

**Asia Pacific/AEM:** Contact John McEnaney, Regional Lead Technical Support Asia Pacific by email at [john.mcenaney@harley-davidson.com](mailto:john.mcenaney@harley-davidson.com) or at +65-6499-8001.

**Australia and New Zealand:** Contact Dan Lesnock, Lead Technical Support by email at [dan.lesnock@harley-davidson.com](mailto:dan.lesnock@harley-davidson.com) or at +61-2-9886-0689.

**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.*

[illegible]

## Information Required

Be prepared with the following information:

- VIN (Vehicle identification number)
- 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 pre-authorization.

**Table 2. Parts Included in Program**

Part/System	Description	Part Number	2018 Softail Models
Engine Harness	Wiring harness, engine	69201582	ALL
Backbone Harness	Wiring harness, under steer head	69201655	FLDE, FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FLHC, FLHCS, FLHCS ANV, FLSL, FXBB, FXBR, FXBRS, FXBRS ANX, FXFBS, FXLR
		69201717	FXFB
Main Harness ABS	Wiring harness, main	69201492	ALL
Main Harness NON-ABS	Wiring harness, main	69201493	FLSL, FXBB, FXFB, FXFBS, FXLR
Clutch Cables	Cable, clutch control	37200214	ALL
		37200215	FXBR, FXBRS, FXBRS ANX, FLSL
		37200216	FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FXBB
		37200218	FLHC, FLHCS, FLHCS ANV, FXLR
		37200219	FLDE, FXFB, FXFBS
Rear Fork Spacers	Spacer, rear fork, belt slot (gloss black)	47400124BHP	FLDE, FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FLHC, FLHCS, FLHCS ANV, FLSL, FXBB, FXBR, FXBRS, FXBRS ANX, FXLR
	Spacer, rear fork, belt slot (black denim)	47400124BYM	FXFB, FXFBS
Rear Fork Spacer Bolts	Pivot shaft	47500014	FLDE, FLHC, FLHCS, FLHCS ANV, FLSL, FXBB, FXFB, FXFBS, FXLR
		47500016	FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FXBR, FXBRS, FXBRS ANX
Upper Fork Cover	Bracket, cover	45800128	FLSL
	Cover	45800129	
	Bracket, cover	45800131	
Drive Belt	Rear belt, 134T, 24mm wide (yellow)	40000018	ALL
Oil Cooler	Oil cooler assembly	62700191	ALL
Headlamps	Chrome	67700320	FLDE, FLSL
	Black	67700339	FLHC, FLHCS, FLHCS ANV
	Chrome	67700323	FXLR
	Black	67700345	FXBB
	Black (oblong)	67700344	FXBR, FXBRS, FXBRS ANX
	Gloss black	67700288	FXFB, FXFBS
Battery Caddy	Caddy, battery	69201523	ALL
Fuel Regulator Assembly	Fuel regulator	61200055	ALL
Fuel Pump	Fuel pump	61200043	FLDE, FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FLHC, FLHCS, FLHCS ANV, FLSL, FXLR,
		61200042	FXBB, FXBR, FXBRS, FXBRS ANX, FXFB, FXFBS
Decorative Fuel Cap	Cap, decorative	57300128	FLDE, FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FLHC, FLHCS, FLHCS ANV, FLSL, FXLR
Bodywork Mounting Bracket	Bracket, cap mounting, double sided tape	57300134	FLDE, FLFB, FLFBS, FLFBS ANV, FLFBS ANX, FLHC, FLHCS, FLHCS ANV, FLSL, FXLR

**Table 2. Parts Included in Program**

Part/System	Description	Part Number	2018 Softail Models
Gauges	Instrument module (California, Domestic)	70900703	FXFB, FXFBS
	Instrument module (Asia-Pacific, Australia, Brazil, Canada, England, HDI)	70900704	FXFB, FXFBS
	Instrument module (California, Domestic)	70900697	FXLR
	Instrument module (Asia-Pacific, Australia, Brazil, Canada, England, HDI)	70900698	FXLR
	Instrument module (England)	70900699	FXLR
	Instrument module (California, Domestic)	70900684	FLFB, FLFBS, FLFBS ANV, FLFBS ANX
	Instrument module (Asia-Pacific, Australia, Brazil, Canada, HDI, India, Japan)	70900685	FLFB, FLFBS, FLFBS ANV, FLFBS ANX
	Instrument module (England)	70900686	FLFB, FLFBS, FLFBS ANV, FLFBS ANX
	Instrument module (Asia-Pacific, Australia, Brazil, Canada, HDI, Japan)	70900645	FLDE, FLSL, FLHC, FLHCS, FLHCS ANV
	Instrument module (England)	70900646	FLDE, FLSL, FLHC, FLHCS, FLHCS ANV
	Instrument module (California-Domestic)	70900644	FLHC, FLHCS, FLHCS ANV, FLDE, FLSL
	Instrument module (Domestic)	70900651	FXBB, FXBR, FXBRS, FXBRS ANX
	Instrument module (Asia-Pacific, Australia, Brazil, Canada, HDI, India, Japan)	70900655	FXBB, FXBR, FXBRS, FXBRS ANX
	Latch, saddlebag cover	90201684	FLHC, FLHCS, FLHCS ANV
	Lockset, saddlebag (specific key number) (2)	90300138	
Keys	Key (set of 2) (specific key number)	90300129	ALL
USB Port Cover	Outlet, aux power, UBS charge port	69201762	ALL
	CAP, aux power port	69201764	
Fuel Line	Fuel line kit	61200052	ALL
Front Lower Engine Mount Bolt	Front lower engine mount bolt	10500087	ALL