SERVICE BULLETIN



M1520 2021-03-26

M1520: 2021 INITIAL CARE

Reason for Revision

Table 1. Document History

Date	Revision Description				
2021-03-26	Updating vehicles in initial care				
	* Updated Purpose for Service Bulletin, Part Numbers : Table 2				
2021-03-05	Part number update				
	* Updated Part Numbers : Table 2				
	Part list update				
2021-01-19	Updated Part Numbers				
2021-01-19	* Added Duration of Program, Required				
	Dealer Action - Key Program Components				
2021-01-04	Initial release				

Purpose for Service Bulletin

The purpose of this program is to monitor Harley-Davidson quality delivered to the customers. Harley-Davidson Technical Service is providing an initial care program for a number of 2021 vehicle components.

Harley-Davidson is asking dealers to provide information on the parts listed in Part Numbers to Technical Service within 24 h of a customer concern. The goal is to provide a rapid resolution that enables Harley-Davidson to have the customer back on the road within 72 h.

Update: All Internal Combustion Engine (ICE) vehicles parts have been removed from the initial care program as of March 19, 2021. All Electric Vehicle (EV) parts will remain in the initial care program.

Duration of Program

January 4, 2021 through April 4, 2021

Motorcycles Affected

2021 Vehicles

Markets Affected

All markets are affected.

Part Numbers

NOTE

2021 Touring Clutch Components: These components are not on the initial care list, but Harley-Davidson is asking dealers

to contact Technical Service regarding any concerns on the mechanical clutch components for 2021 Touring vehicles.

Table 2. Initial Care Parts List

Part No.	Description
41000677	Electronic Control Module (ECM)
	Electric Vehicle Powertrain (EVPT)
	Onboard Charger (OBC)
	Rechargeable Energy Storage System (RESS)
69202687	Vehicle inlet assembly (Japan)

Required Dealer Action

US Market

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

Information Required

NOTE

Emergency weekend or holiday repairs are completed only if customer satisfaction is at stake. This will require contacting the Technical Service Initial Care Team on the next business day for review and authorization.

Have the following information ready:

- Vehicle Identification Number (VIN)
- · Vehicle mileage
- · Problem condition
 - · Diagnostics procedures performed and test results.
- Other pertinent information as in
 - Vehicle maintenance
 - Repair history
 - Vehicle condition
 - · Detail of any modifications

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									

As Initial Care progresses, check this bulletin periodically for updates.

Key Program Components

- Pre-authorization from the Technical Service Initial Care Team is required for all warranty repairs of components listed in Table 2. 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 2.
- If the failure is warrantable, an authorization number will be provided and the part will be ordered by Technical Services. 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.

Return Parts

Hold all claimed parts for 60 d from date of credit issued for possible field inspection and/or request to return to factory. After 60 d, destroy and discard the parts.

2 / 2 M1520