SERVICE BULLETIN



M1537 2021-09-22

M1537: 2021 SPORTSTER S - INITIAL CARE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description						
2021-09-22	Updated Initial Care Part Numbers.						
	* Updated: Table 2.						
2021-09-20	Initial release						

Purpose for Service Bulletin

The purpose of this program is to monitor Harley-Davidson quality delivered to the customers and assist dealers with diagnostics and support on this newly released motorcycle. Harley-Davidson Technical Service is providing an Initial Care program for 2021 Sportster S vehicles.

Harley-Davidson is asking dealers to provide information on the parts listed in Table 2 to Technical Service within 24 h of a customer concern. The goal is to provide diagnostic support and a rapid resolution that enables Harley-Davidson to have the customer back on the road within 72 h.

Duration of Program

September 20, 2021 to December 20, 2021

Motorcycles Affected

All 2021 Sportster S (RH1250S) vehicles.

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 2.
- Additionally, Pre-Authorization is needed prior to making a repair attempt for any of the following concerns:
 - · Powertrain sounds
 - Powertrain oil leaks, seeps, and weeps
 - Powertrain performance

- 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.

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.

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.

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									

- Other pertinent information as in:
 - · Vehicle maintenance
 - · Repair history
 - · Vehicle condition
 - · Detail of any modifications

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

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.

Part Numbers

Table 2. Initial Care Part Numbers

Part No.	Description	Part No.	Description
70900897	INSTR,CLSTR,MODULE ASSEMBLY	67801153	TURNSIGNAL RR/LH
67801154	TURNSIGNAL RR/RH	67801014	TAILIGHT MODULE
	COVER,CAM,DRIVE CHAIN,ASSY, SATIN		COVER,RKRA/VALVE,ASSY, CHOCOLATE
25701081	BLK	25701110	SATIN
	PLUG,CVR,ALTNTR,ASSY,CHOCOLATE		
25701120	SATIN	25701449	COVER,PRI,ASSY,CHOCOLATE SATIN
	COVER,CAM,SPROCKET,ASSY, CHOCALTE		
25701415	SATIN	40000030	BELT,DR,177 T 11MM DRIVE BELT
27200070	VELOCITY STACK,FRONT	27200071	VELOCITY STACK,REAR

2/2 M1537