SERVICE BULLETIN

Buell®

AMERICAN MOTORCYCLES

B-049   October 21, 2002

BUELL XB9S INITIAL CARE PROGRAM

GENERAL

The purpose of this bulletin is to provide information on the Initial Care Program for 2003 Model Year Buell XB9S motorcycles.

As part of the introduction of the Buell XB9S, Buell Customer Service is providing the XB9S Initial Care Program. Key components of the program are:

- XB9S **Initial Care phone line (414) 343-8357** which allows direct access for technical support and warranty pre-approval decisions.

- Minimal parts protected, allowing dealers to stock an inventory of repair parts.

- Warranty Pre-Authorization from Buell Technical Service **(using Initial Care Line listed above)** is required for all Initial Care repairs. Decisions con-

cerning repair versus replacement, or asking for further diagnosis, will be determined by Buell Technical Representatives at that time.

- Warranty Pre-Authorization from Buell Technical Service is required for specific components listed in Table 1. This allows Buell to monitor initial repair trends on significant components.

- Emergency weekend or holiday repairs can be completed by the dealer *if customer satisfaction is at stake*, but will still require contacting Buell Initial Care on the following weekday for review and authorization.

- The XB9S Initial Care Program has an intended life span of October 1, 2002 to January 1, 2002. It will be reviewed at that time and extended if necessary.

Table 1. Components Requiring Pre-Authorization for Replacement Under Warranty

Part Number	Description
M0614.1AD	Tail section, right side
M0613.1AD	License plate bracket
M0612.1AD	Tail section, left side
Y0136.1AD	Main wiring harness

IMPORTANT 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	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO
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