SERVICE BULLETIN

M1498 **2019-08-20**

M1498: 2020 MODELS WITH H-D CONNECT OR RDRS - INITIAL CARE PROGRAM

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 vehicles equipped with H-D Connect or RDRS (Reflex defensive rider systems).

Harley-Davidson is asking dealers to provide information on the parts listed in Table 1 to Technical Service within 24 h of a customer concern. The goal is to provide a rapid resolution that will enable service to have the customer back on the road within 72 h.

Duration of Program

August 20, 2019 through November 20, 2019

Motorcycles Affected

2020 Touring, CVO Touring, Touring Police, Trike and LiveWire models equipped with H-D Connect or RDRS.

Markets Affected

All markets are affected.

Part Numbers

Refer to Table 1.

Table 1. Part Numbers

Part No.	Item Description
41000645	TCU (Telematic control unit) (DOM/CAN/CA)
41000721	TCU (HDI)
41100104A	ABS (Anti-lock braking system) Control Unit
42300119	TPMS (Tire pressure monitoring system) Sensor

Required Dealer Action

Contact Information

U.S. Market

Call for assistance and approval. This phone line allows direct access for technical support, diagnostic assistance and warranty pre-approval decisions. Select Initial Care prompt for the specific vehicle feature requiring repair.

Phone: 800-664-7762

All Other Markets

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

Information Required

Be prepared with the following information:

- VIN (Vehicle identification number)
- Vehicle mileage
- Problem condition, diagnostics procedures performed and the test results
- 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. This will require contacting the Technical Service Initial Care Team on the next business day for review and authorization.

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.
- 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.

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									