SERVICE BULLETIN

M1575 **2022-12-23**

M1575: X 350 AND X350 RA INITIAL CARE PROGRAM

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Revision Description
2022-12-23	Initial release

Purpose for Service Bulletin

This bulletin informs dealers that Harley-Davidson X 350 and X350 RA Initial Care Program is to monitor the quality delivered to dealers with diagnostics and support on this newly released vehicle.

Harley-Davidson Technical Service is providing an Initial Care program for the 2023 X 350 and X350 RA.

Harley-Davidson is asking United States dealers to provide information on any defective parts to Technical Service within 24 hours of a concern. The goal is to provide diagnostic support and a rapid resolution that enables Harley-Davidson to have the vehicle operational within 72 hours.

Motorcycles Affected

2023 Harley-Davidson X350 RA (United States)

2023 Harley-Davidson X 350 (China)

Markets Affected

United States and China.

Required Dealer Action

Table 2.

Action Required	Resolution
NO ☑ YES ☐	**Non-Actionable:** This is for informational purposes only or a technical tip.

Initial Care support can be requested in two ways.

- eService Technical Service Requests can be submitted using the eService tool on H-Dnet.com. The eService Request is available 24/7 and our goal is to respond within one business day. Additional benefits of the eService Request include the ability to attach documents, files and images as well as receive a Service Request number sent by email shortly after submitting the request. The Service Request number allows for faster and easier follow-up should you need it.
- In the event you need more urgent Initial Care support call 800-664-7762 for assistance and approval. This number 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.

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									