SERVICE BULLETIN



M1595 2023-07-07

M1595: 2023 CVO STREET AND ROAD GLIDE INITIAL CARE PROGRAM

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2023-07-07	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers about the Harley-Davidson Initial Care program for the 2023 CVO Street Glide (FLHXSE) and Road Glide (FLTRXSE) vehicles.

Vehicles Affected

2023 CVO: Street Glide (FLHXSE), Road Glide (FLTRXSE)

Markets Affected

All markets affected.

Required Dealer Action

Table 2.

Action Required	Resolution				
NO 🗹	Non-Actionable: This is for informational purposes only or a tech-				
YES	nical tip.				

Harley-Davidson Initial Care program for the 2023 CVO Street Glide (FLHXSE) and Road Glide (FLTRXSE) vehicles.

Warranty Pre-authorization from Technical Service is required for Harley-Davidson Motor Company (HDMC) Warranty related to repairs with part numbers listed in the below table.

Decisions concerning repair versus replacement or requests for further diagnostic labor time will be determined by Technical Service Representatives at that time.

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 hours a day and 7 days a week. 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.
- For more 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.
- Other Markets: Call the Harley-Davidson Technical Support representative for assistance and approval.
- Information Required: 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.

NOTE

See Service Information Portal (SIP) for the latest digital technical publications. The printed Service Manual will automatically ship to USA dealers in the middle of July. Printed Diagnostic and Parts Manuals will automatically ship to USA dealers in late July. Electronic Parts Catalogs will be updated on July 13.

Be prepared with the following information:

- Vehicle Identification Number (VIN)
- Vehicle Summary Report (HTML format preferred) using Digital Technician II (DT II)
- Vehicle mileage
- Problem condition, diagnostic procedures performed and the test results
- Other pertinent information, such as vehicle maintenance or repair history, vehicle condition, detail of any modifications, etc.

NOTE

This program has an intended life span of July 10, 2023 through October 10, 2023. It may be terminated early due to low call volumes.

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									

Table 3. Part Numbers

Table 3. Part Numbers					
FLHXSE Part Numbers	FLTRXSE Part Numbers	Item Description			
25400447	25400447	Camshaft phaser, center bolt assembly			
25400446	25400446	Camshaft phaser, Variable Valve Timing (VVT) assembly			
31500034	31500034	Solenoid, VVT actuator			
16500975	16500975	Cylinder head, assembly, front, water, Black Granite			
26800232	26800232	Coolant bottle			
27200064	27200064	Manifold, throttle body/in- take, 58mm			
71500609	71500609	Hand control, right with switchpack			
71500610	71500610	Hand control, left with switchpack			
92600018	92600018	Garage door operator			
76001132	76001132	Amplifier, audio system			
70901090	70901090	Infotainment Control Unit (IFCU) DOM			
70901092	70901092	IFCU HDI			
70901093	70901093	IFCU ROW			
67700659	67700660	Headlight, dual Light Emitting Diode (LED)			
56100631	56100631	Throttle assembly			
90300220	90300220	Key fob-JPN			
90300221	90300221	Key fob-Non-JPN			
41001151	41001151	Electronic Control Module (ECM)			
41001270	41001270	Body Control Module (BCM) 434 MHz			
41001271	41001271	BCM 315 MHz			
61200091	61200091	Pump, fuel, module			
-	76001147	Speaker, audio system, grille, Stage 2, right			
-	76001146	Speaker, audio system, grille, Stage 2, left			

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