SERVICE BULLETIN

M1624 2024-02-15

M1624: 2024 CVO PAN AMERICA INITIAL CARE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2024-02-15	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers about the Harley-Davidson Initial Care program for the 2024 CVO Pan America.

Vehicles Affected

2024: Pan America (RA1250SE)

Markets Affected

All markets affected.

Required Dealer Action

Table 2.

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

NOTE

This program has an intended lifespan of February 15, 2024 through May 19, 2024. It may be terminated early due to low call volumes.

Harley-Davidson Initial Care program for the 2024 CVO Pan America (RA1250SE) vehicle.

Warranty Pre-authorization from Technical Service is required for Harley-Davidson Motor Company (HDMC) Warranty related to repairs with part numbers listed in Table 3.

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.

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.

Table 3. Initial Care Part Numbers

RA1250SE	Part Name
29900128	Stator assembly, complete
29900133	Charging rotor assembly, complete
26900334	Housing, radiator manifold assembly

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
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