SERVICE BULLETIN

M1668 2025-04-29

M1668 (REV A): 2025 SOFTAIL INITIAL CARE

Reason for Revision

Refer to Table 1.

Table 1. Document History

Date	Rev	Revision (Rev) Description
2025-04-29	A	Ending of Initial Care Program
		* Updated: Purpose for Service Bulletin
2025-01-20	-	Initial release

Purpose for Service Bulletin

This bulletin informs dealers about the 2025 Softail Initial Care program.

This Initial Care program has ended as of April 29, 2025 and parts in Table 3 no longer require Pre-Authorization for repairs.

Required Dealer Action

Table 2. Required Dealer Action

Category	Description	Required
1	Must Perform Repair	☐
2	Repair If Presenting Symptom	☐
3	Feature Pack- Customer/Dealer Paid	☐
4	Informational Purposes Only	☑

Harley-Davidson Initial Care program for the recently introduced 2025 Softail Motorcycles.

Warranty Pre-authorization from Technical Service is required for **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 24/7 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 e-mail 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.

Be prepared with the following information:

- Vehicle Identification Number (VIN)
- Vehicle mileage
- Vehicle Summary Report (VSR)
- 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.

This program has an intended life span of January 20, 2025 through April 20, 2025. It may be terminated early due to low call volumes.

Vehicles Affected

2025: Fat Boy (FLFB), Heritage Classic (FLHC), Street Bob (FXBB), Breakout (FXBR), Low Rider S (FXLRS), Low Rider ST (FXLRST)

Markets Affected

All markets affected.

Affected Part Numbers

Refer to Table 3.

Table 3. Affected Part Numbers

Part No.	Item Description
69203225	Main Harness
69203213	Engine Harness
71500636A	Right Hand Control Module (RHCM)
71500643A	Left Hand Control Module (LHCM) w/FOG
71500637A	Left Hand Control Module (LHCM)
70901208	5 inch Instrument Module, DOM
70901209	5 inch Instrument Module, HDI
70901210	5 inch Instrument Module, England
70901218	4 inch Instrument Module, DOM
70901219	4 inch Instrument Module, HDI
70901220	4 inch Instrument Module, England
67801441	LED Tail Light w/license plate mount
27200090	Manifold, Throttle Body, Intake, 58mm

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									