

## BUELL XB9R INITIAL CARE PROGRAM

### GENERAL

The purpose of this bulletin is to provide information on the Initial Care Program for 2003 Model Year Buell XB9R motorcycles.

As part of the introduction of the Buell XB9R, Buell Customer Service is providing the XB9R Initial Care Program. Key components of the program are:

- XB9R Initial Care phone line **(414) 343-8357** which allows direct access for technical support and warranty pre-approval decisions.
- Minimal parts protected, allowing dealers to stock an inventory of repair parts.
- Warranty Pre-Authorization from Buell Technical Service is required for all powertrain repairs. Decisions concerning repair versus replacement (pre-built engines on standby), or asking for further diag-

nosis, will be determined by Buell Technical Representatives at that time.

- Warranty Pre-Authorization from Buell Customer Service is required for specific components listed in Table 1. This allows Buell to monitor initial repair trends on significant components.
- Emergency weekend or holiday repairs can be completed by the dealer *if customer satisfaction is at stake*, but will still require contacting Buell Customer Service on the following weekday for review and authorization.
- The XB9R Initial Care Program has an intended life span of April 10, 2002 to July 10, 2002. It will be reviewed at that time and extended if necessary.

**Table 1. Components Requiring Pre-Authorization for Replacement Under Warranty**

Part Number	Description	Part Number	Description
P0130.02A8	fuel pump	S0123.02A8	muffler straps [rear]
K0003.02A8	swingarm assembly	S0116.02A8	muffler strap [front]
Q0002.02A8	oil cooler	G0604.02A8B	belt idler pulley assembly
HS0008.02A8	oil line, cooler input	G0600.02A8B	belt idler pulley
HS0009.02A8	oil line, cooler return	G0400.02A8	rear [wheel] sprocket
L2118.02A8	oil line, feed	G0500.02A8F	belt [drive]
L2116.02A8	oil line, return	L0501.02A8	front isolator
Y0136.02A8	wire harness w/fuse labels	G0110.02A8WAX	front wheel assembly
Y0050.02A8	fan	G0309.02A8WAX	rear wheel assembly
H1201.02A8	front brake rotor assembly	L0600.02A8	frame /fuel tank assembly [DOM]
S0110.02A8	muffler	L0605.02A8	frame / fuel tank assembly [CAL]
S0133.02A8	muffler bracket [aluminum]	L0601.02A8	frame / fuel tank assembly [CAN]

### IMPORTANT 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	LEAD TECHNICIAN	TECHNICIAN NO.1	TECHNICIAN NO. 2	TECHNICIAN NO. 3	TECHNICIAN NO. 4	RETURN THIS TO
INITIAL HERE									