



BUELL XB12R/S INITIAL CARE PROGRAM

GENERAL

The purpose of this bulletin is to provide information on the Initial Care Program for 2004 Model Year Buell XB12R/S motorcycles.

As part of the introduction of the Buell XB12, Buell Customer Service is providing the XB12 Initial Care Program. Key components of the program are:

- XB12 **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 (**using Initial Care Line listed above**) is required for all powertrain repairs. Decisions con-

cerning repair versus replacement or asking for further diagnosis will be determined by Buell Technical Representatives at that time.

- Warranty Pre-Authorization from Buell Technical 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 Initial Care on the following weekday for review and authorization.
- The XB12 Initial Care Program has an intended life span of July 15, 2003 to October 15, 2003. 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
N0306.1AA	ECM (DOM/CAL/CAN)	M0090.1AA	XB12R Seat assembly (rider)
P0803.1AA	Throttle body assembly	M0090.1AC	XB12S Seat assembly
HS0008.1AD	oil line, cooler input	G0110.02A8YBR	front wheel assembly
HS0009.1AD	oil line, cooler return	G0309.02A8YBR	rear wheel assembly
HS0022.1AD	oil line feed	G0400.1AA	rear [wheel] sprocket
HS0023.1AD	oil line return	G0500.1AAA	belt [drive]
HS0024.1AD	oil line breather	G0604.1AA	idler pulley assembly
S0138.1AA	actuator, interactive exhaust	L0167.1AA	side stand leg weldment
S0137.1AA	actuator cable, interactive exhaust	Y0136.1AA	XB12R main wire harness w/ fuse labels
S0110.1AA	muffler (DOM)	Y0136.1AC	XB12S main wire harness w/ fuse and relay labels
all XB12 models	frame/fuel tank assemblies		

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									