



TECHNICAL SERVICE BULLETIN

Release Date: 07/26/2011

Indian Motorcycle

Bulletin Number: I-11-01
Model Year(s): 2009-2011

Safety Bulletin Safety Recall Service Bulletin Service Alert Fax Production Update Kit

Distribution: Owner / Principal Service Manager Sales Manager Parts Manager Technicians

This Service Bulletin is located at www.polarisdealers.com



-Confidential and Proprietary-

SUBJECT: 2009-2011 Indian Motorcycles (all models) Body Control Module Replacement

PURPOSE:

Indian Motorcycle has determined that some motorcycles produced between 12/10/2008 and 04/08/2011 may have been manufactured using a defective Body Control Module (BCM). Affected units may lose headlamp function when switching between high-beam and low-beam modes. Headlamps will remain inoperable until ignition is switched off and then back on again. The loss of headlamp function may increase the risk of an operator losing control which could result in a vehicle crash.

AFFECTED MODELS:

Model(s) Affected	Model Numbers	Vehicle Identification Number Range
2009-2011 Indian Motorcycles	ALL MODELS	Vehicles built between 12/10/08 – 04/08/11 Reference 'Unit Inquiry' on the dealer website to lookup affected VIN's.

WHAT YOUR DEALERSHIP SHOULD DO:

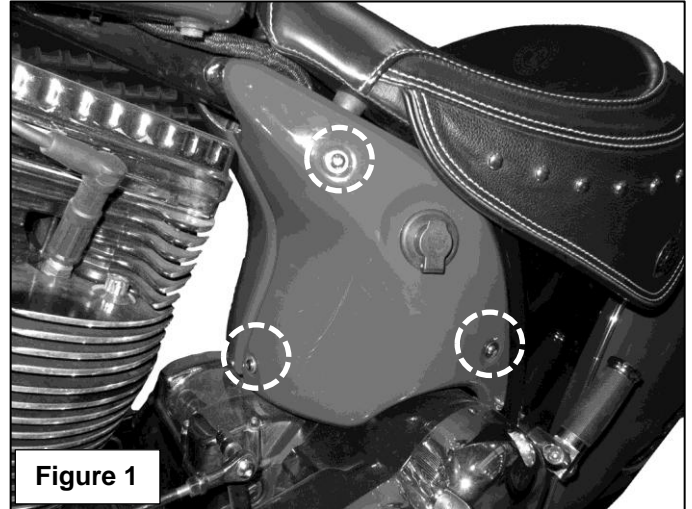
1. Enter the Vehicle Identification Number (VIN) into the 'Unit Inquiry' field of the dealer website to determine if the vehicle has been affected.
2. If the vehicle is affected, order the Body Control Module (PN: 2411878) and perform the repair outlined in this Safety Recall.

CUSTOMER NOTIFICATION:

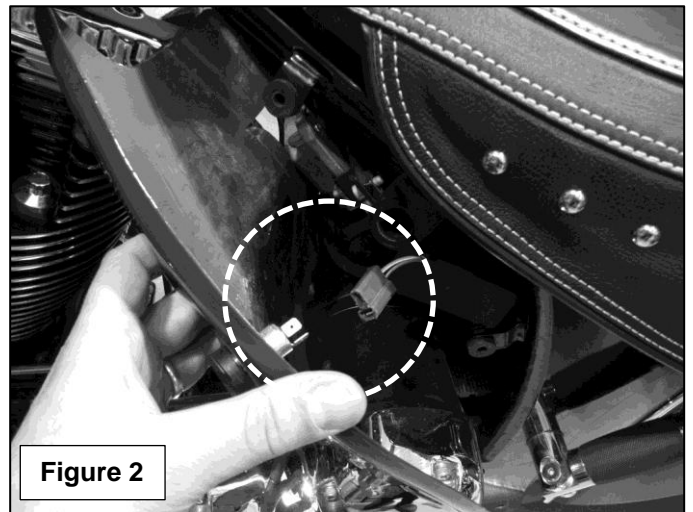
A customer notification letter will be sent to all registered owners of motorcycles affected by this Safety Recall. An example of the U.S. letter is shown on page 5. In addition to the notification letter sent by Indian Motorcycle, dealers are required to notify owners of motorcycles sold by their dealership, and to make arrangements to perform this Safety Recall repair immediately.

BCM REPLACEMENT PROCEDURE:

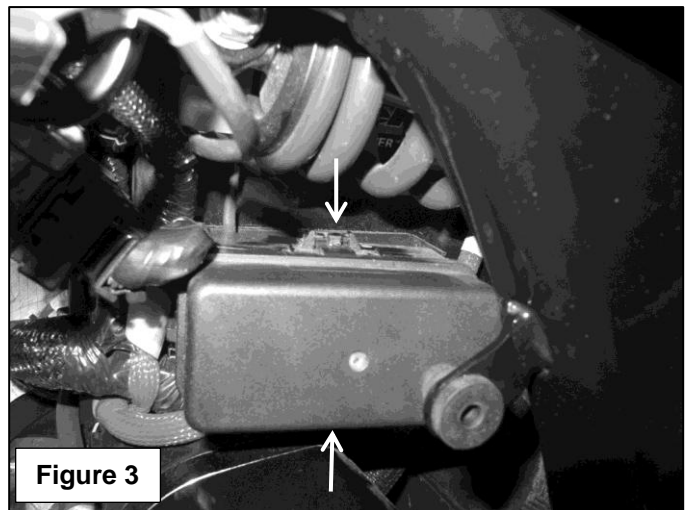
1. Remove screws (3) securing LH center fairing to motorcycle (see Figure 1).



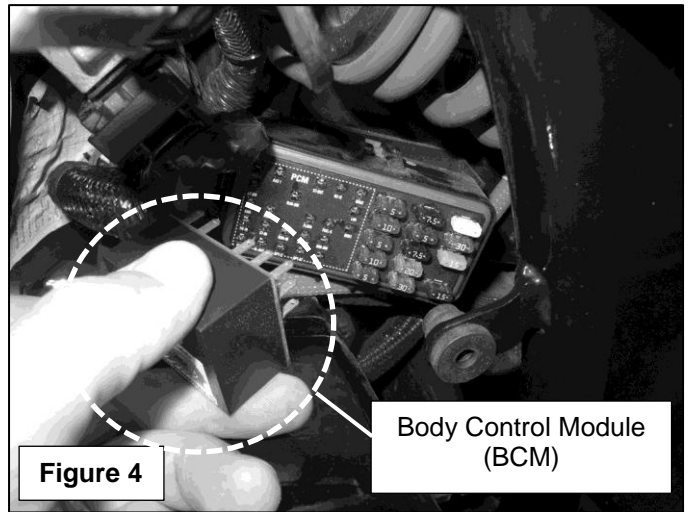
2. Disconnect accessory socket connector and remove LH center fairing (see Figure 2).



3. Locate fuse box and remove cover by squeezing upper and lower clips together (see Figure 3).



4. Remove old BCM and install replacement BCM (see Figure 4).
5. Install Service Bulletin Completion Decal (see page 4).



PARTS INFORMATION:

PART NUMBER / DESCRIPTION	2411878 (QTY. 1) – Body Control Module (BCM) 7170107 (QTY. 1) – Service Bulletin Completion Decal
PARTS AVAILABILITY	Parts available to order the week of August 1 st .
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

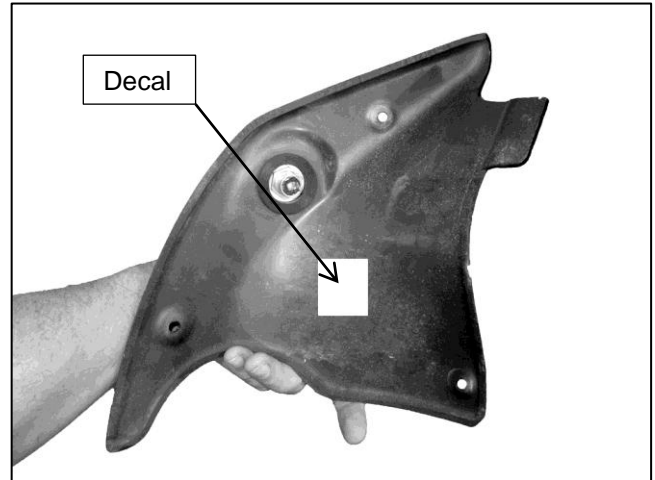
WARRANTY CLAIM INFORMATION:

A single group claim may be submitted listing the complete (17 digit) Vehicle Identification Number for machines with the same model number. File claim type **SB (Service Bulletin)**. DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.

SERVICE BULLETIN #	I-11-01
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	.4 Hrs. (24 minutes)
CLAIM PART NUMBERS	N/A - Auto Process Bulletin

SERVICE BULLETIN COMPLETION DECAL:

A Service Bulletin Completion Decal must be completed for this bulletin repair. Place the decal on the unit as shown (inside LH center fairing). If you require more decals, order them through normal parts ordering channels.



PARTS RETURN OR DISPOSAL INFORMATION:

Dealers & Distributors: Under no circumstances shall the part removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributorship's responsibility to make sure every part replaced is taken out of circulation and disposed of properly.

For North American Dealers: Once the warranty claim for each unit has processed, please review the "Check Returned Parts List" on your dealer website to determine whether or not Polaris has asked for the part(s) to be returned. If the part(s) were not identified as needing to be returned to Polaris, please dispose of the part(s) properly.

Sincerely,



Bridget McLennan,
Warranty and Service Publications Manager

EXAMPLE OF U.S. CONSUMER LETTER 11V-343



Indian Motorcycle Division
of Polaris Industries Inc.
2100 Highway 55
Medina, MN 55430

SAFETY RECALL NOTICE

Recall Campaign: 11V-343

**Subject: Body Control Module Replacement
2009-2011 Indian Motorcycles (All Models)**

Reference: Safety Recall Bulletin I-11-01

PLEASE READ IMMEDIATELY

Dear Indian Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in some 2009-2011 Indian motorcycles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Indian Motorcycle has determined that some motorcycles produced between 12/10/2008 and 04/08/2011 may have been assembled using a defective Body Control Module (BCM). The defective Body Control Module may cause the operator to lose headlamp function when switching between high-beam and low-beam modes. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash.

What Indian Motorcycle and your dealer will do:

Indian Motorcycle has issued *Safety Recall Bulletin I-11-01* to all Indian Motorcycle dealers, with instructions required to replace the defective Body Control Module. Repairs will be made by any authorized Indian Motorcycle dealer at no cost to you. The actual Body Control Module replacement should take under one hour to perform; however, it may take longer due to service scheduling requirements.

What you should do:

Please call your authorized Indian Motorcycle dealer to schedule an appointment to have the bulletin repair performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer.

If you have questions or if you need more information:

While your Indian Motorcycle dealer is in the best position to answer your questions, if you have any questions that your dealer cannot address, if you are having difficulty obtaining the recall repair outlined in this letter, or if you need assistance finding an Indian Motorcycle dealer, please visit the Polaris web site at www.polarisindustries.com or contact our Indian Motorcycle Consumer Service Department by calling 1-888-704-5290.

This notice was mailed to you according to our most current registration information. If you no longer own your Indian motorcycle, please contact your local Indian Motorcycle dealer to have the ownership information changed. The Consumer Service Department cannot change ownership information without identification. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact the Indian Motorcycle Consumer Service Department using the contact information above.

If you believe that Indian Motorcycle has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or on the web go to <http://www.safercar.gov>.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your Indian motorcycle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

Bridget McLennan
Warranty and Service Publications Manager