



TECHNICAL SERVICE BULLETIN

Release Date: 07/26/2011

Indian Motorcycle

Bulletin Number: I-11-02
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) Side Stand Replacement

PURPOSE:

Indian Motorcycle has determined that motorcycles produced between 12/10/2008 and 04/08/2011 do not conform to the requirements of Federal Motor Vehicle Safety Standard No. 123, "Motorcycle Controls and Displays" or Canadian Technical Standards Document No. 123, Revision 1 S5.2.5. If an affected vehicle is ridden away with its side stand in the down position, the side stand may not retract if it touches the ground. Riding with the side stand in the down position 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:

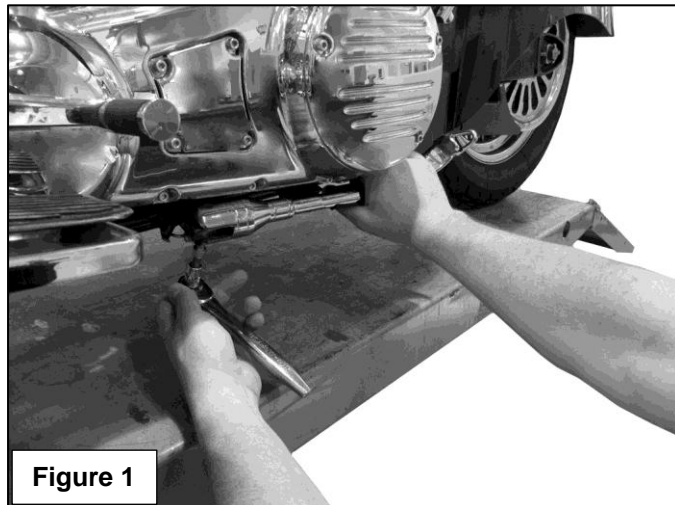
1. Enter the Vehicle Identification Number (VIN) into the 'Unit Inquiry' field of the dealer website to determine if the vehicle has been affected.
2. If the vehicle is affected, order Side Stand Kit (PN: 2204744) and perform the repair outlined in this Safety Recall.

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.

SIDE STAND REPLACEMENT:

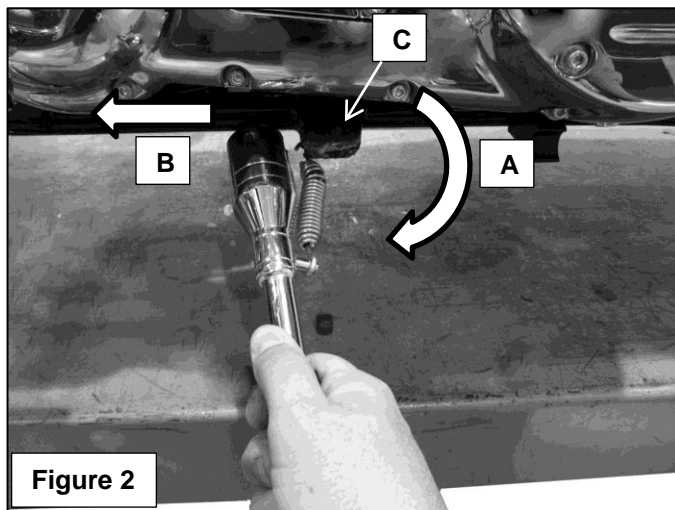
1. Support motorcycle securely in an upright position with the front wheel clamped in a wheel vise.
2. With the side stand securely held in the OFF (raised) position, remove the side stand bolt (see Figure 1).



2. Slowly rotate the side stand into the ON (lowered) position (A). Carefully slide the stand forward (B) to release from welded lug (C) and relax side stand spring (see Figure 2).

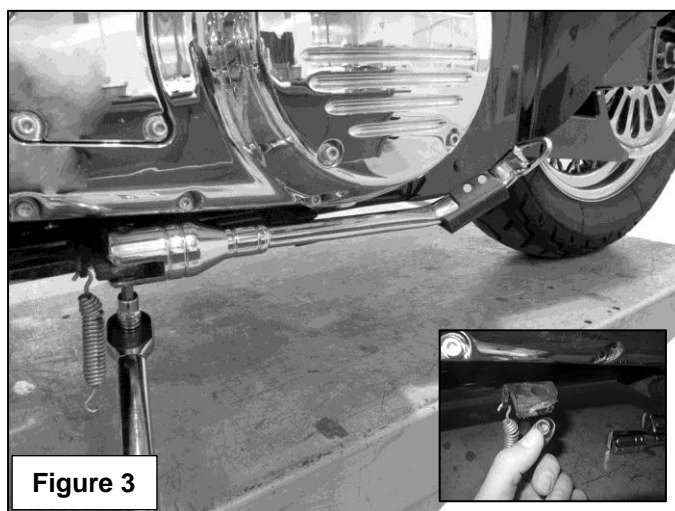
NOTE: DO NOT LOSE THE SIDE STAND BUSHING! Side stand pivot bushing may fall out of frame lug once clear of the side stand.

3. Release the side stand spring from the side stand pin only. Leave the motorcycle-side of the spring attached to the welded lug.
4. Remove the side stand.

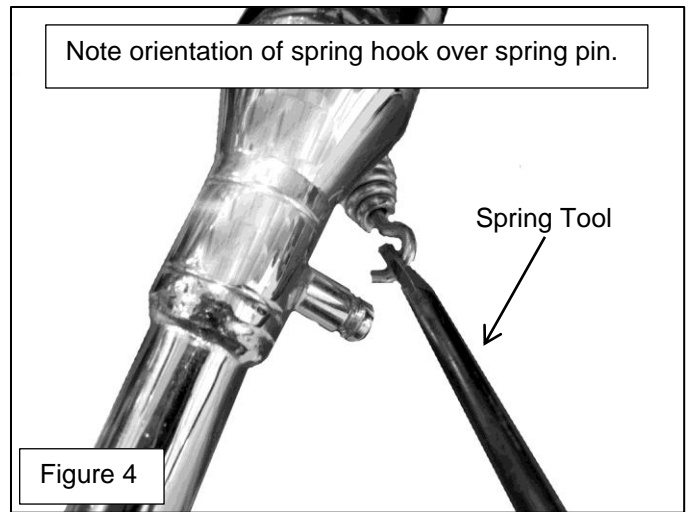


5. Apply a thin film of multi-purpose grease to the side stand bushing and reinstall in welded lug (see Figure 3 inset).

6. Position replacement side stand over welded lug and reinstall side stand bolt and new lock washer (see Figure 3). **Torque side stand bolt to 25 ft-lbs. (33.9 Nm).**



7. Rotate the side stand into the ON (lowered) position.
8. Using PN: PU-45485 (available through SPX) spring tool, position the side stand spring over the side stand spring pin. Make sure the spring hook fully seats in the spring pin groove (see Figure 4).
9. Raise and lower the side stand to check for smooth operation.
10. Install Service Bulletin Completion Decal (see page 4).



PARTS INFORMATION:

PART NUMBER / DESCRIPTION	2204744 (QTY. 1) – Side Stand Kit 7170107 (QTY. 1) – Service Bulletin Completion Decal
PARTS AVAILABILITY	Parts available the week of August 15 th , 2011.
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

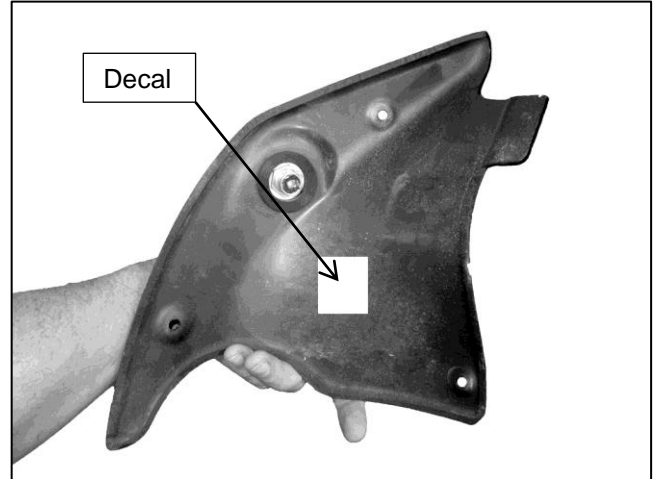
WARRANTY CLAIM INFORMATION:

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-11-02
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	.3 Hrs. (18 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-344



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

SAFETY RECALL NOTICE **Recall Campaign: 11V-344** **Subject: Side Stand Replacement** **2009-2011 Indian Motorcycles (All Models)** **Reference: Safety Recall Bulletin I-11-02** **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 motorcycles produced between 12/10/2008 and 04/08/2011 do not conform to the requirements of Federal Motor Vehicle Safety Standard No. 123, "Motorcycle Controls and Displays". If an affected vehicle is ridden away with its side stand in the down position, the side stand may not retract if it touches the ground. Riding with the side stand in the down position may increase the risk of an operator losing control which could result in a vehicle crash.

What Indian Motorcycle and your dealer will do:

Indian Motorcycle has issued *Safety Recall Bulletin I-11-02* to all Indian Motorcycle dealers, with instructions required to replace the side stand with an updated replacement unit. Repairs will be made by any authorized Indian Motorcycle dealer at no cost to you. The actual side stand update 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 Safety Recall 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