



Date: December 13, 2016

TECHNICAL SERVICE BULLETIN

Indian Motorcycle

Bulletin Number: I-16-03-A/B/C

Model Years: 2014-2017

☒ Safety Bulletin

☐ Service Bulletin

☐ Service Alert Fax

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

This Service Bulletin is located at www.polarisdealers.com

-Confidential and Proprietary-

VERSION: R01 (December 13, 2016)

IMPORTANT STOP SALE SAFETY NOTICE!

STOP SELLING ALL INDIAN MOTORCYCLES IMMEDIATELY UNTIL THE REPAIR PROCEDURE HAS BEEN COMPLETED ON ALL AFFECTED UNITS AT YOUR DEALERSHIP

IMPORTANT

If you are working with a printed copy, please verify you have the most current version of these instructions.

SUBJECT:

2014-2017 Indian Motorcycles (111 ci) – Fuel Rail Inspection / Replacement

PURPOSE:

Indian Motorcycle has identified a concern on 2014-2017 (Chief Classic, Chief Darkhorse, Chief Vintage, Chieftain, Chieftain Darkhorse, Springfield, Roadmaster) models where the fuel rail can contact other components and cause a fuel leak.

Refer to “Unit Inquiry” on the dealer website to ensure each vehicle is within the specified VIN range for this Safety Bulletin. Refer to the repair procedure below for the proper steps to complete this bulletin.

Your service department **MUST** perform the following actions as directed by this Safety Bulletin:

1. Each member of your service department team must review this Safety Bulletin in its entirety.
2. Each member of your service department team must watch the training video prior to ordering **ANY** parts, completing **ANY** work, or submitting **ANY** warranty claim for this Safety Bulletin.

AFFECTED MODELS:

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2014	Chief Classic / Chief Vintage / Chieftain	Reference “Unit Inquiry” on the dealer website or the Service Bulletin list on the STOP site to lookup affected units.
2015	Chief Classic / Chief Vintage / Chieftain / Roadmaster	
2016	Chief Classic / Chief Darkhorse / Chief Vintage / Chieftain / Springfield / Roadmaster	
2017	Chief Classic / Chief Darkhorse / Chief Vintage / Chieftain / Chieftain Darkhorse / Roadmaster	

CUSTOMER NOTIFICATION

A customer notification letter will be sent to all registered owners of affected vehicles. In addition to the notification letter sent by Polaris, dealers are required to review sales records and contact consumers who have purchased a potentially affected vehicle. Make arrangements to perform the steps outlined in this Safety Bulletin immediately.

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WARRANTY CLAIM / PARTS INFORMATION:

File claim type **SB (Service Bulletin)**.

SERVICE BULLETIN #	I-16-03-AA Limiter Bracket <i>Installation</i> and Fuel Rail <i>Inspection</i>
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	18 Minutes (0.3 Hours)
PART NUMBER / DESCRIPTION	2207173 (QTY.1) KIT, BRACKET 7170107 (QTY.1) BULLETIN COMPLETION DECAL
PARTS AVAILABILITY	Available to Order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	YES*
PHOTO SUBMISSION REQUIRED	NO**

*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

**Photo submission is NOT required for warranty claims. If fuel rail replacement is required, take a picture of the fuel rail and retain a copy for checkback audit.

SERVICE BULLETIN #	I-16-03-AB Limiter Bracket <i>Installation</i> and Fuel Rail <i>Installation</i>
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	60 Minutes (1.0 Hours)
PART NUMBER / DESCRIPTION	2207173 (QTY.1) KIT, BRACKET 2521800 (QTY.1) FUEL RAIL 1500198 (QTY.2) O-RING, INJECTOR, UPPER 5412891 (QTY.2) O-RING, INJECTOR, LOWER 7170107 (QTY.1) BULLETIN COMPLETION DECAL
PARTS AVAILABILITY	Available to Order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	YES*
PHOTO SUBMISSION REQUIRED	NO**

*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

**Photo submission is NOT required for warranty claims. If fuel rail replacement is required, take a picture of the fuel rail and retain a copy for checkback audit.

SERVICE BULLETIN #	I-16-03-BA Coil Bracket <i>Installation</i> , Limiter Bracket <i>Installation</i> , and Fuel Rail <i>Inspection</i>
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	24 Minutes (0.4 Hours)
PART NUMBER / DESCRIPTION	2207173 (QTY.1) KIT, BRACKET 5258756 (QTY.1) BRACKET, COIL 7081496 (QTY.2) CLIP, ROUTING 7170107 (QTY.1) BULLETIN COMPLETION DECAL
PARTS AVAILABILITY	Available to Order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	YES*
PHOTO SUBMISSION REQUIRED	NO**

*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

**Photo submission is NOT required for warranty claims. If fuel rail replacement is required, take a picture of the fuel rail and retain a copy for checkback audit.

SERVICE BULLETIN #	I-16-03-BB Coil Bracket <i>Installation</i> , Limiter Bracket <i>Installation</i> , and Fuel Rail <i>Installation</i>
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	84 Minutes (1.4 Hours)
PART NUMBER / DESCRIPTION	2207173 (QTY.1) KIT, BRACKET 5258756 (QTY.1) BRACKET, COIL 7081496 (QTY.2) CLIP, ROUTING 2521800 (QTY.1) FUEL RAIL 1500198 (QTY.2) O-RING, INJECTOR, UPPER 5412891 (QTY.2) O-RING, INJECTOR, LOWER 7170107 (QTY.1) BULLETIN COMPLETION DECAL
PARTS AVAILABILITY	Available to Order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	YES*
PHOTO SUBMISSION REQUIRED	NO**

*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

**Photo submission is NOT required for warranty claims. If fuel rail replacement is required, take a picture of the fuel rail and retain a copy for checkback audit.

SERVICE BULLETIN #	I-16-03-CA Coil Bracket <i>Installation</i> , Horn <i>Installation</i> , Limiter Bracket <i>Installation</i> , and Fuel Rail <i>Inspection</i>
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	30 Minutes (0.5 Hours)
PART NUMBER / DESCRIPTION	2207173 (QTY.1) KIT, BRACKET 5258756 (QTY.1) BRACKET, COIL 7081496 (QTY.2) CLIP, ROUTING 4014695 (QTY.1) HORN 7170107 (QTY.1) BULLETIN COMPLETION DECAL
PARTS AVAILABILITY	Available to Order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	YES*
PHOTO SUBMISSION REQUIRED	NO**

*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

**Photo submission is NOT required for warranty claims. If fuel rail replacement is required, take a picture of the fuel rail and retain a copy for checkback audit.

SERVICE BULLETIN #	I-16-03-CB Coil Bracket <i>Installation</i> , Horn <i>Installation</i> , Limiter Bracket <i>Installation</i> , and Fuel Rail <i>Installation</i>
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	90 Minutes (1.5 Hours)
PART NUMBER / DESCRIPTION	2207173 (QTY.1) KIT, BRACKET 5258756 (QTY.1) BRACKET, COIL 7081496 (QTY.2) CLIP, ROUTING 4014695 (QTY.1) HORN 2521800 (QTY.1) FUEL RAIL 1500198 (QTY.2) O-RING, INJECTOR, UPPER 5412891 (QTY.2) O-RING, INJECTOR, LOWER 7170107 (QTY.1) BULLETIN COMPLETION DECAL
PARTS AVAILABILITY	Available to Order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	YES*
PHOTO SUBMISSION REQUIRED	NO**

*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

**Photo submission is NOT required for warranty claims. If fuel rail replacement is required, take a picture of the fuel rail and retain a copy for checkback audit.

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NOTE

Polaris requires dealers to maintain warranty records, including repair orders and supporting documentation for five years. All claims for additional labor, dealer transport/travel or part stock claims for I-16-03 are subject to audit and inspection. Infractions will result in chargebacks and fines in accordance with the Polaris Audit Policy.

SAFETY BULLETIN CONTACT LIST & SCHEDULING TOOL

A new scheduling tool is available for dealers to keep a record of customers contacted and scheduled for bulletin repairs. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service.

For more information log in to www.universityofpolaris.com

SPECIAL TOOLS

- **US and Canada Dealers:** The special tools outlined in this bulletin have been direct-shipped to dealers at no-cost starting the week of December 12, 2016.
- **International Dealers:** The special tools outlined in this bulletin must be ordered through normal Polaris service parts channels. File a Part Stock warranty claim for tool reimbursement.

NOTE: Special tools will become available in limited quantities the week of December 12, 2016. Please limit orders to one set of tools per dealership/distributorship.

WARRANTY COVERAGE PERIOD

Warranty coverage for Safety Bulletin I-16-03-A/B/C will begin December 13, 2016. This bulletin has no expiration date.

DISPOSAL INFORMATION

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

SERVICE BULLETIN COMPLETION DECAL

A Service Bulletin Completion Decal must be completed for this bulletin repair. Remove the inside left cover and place the decal on inside of the cover. If you require more decals, order them through normal Polaris parts ordering channels.

Sincerely,



Doug Koch
Technical Service and Warranty Director



Indian Motorcycle Company
P.O. Box 47700
Medina, MN 55340-9960

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: 16V877
Subject: 2014-2017 Indian Motorcycles (111ci)
Fuel Rail Inspection / Replacement

PLEASE READ IMMEDIATELY

VIN I-16-03

FIRST NAME LAST NAME
ADDRESS
CITY, ST ZIP

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 2014-2017 Indian (Chief Classic, Chief Darkhorse, Chief Vintage, Chieftain, Chieftain Darkhorse, Springfield, Roadmaster) motorcycles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Certain Indian Motorcycles may have been manufactured where there may be insufficient clearance between the fuel rail and the engine. This can result in abrasion of the fuel rail posing a potential fuel leak. A fuel leak in the presence of an ignition source may pose a fire hazard.

What Indian Motorcycle and your dealer will do:

Indian Motorcycle issued a *Safety Recall Bulletin* to all Indian Motorcycle dealers, with instructions required to inspect or replace the fuel line based on condition. The repair should take about one hour to perform and will be free of charge.

What you should do:

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the bulletin repair performed. Do not attempt the procedure yourself. The procedure 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 web site at www.indianmotorcycle.com or contact our Indian Motorcycle Consumer Service Department by calling 1-877-204-3697.

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 Indian Motorcycle 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 procedure 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,
Indian Motorcycle Company