



TECHNICAL SERVICE BULLETIN

Date: January 18, 2018

Indian Motorcycle

Bulletin Number: I-18-01
Model Years: 2015-17

Safety Bulletin

Service Bulletin

Service Alert Fax

This Service Bulletin is located at www.polarisdealers.com and www.intl.polarisdealers.com

– Confidential and Proprietary –

VERSION: R01 (January 18, 2018)

IMPORTANT STOP SALE SAFETY NOTICE!

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

Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.

IMPORTANT

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

SUBJECT: 2015-2017 Roadmaster Trunk Jumper Harness

PURPOSE:

Indian Motorcycle has determined that the Trunk Jumper Harness used on Roadmaster models was manufactured without silicone plugs that are intended to keep water out of the unused connector terminal ports. This may allow water ingress and potential corrosion. Corroded wires may cause erratic tail/brake light operation from both the trunk and fender lights.

Indian Motorcycle has released this Safety bulletin with instructions to install an updated jumper harness, and inspect for corrosion. If corrosion is present, you will need to start an ASK Polaris case for repair instructions and warranty claim processing.

AFFECTED MODELS:

Model Year	Models	Vehicle Identification Number (VIN) Range
2015-2017	Roadmaster	Reference "Unit Inquiry" on the dealer website or the Service Bulletin list on the STOP site to lookup affected units.

CUSTOMER NOTIFICATION:

Dealers are required to review their sales records and make arrangements with customers for Safety Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Polaris will be mailing a Safety Alert notification letter to consumers affected by this Safety Bulletin in the United States and Canada. Examples of the consumer letters can be found at the end of this Safety Bulletin.

WARRANTY CLAIM / PARTS INFORMATION:

Bulletin parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has been provided for this bulletin. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

2015-2017 Roadmaster – Jumper Harness Install and Inspection Only (No Corrosion Found)	
Bulletin #	I-18-01-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	2207703 (QTY 1) K, HARNESS – JUMPER, TRUNK REPAIR
Parts Availability	Available to order
University Of Polaris Video Training Requirement	YES ¹

¹ Indian Motorcycle 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.

2015-2017 Roadmaster – Jumper Harness Install and Corrosion Found on Inspection	
Safety Bulletin #	I-18-01-B
Claim Type	SB (Service Bulletin)
Labor Allowance	0.0 hours (0 minutes)
Part Number / Description	2207703 (QTY 1) K, HARNESS – JUMPER, TRUNK REPAIR <i>Additional parts and labor required to complete I-18-01-B to be authorized through an ASK Polaris case.</i>
Parts Availability	Available to order
University Of Polaris Video Training Requirement	YES ¹

¹ Indian Motorcycle 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.

ACCESSORY REMOVE & REPLACE LABOR:

Indian Motorcycle will cover labor for the removal and installation of accessories required to complete the bulletin work. Follow the steps below to obtain reimbursement.

For accessory removal and installation up to 30 minutes of labor

Enter the actual labor time for the removal and installation into the Accessory R&R Min Field on the bulletin claim.

For accessory removal and installation over 30 minutes of labor:

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter "I-18-01" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 127/277/135.
5. Add part 0000541, quantity 1
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Indian Motorcycle.

SAFETY BULLETIN CONTACT LIST & SCHEDULING TOOL:

A 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 <http://www.universityofpolaris.com>

PARTS RETURN OR DISPOSAL INFORMATION:

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.

WARRANTY COVERAGE PERIOD:

This Bulletin will begin January 18, 2018. This bulletin does not expire.

SPECIAL TOOLS:

- US and Canada Dealers: The special tool outlined in this bulletin (PF-52576) will be direct-shipped to dealers at no-cost starting the week of January 22, 2018. If additional tools are needed they can be ordered through the Bosch Service Solutions website.
- International Dealers: The special tools outlined in this bulletin (PF-52576) must be ordered through the Bosch Service Solutions website. File a Part Stock warranty claim for tool reimbursement.

NOTE: Special tools will become available in limited quantities the week of January 22, 2018. Please limit orders to one tool per dealership/distributorship.

UNIVERSITY OF POLARIS TRAINING REQUIREMENT:

Each member of your service department team must complete the training on University of Polaris prior to completing ANY work, or submitting ANY warranty claim for this Safety Bulletin.

www.universityofpolaris.com

REPAIR AUDIT INFORMATION:

IMPORTANT

Several steps of this procedure require an audit by another dealership representative other than the technician who is completing the repair. Completing these check backs is a critical component to ensuring the repair has been properly completed.

An audit checklist will be provided with each kit. It must be completed and retained with the instruction sign-off and repair order.

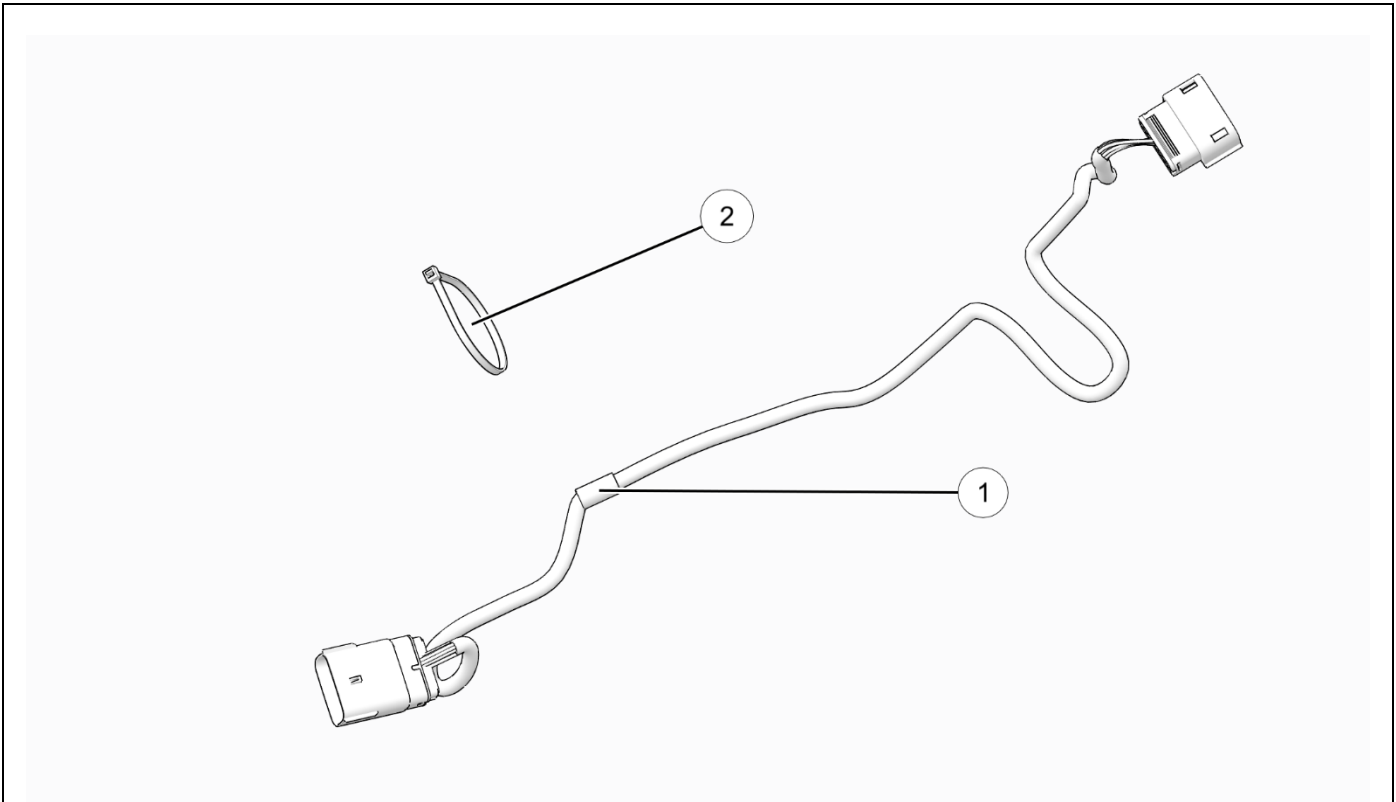
FEEDBACK FORM:

A feedback form has been created for the technician to provide Indian Motorcycle with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/videos from a specific repair. This feedback form is viewable on a mobile device by scanning the QR code shown or by clicking [HERE](#) if viewing this document electronically.

FEEDBACK FORM



KIT CONTENTS (P/N 2207703)

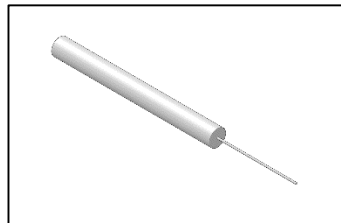


REF	PART DESCRIPTION	PART NUMBER	QTY
①	HARNESS-JUMPER, TRUNK	N/A	1
②	PANDUIT STRAP	7080138	1
-	INST-K, TRUNK, HARNESS, AUDIT	9928974	1

I-18-01-A: HARNESS INSTALLATION AND INSPECTION:

Tools Required:

- 5 mm Allen wrench
- 6 mm Allen wrench
- Phillips screwdriver
- Side cutter
- Terminal removal tool PF-52576

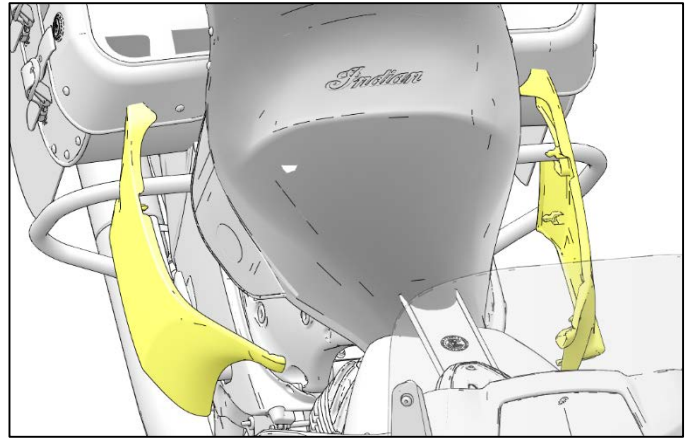


IMPORTANT

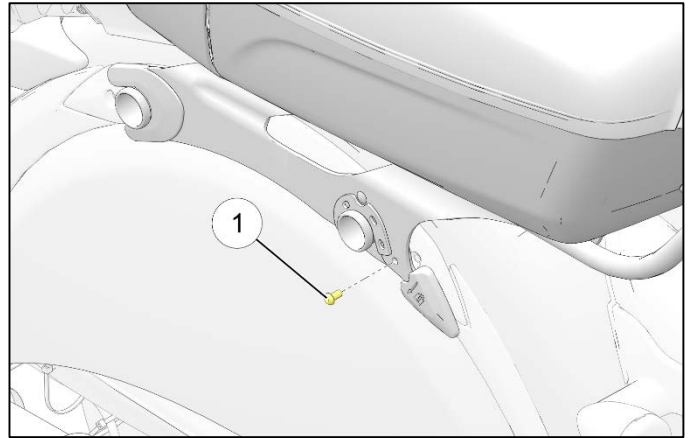
Most vehicles affected by this bulletin will be resolved by I-18-01-A, inspection and replacement of the seat jumper harness.

However, if the inspection does reveal corrosion, immediately file an ASK case for further instructions as outlined in the I-18-01-B section of this document.

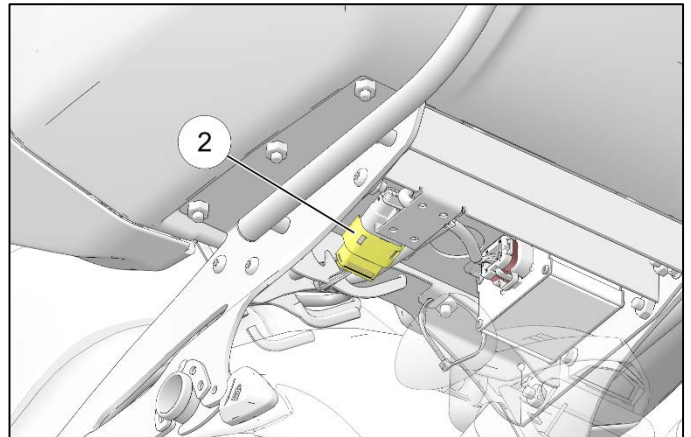
1. Park motorcycle on a lift table with the wheel clamped in a wheel vise.
2. Turn the ignition off.
3. Pull carefully on the side panels to release the retaining posts from the in-frame grommets.



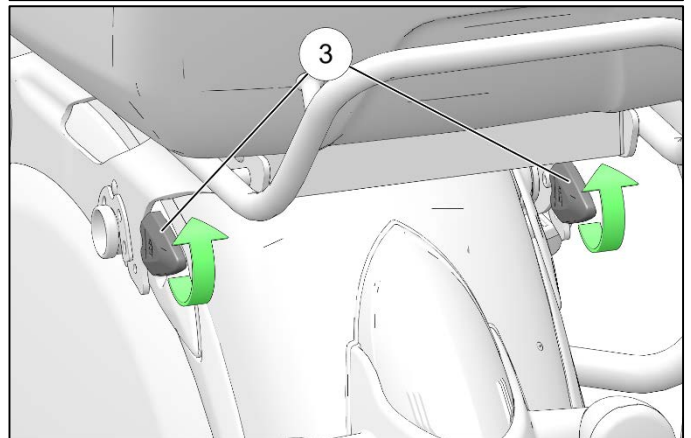
4. If applicable, remove the left and right saddlebags by disconnecting their respective electrical connectors and flipping up the lock and ride latches.
5. If equipped, remove the trunk lock fastener ① from each trunk latch using 4mm Allen wrench.



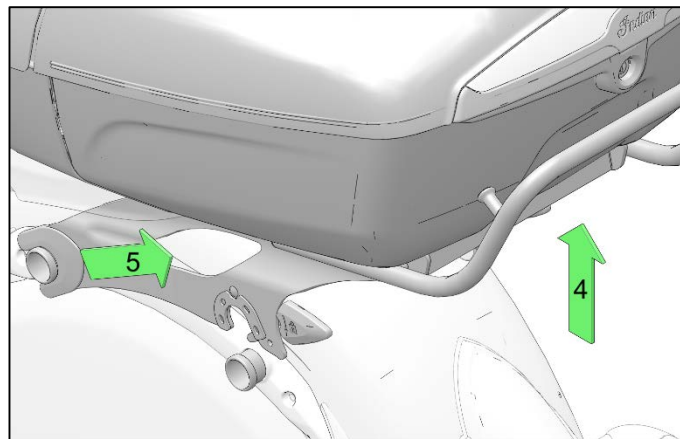
6. Disconnect the trunk harness connector ②.



7. Lift the trunk latches ③ to unlock the trunk from the mount.



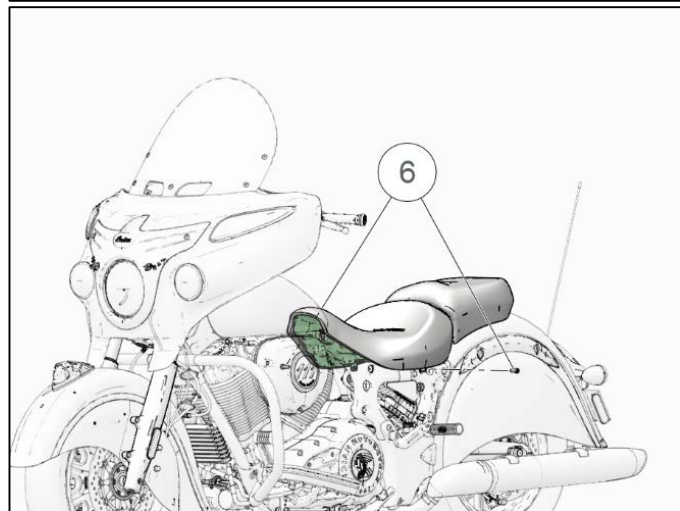
- Lift up on the rear of the trunk ④ and slide rearward ⑤ to release the trunk from the motorcycle.



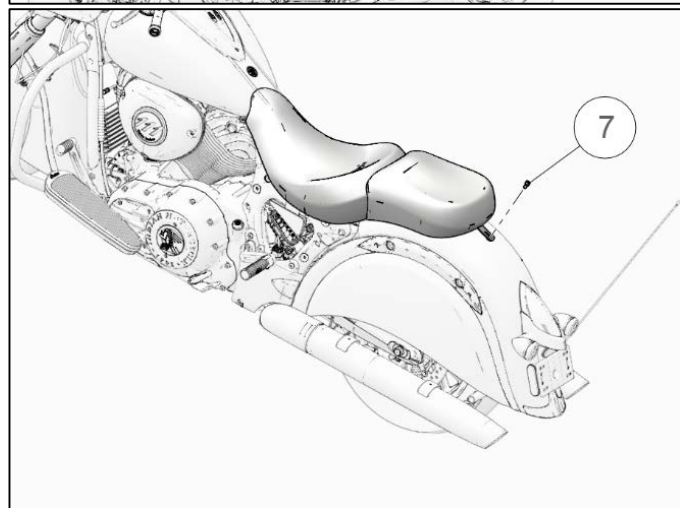
- Using a 6 mm Allen wrench, remove the two screws ⑥ securing the seat to the frame.

NOTE

It may be necessary to raise the seat skirt to access the bolts.



- Using a 5 mm Allen wrench, remove the rear seat screw ⑦.
- Lift the rear of the seat and pull rearward to disengage front retaining arms from the bracket behind the fuel tank.
- Disconnect both seat electrical connectors.
- Place the seat upside down on a smooth clean surface.



14. Using a 5 mm Allen wrench, remove the screw ⑧ securing the Vehicle Control Module (VCM) mounting plate to the top of the battery box. Do not disconnect VCM.

CAUTION

Do not allow the VCM to contact the positive (B+) terminal or damage to the VCM will result.

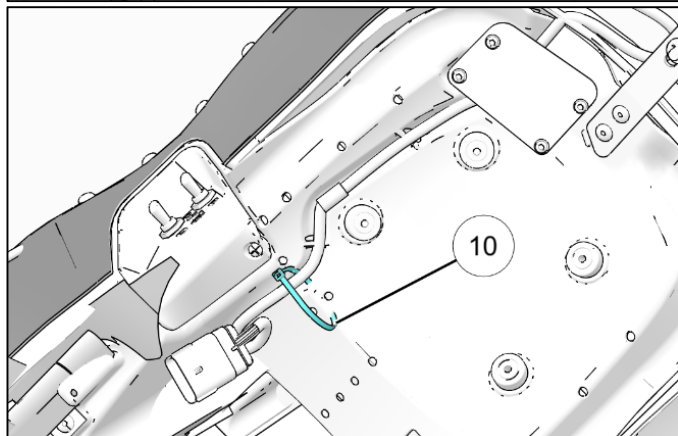
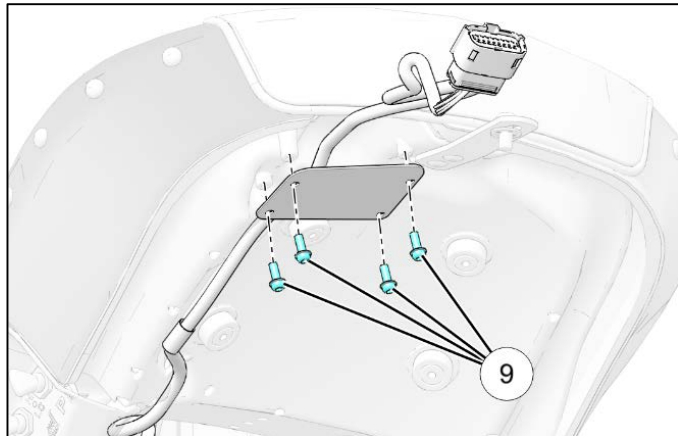
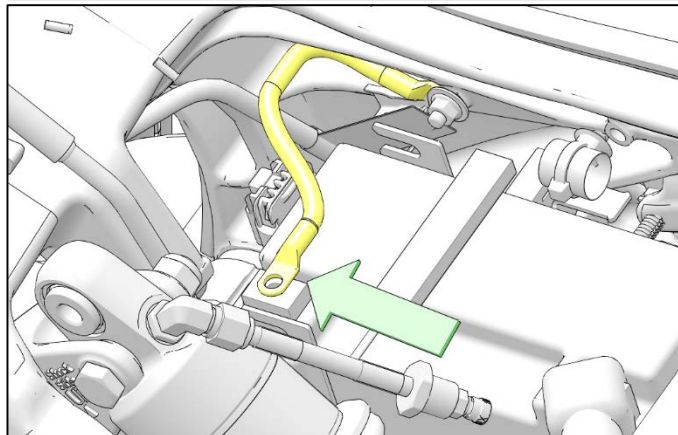
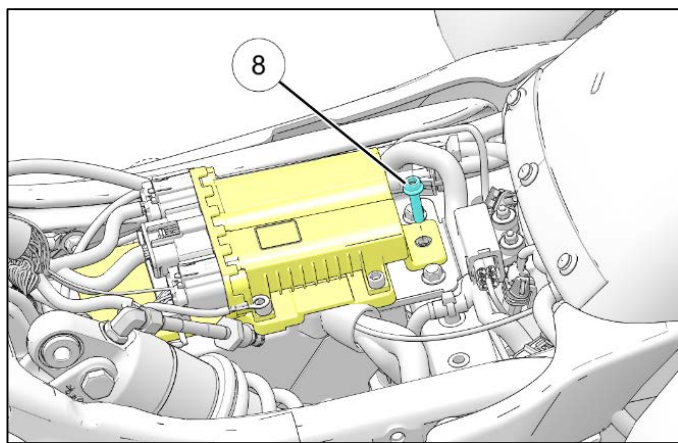
15. Move the VCM forward to disengage the retaining posts that secure the front of the VCM to the battery box.
16. Using a Phillips screwdriver, remove the negative battery cable bolt, and secure the ground cables/wires away from the terminal.

IMPORTANT – AUDIT STEP

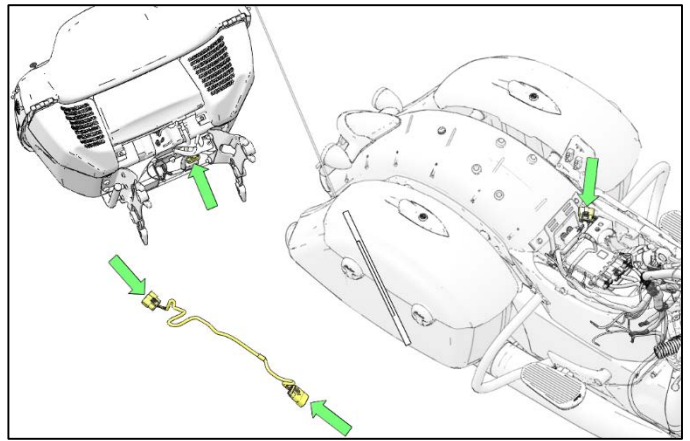
A secondary dealer representative must verify all battery negative wires/cables are secured away from the battery negative terminal.

17. Using a 4 mm Allen wrench, remove the four bolts ⑨ and trunk harness retainer plate located on the underside of the seat.

18. Using a side-cutter, cut the Panduit strap ⑩ retaining the harness to the seat.



19. Inspect for corrosion in both ends of the trunk jumper harness and interfacing connectors as shown by the arrows (4 connectors).



NOTE

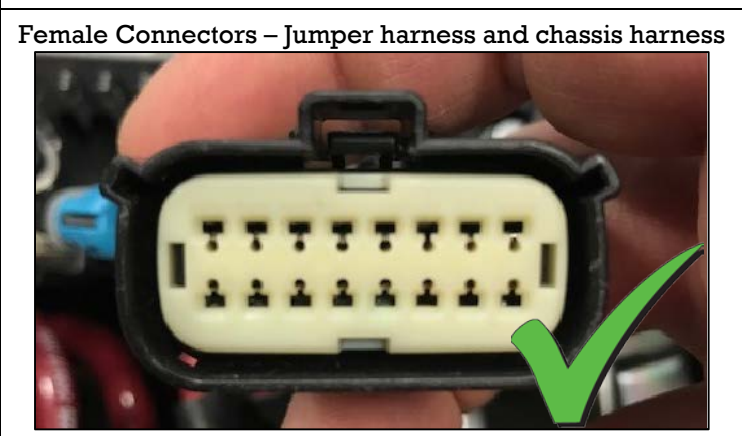
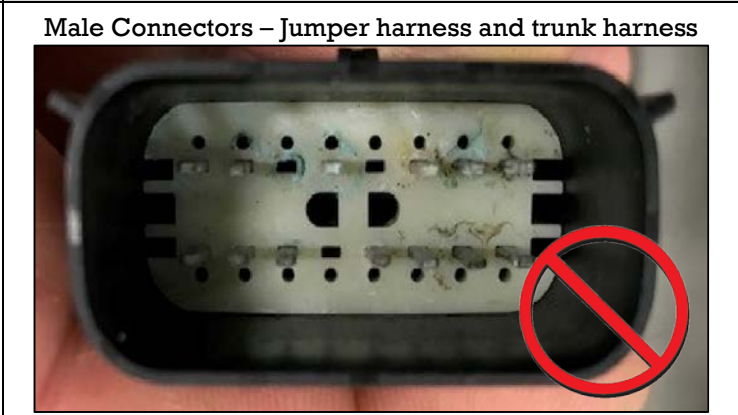
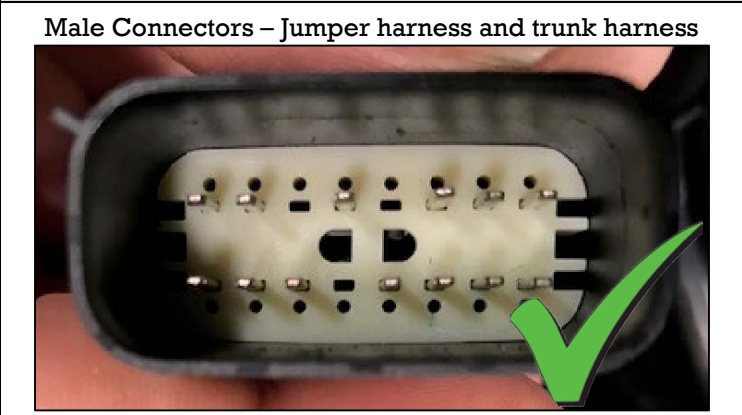
Pay special attention to the white terminal lock plate during inspection. If corrosion is present, the blue/green residue will be most evident there, as pictured below in the corrosion present images.

IMPORTANT – AUDIT STEP

A secondary dealer representative must verify there is no corrosion present in either end of the trunk jumper harness and interfacing connectors.

No corrosion present.

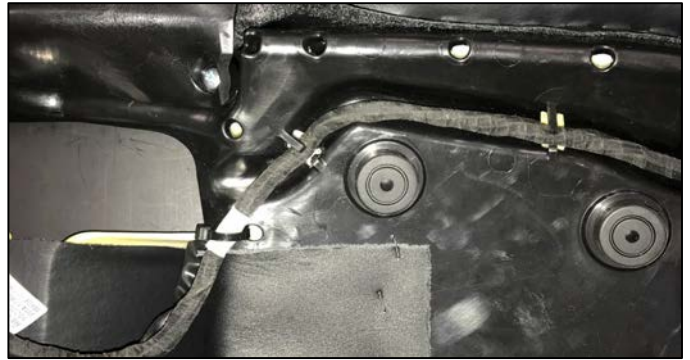
Corrosion present, proceed to I-18-01-B.
US/CAN: Submit an Ask Polaris Service & Warranty Question > Vehicle Diagnostic Question case.
INT'L: Contact your Country Service Department



STOP!

If corrosion **IS** present, take pictures of the corrosion and proceed to [I-18-01-B](#). If corrosion is **NOT** present, proceed to step 19 to install the new jumper harness and complete the repair.

20. Secure the seat jumper harness to the seat with Panduit strap at the harness white tape mark as shown.
21. Route the new seat jumper harness from the kit in the seat channel as shown, engaging it in the channel clips.
22. Using a side cutter, trim excess from the Panduit strap.



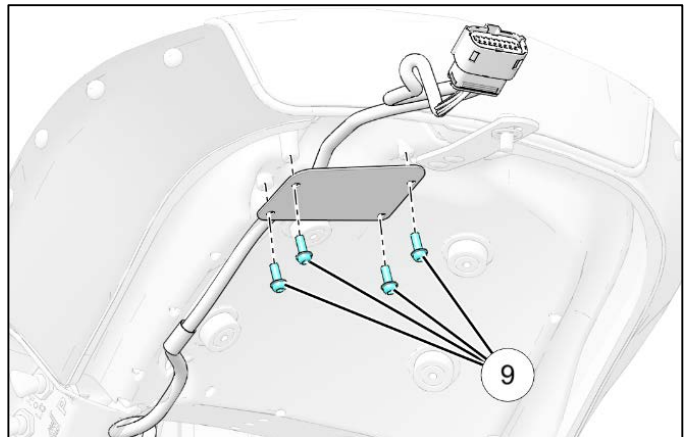
IMPORTANT – AUDIT STEP

A secondary dealer representative must verify proper routing and Panduit strap installation of seat jumper harness.

23. Install retainer plate and four screws ⑨ to seat base. Torque fasteners to specification.

TORQUE

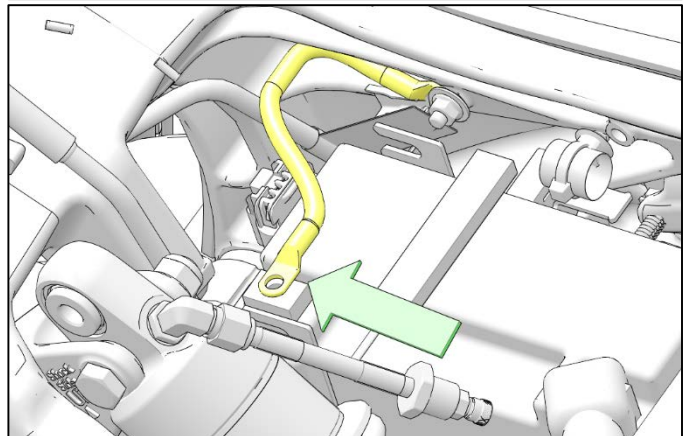
Seat Harness Retainer Plate Screws:
14 in-lbs (1.6 Nm)



24. Reconnect all negative battery cables/wires and torque fastener to specification.

TORQUE

Battery Terminal Bolt:
40 in-lbs (8 Nm)



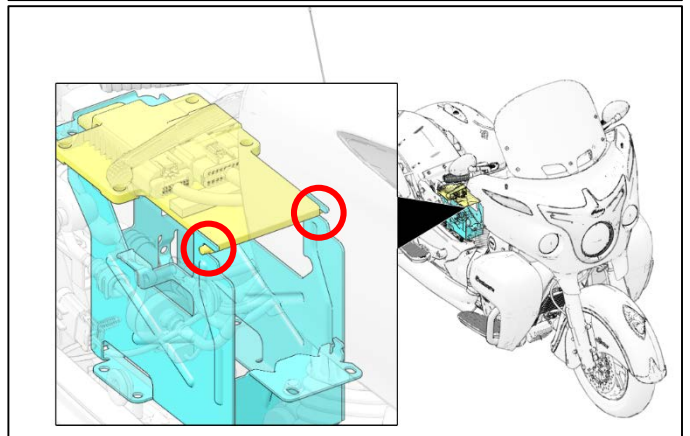
CAUTION

Do not allow the VCM to contact the positive (B+) terminal or damage to the VCM will result.

25. Engage the VCM bracket posts fully into the battery box slots.

IMPORTANT – AUDIT STEP

A secondary dealer representative must verify both VCM bracket posts are fully engaged into the battery box.



26. Install VCM bracket retaining bolt (8) and torque to specification.

TORQUE

VCM Bracket Fastener:
84 in-lbs (10 Nm)

27. Loosely place the seat in place on the vehicle.
28. Fully seat all electrical connectors from seat to chassis.

IMPORTANT – AUDIT STEP

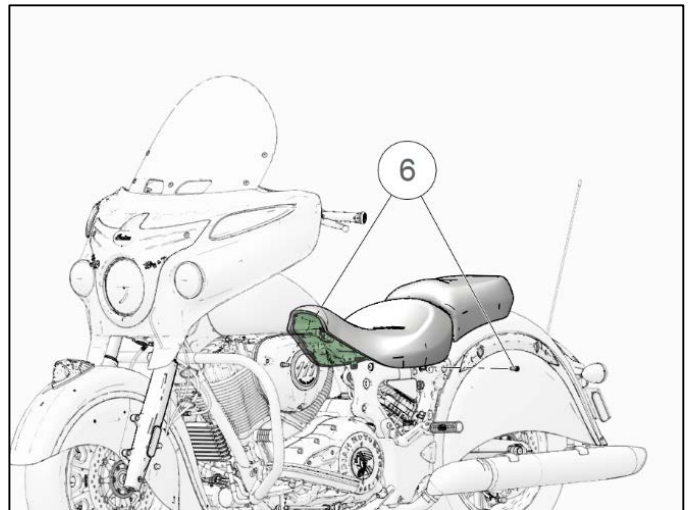
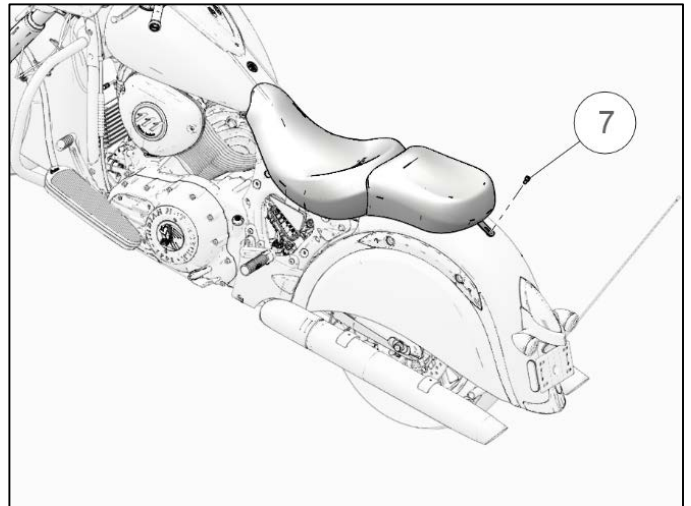
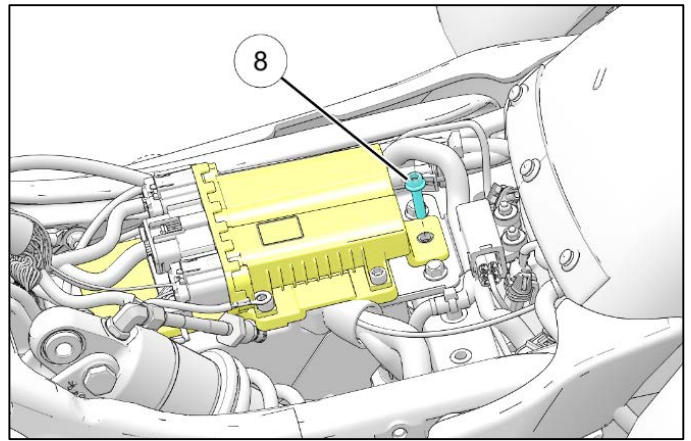
A secondary dealer representative must verify all chassis to seat electrical connectors are fully seated and cannot be pulled apart.

29. Install the seat by sliding the seat forward to engage the retaining arms on the frame into the seat.
30. Loosely install the rear seat fastener (7).

31. Loosely install both side seat fasteners (6).
32. Torque all three seat fasteners to specification.

TORQUE

Seat Fasteners:
84 in-lbs (10 Nm)



33. Engage the trunk front mounts (5).
34. Pivot the trunk down in the back to engage the rear mounts (4).
35. Push down on the trunk latches (3) until fully engaged.

36. If installed when the bike was brought in, re-install locking screws (1) into the trunk bracket using a 4 mm allen wrench.

TORQUE

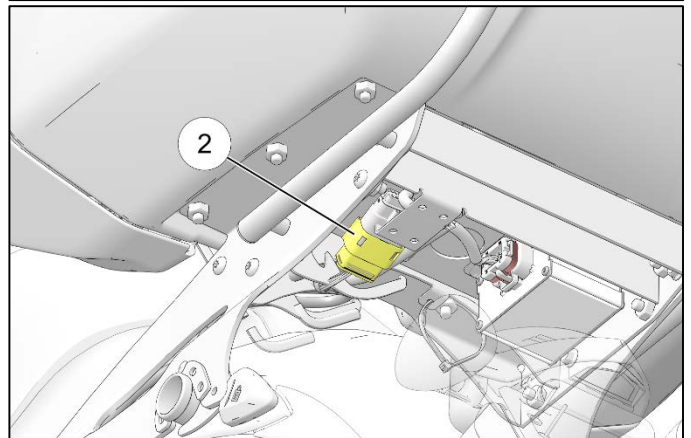
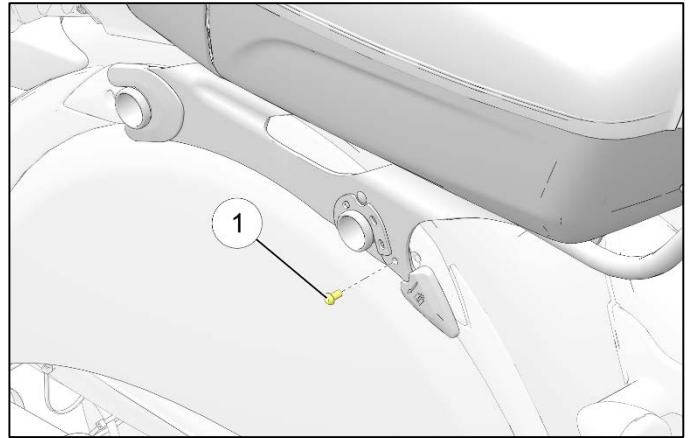
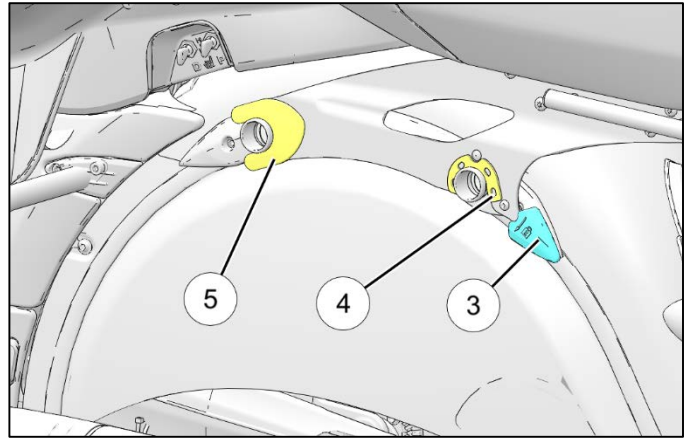
Trunk Locking Screw:
84 in-lbs (10 Nm)

37. Connect trunk to seat jumper harness connection (2).
38. Turn ignition ON, and verify trunk tail and brake lights operate normally.

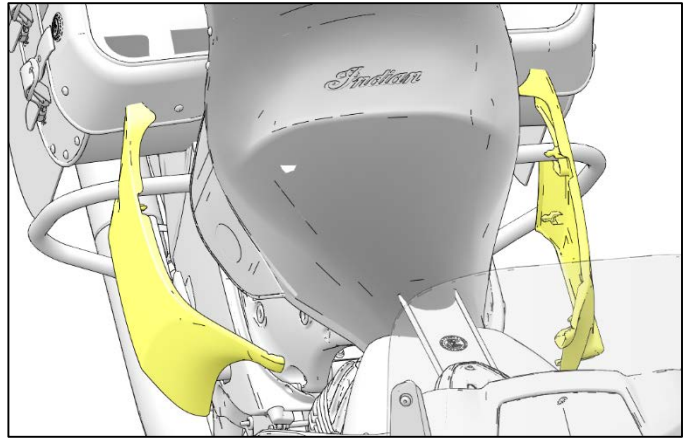
IMPORTANT – AUDIT STEP

A secondary dealer representative must verify the trunk tail and brake light operate normally.

39. Install hard bags if removed, fully engage lock and ride posts, and push down to secure the bags to the fender.
40. Connect the hard bag electrical to chassis connectors.



41. Align side panel pins with in-frame grommets and push inward to engage.
42. File a claim for I-18-01-A.



IMPORTANT

US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Vehicle Diagnostic Question case.

INT'L Dealers: Contact your Country Service Department

Submit photos of the corrosion and wait for further instructions from Indian Motorcycle Technical Service.

Do not allow the machine to be operated until you have repaired the machine as directed by Technical Service.

If corrosion is present in any of the connectors, do not file a warranty claim for either I-18-01-A OR I-18-01-B until directed by Indian Motorcycle Technical Service.