



# Right-Hand Switch Cube Replacement Safety Bulletin FAQ

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Version: R01 (April 12th, 2018)

## What is the purpose of the I-18-04 Bulletin?

Indian Motorcycle has identified that some 2018 111c.i. motorcycles have been manufactured with a right-hand switch cube that does not meet quality standards. Affected switch cubes may develop corrosion in the Stop/Run/Start circuit. If the key fob is stored on or near the motorcycle and all other safety interlocks are met, this condition could lead to unintentional vehicle power-up or start sequence which may possibly increase the risk of personal safety. To correct this concern, Indian Motorcycle has released a Safety Bulletin to replace the right-hand switch cube with an updated version.

## What make & model year is included in this bulletin?

2018 Indian Chief, Springfield, Chieftain, and Roadmaster 111 c.i. models.

## Is every model year 2018 Indian c.i. vehicle affected?

NO, not all vehicles are impacted.

## How can a dealer see which units in inventory are impacted by this?

1. Login to the dealer website (DEX).
2. Locate the 'Service and Warranty' dropdown, click on STOP Site.
3. On the left-hand side of the page, under 'STOP Site Links,' click on 'Service Bulletins'.
4. Locate the link for the bulletin of interest and click on the 'All VINs' link located on the right.
5. The 'All VINs' page will display all affected VINs within your dealership's inventory.

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**NOTE:** Unit Inquiry can always be used to check an individual VIN.

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## Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are updated as needed. This is NOT a STOP RIDE for consumers.

## What Dealers CAN Do

1. Can quote new products.
2. Can accept deposits from consumers as a reservation for a future sale.
3. Can utilize PCDX to begin setup and PDI (except for test ride).
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required.

## What Dealers CANNOT Do

1. Cannot complete a sale.
2. Cannot deliver impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

## Will Polaris notify consumers?

Yes. Polaris will mail a standard consumer notification letter outlining the nature of this bulletin in the United States and Canada.

## Should dealers notify consumers?

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles. Dealers should reference the STOP site for a list of their dealership's affected VINs. **Note: Parts availability will be limited through the second week of May. Service appointments should be planned as shipping dates are confirmed on DEX or as parts arrive at the dealership.**

### Is training required before ordering parts or filing claims for this bulletin?

Yes, one person from the dealership needs to be certified before ordering parts and two people must be certified before warranty claims may be processed.

### Why is Polaris asking for dealers to complete the training and double check completed work?

As a fail-safe and best practice, Polaris is requiring technicians to complete the training and have all work completed verified by the completing technician and by an Owner, Service Manager or Lead Technician. The signed document must be retained with their repair order. The bulletin repair time takes this labor into account for the standard flat rate time.

### Why can't dealers file claims until training is completed?

Dealers must complete the bulletin training on University of Polaris before DEX will allow them to file bulletin claims. This training is critical to ensuring the updates are done correctly.

### What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?

Affected units will require one of the three variants of the right-hand switchcube kit, depending on model.

- 2207845 (QTY 1) KIT
- 2207846 (QTY 1) KIT
- 2207847 (QTY 1) KIT

### Are parts available now?

Our #1 goal is to get dealers enough parts to address affected customer owned units AND customers who want to buy. Initial quantities are available today, but not in the quantity to fix all affected units. To best service dealer and consumer needs, an initial allocation based on affected inventory and consumer owned units has been determined. **Each dealer must have 2 employees complete training module I-18-04 found on University of Polaris and place parts order by 8p.m. CST on Saturday, April 14<sup>th</sup> to ensure shipment of this initial allocation.** Dealers should expect to see kits arrive in incremental quantities until their full order has been fulfilled. By early May, we expect parts availability to cover all affected vehicles (inventory and customer).

A new feature has been created within the DEX PG&A ordering system to help identify parts needed for this bulletin. Take the University of Polaris training 'Item Availability and Daily Ordering' to learn more, or follow the instructions below:

[DEX Homepage-> PG&A-> Start a New Purchase Order](#)

- 1.) From the Purchase Order Homepage, select Bulletin Ordering
- 2.) Choose the impacted Product Line and Bulletin Number
- 3.) A full parts list will populate. Simply choose the items you would like to order, and enter an Order Quantity

### How does a dealer know if/when they're receiving parts?

Follow this path: DEX Homepage -> PG&A -> Purchase Order Inquiry. Once there, follow these steps:

Marketing	Finished Goods	PG&A	Service and Warranty	Accounting and Finance	Dealer Management
PO Number <input type="text"/>		Dealer Reference <input type="text"/>		Starting Date One Week Ago ▾	Sort PO Number ▾
Find <a href="#">Search by Part Number</a>					
Order Number	Vehicle Down	Status	Dealer Reference	Order Date	
<a href="#">M100043</a>		Invoiced	US	03/28/18	
<a href="#">H224247</a>		Invoiced	4933	03/28/18	
<a href="#">E223896</a>		Invoiced	US	03/29/18	
<a href="#">P384132</a>	REGULAR CUST ORDER	In Progress	4939	03/29/18	

Click on the Order Number containing the bulletin parts

Marketing	Finished Goods	PG&A	Service and Warranty	Accounting and Finance	Dealer Management		
Header - Order Number P384770							
PO Order Type Regular Cust Order		Order Date 03/30/18					
Freight Method Prepaid		Vehicle Down Order No					
Shipping Status Best Way Ground		Ship To					
<a href="#">Click for shipping status</a>							
CASE #							
Parts Ordered							
Part Number	Invoice Number	Description	Qty	Qty Ship	Qty Back Order	In Prog	Tracking
286387103		IND MEN REVERSIBLE BELT-M	1	0	1	0	<a href="#">Track</a>
286881806		MENS WRECKING CREW SWEAT-L	1	0	1	0	<a href="#">Track</a>
2879586-410	<a href="#">0604688</a>	KIT-HNDLBAR,PULLBACK,TOUR,POL	1	1	0	0	<a href="#">Track</a>
2882251-650	<a href="#">0604688</a>	K-PEG,PASS,N2,TI SLV	1	1	0	0	<a href="#">Track</a>
<b>Order Totals</b>			<b>4</b>	<b>\$370.96</b>	<b>2</b>	<b>2</b>	<b>0</b>

### Do any parts need to be returned as part of this bulletin?

Switch cubes removed from vehicles do not need to be returned, however, switch cubes from dealer inventory will need to be returned as part of the Parts Stock claim.

### Are the kits returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts.

### What should dealers do with related service parts in dealer inventory?

Refer to the bulletin for detailed instructions to file a single Parts Stock claim for all inventory of the following parts.

- 4016911 – SWITCHCRL,3ROW,RH
- 4016913 – SWITCHCRL,2ROW,RH
- 4016903 – SWITCHCRL,3ROW BCKLT,RH

### Will Dealers have all of the appropriate tools to complete this bulletin?

Yes, this repair procedure requires basic shop tools.

### Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the update.

### How does a dealer warranty register a unit that a customer has paid for and taken delivery of PRIOR to the STOP SALE announcement?

The warranty registration capability is disabled for all units affected by the stop sale. If the unit has not been paid for, or if the unit has not yet been delivered to the customer, you should retrieve or hold the unit until repairs have been completed.

In the event that a warranty registration must be completed, please submit an Ask Polaris case using **Sales Question > Wholegoods Question** and include the following:

- Completed PCDX Customer Information and Customer Delivery form
- Sales invoices: Paper & DMS
- Copies of form of payment document or payment check
- Copies of purchaser's identification
- Copies of the state registration forms unless the registration was VERY recent and this has not yet been obtained
- The promo selection for the unit (Program Number, Rebate Amount, Promotional Financing, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

\* Warranty Registrations that are received and processed by Polaris more than three (3) days after the date of the retail delivery of the unit to the customer will not qualify for any financial incentives and may be assessed a \$300 late fee.

**If you have questions that are not addressed in this document or in the bulletin, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.**