

# Part 573 Safety Recall Report

# 19V-776

**Manufacturer Name :** Indian Motorcycle Company**Submission Date :** APR 13, 2020**NHTSA Recall No. :** 19V-776**Manufacturer Recall No. :** I-20-03**Manufacturer Information :**

Manufacturer Name : Indian Motorcycle Company

Address : 2100 Highway 55

Medina MN 55340

Company phone : 999

**Population :**

Number of potentially involved : 52,745

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2014-2019 Indian CHIEF / CHIEFTAIN / ROADMASTER / SPRINGFIELD

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : All Model Year 2014-2019 Indian Heavyweight Motorcycles

Production Dates : AUG 20, 2012 - JUL 29, 2019

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Gear position switch may provide an inaccurate signal which can lead to an incorrect gear being displayed. An incorrect gear indication can present a safety defect when the rider display indicates neutral, but the bike is in gear during motorcycle start-up.

4/13 - defect impacts about 0.06% of subject vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Potential unintended vehicle motion: If indicated gear is incorrectly displayed as neutral, software interlocks allow user to attempt vehicle start-up. If proper pre-ride inspection and engine start best practices aren't followed (owner's manual outlines both in detail), and the bike is in gear when the bike is started, the bike may propel itself forward causing a hazard.

Description of the Cause : The gear position switch output signal is based off of resistance. Oxidation can develop over time which unintentionally increases resistance values. In certain conditions when oxidation is present, the resistance value in first gear can align with the expected range for neutral, thus indicating neutral on the rider display with the bike in gear.

Identification of Any Warning that can Occur : Incorrect gear indication can be identified during pre-ride inspection, or observed during ride.

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In or about September 2018, Polaris investigated incidents identified in July and August 2018 in which the gear position switch on some Indian motorcycles may have provided an inaccurate signal which, if established, could lead to an incorrect transmission neutral status. An incorrect gear indication could present a potential risk if the display indicated neutral, but the bike was in gear during motorcycle start-up. Based upon the available data, known and evaluated, on or about September 27, 2018, Polaris decided, in good faith, that there was no unreasonable risk to safety. Polaris continued to proactively monitor the matter.

By August 2019, additional alleged incidents were identified, and Polaris re-opened the investigation. While Polaris' investigation was pending, in or about mid-October 2019, NHTSA's Office of Defects Investigation inquired about two 2018 VOQs (one in May and one in August) . Based upon a reconsideration of all available data, on October 22, 2019, Polaris determined that a safety-related defect existed, and ordered the filing of this report pursuant to 49 CFR Part 573.

**Description of Remedy :**

**Description of Remedy Program :** Indian Motorcycle will offer a new gear position switch with updated resistance values that will prevent unintended neutral indication should the contacts become oxidized. Updated parts are expected to be available in Q1 of 2020. In the interim, Indian Motorcycle will contact consumers to alert them of the risk and to remind them of proper pre-ride inspection and engine start best practices. Indian Motorcycle will also provide instructions to dealers and warranty coverage to consumers to have the existing switch part cleaned, which will remove oxidation from the contacts and ensure correct resistance values.

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 Consumer Service Department using the contact information above.

**How Remedy Component Differs from Recalled Component :** The remedy gear position switch will contain updated resistance values. These resistance values will prevent unintended neutral indication, should the contacts become oxidized.

OLD P/N: 4014718: SWITCH, GEAR, N-6, W/GROUND  
NEW P/N: 4019238: SWITCH, GEAR, N-6, W/GROUND

**Identify How/When Recall Condition was Corrected in Production :** Not applicable.

**Recall Schedule :**

**Description of Recall Schedule :** I-20-03 supersedes previous interim remedy outlined in I-19-03  
**Planned Dealer Notification Date :** APR 02, 2020 - APR 02, 2020  
**Planned Owner Notification Date :** APR 03, 2020 - APR 03, 2020

\* NR - Not Reported