



2014 Indian Motorcycle (111 C.I.) Forward Lighting Stop Sale FAQ

Version: R01 (May 7, 2019)

What is the purpose of the I-19-02 Stop Sale?

Indian Motorcycle has determined a potential concern with the forward lighting circuit on 2014 Indian Motorcycles (111 C.I.). In isolated cases, riders have experienced an unexpected loss of forward lighting while riding (headlight / fog lights).

Indian Motorcycle is currently evaluating a comprehensive repair and is targeting availability in Fall, 2019. At the time of availability, Indian Motorcycle will re-issue this communication with additional repair information.

What make & model year is included in this Stop Sale?

2014 Indian Motorcycle (111 C.I.)

Is every model of 2014 Indian Motorcycle (111 C.I.) vehicle affected?

Yes, all 2014 Indian Motorcycle (111 C.I.) models 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.

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

Is this a STOP SALE?

This is a STOP SALE on all 2014 Indian Motorcycles (111 C.I.).

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 Indian Motorcycle 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 vehicle (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

Will Indian Motorcycle notify consumers?

Indian Motorcycle will notify consumers by mail no later than June 29, 2019, to inform them of the concern and repair timeline. Consumers will also be instructed to confirm proper function of forward lighting. If a lighting concern is identified, or the consumer does not feel comfortable riding their motorcycle, they will be asked to contact an authorized Indian Motorcycle Dealer for further instruction.

Should dealers notify consumers?

No, at this time only vehicles in dealer inventory are affected by this stop sale.

I've been contacted by a consumer that's heard about the STOP SALE- what should I tell them?

Indian Motorcycle is actively investigating a potential concern affecting the forward lighting circuit on 2014 Indian Motorcycles (111 C.I.). In isolated cases, riders have experienced an unexpected loss of forward lighting while riding (headlight / fog lights). Owners currently in possession of an affected motorcycle can continue to ride their vehicles.

Indian Motorcycle will also release an interim field communication intended to manage isolated cases of inoperative front lighting prior to Fall 2019. This interim field communication is planned to be released no later than June 29,2019

A customer with a 2014 Indian Motorcycle (111 C.I.) found their front lighting Inoperative – what should I do?

Dealer should contact Indian Technical Service for assistance.

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 Indian Motorcycle 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 Indian Motorcycle Service through Ask Polaris or by phone at 800-330-9407.