



# SERVICE ADVISORY

**Release Date:** June 05, 2019

**Expiration Date:** June 05, 2020

# IND

**Communication #:** ISA-19-02-A / B

**Model Year(s):** 2014

— Confidential and Proprietary —

**VERSION: R01 (June 05, 2019)**

## IMPORTANT

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

## SUBJECT: 2014 INDIAN MOTORCYCLE (111 C.I.) FORWARD LIGHTING

### PURPOSE

Indian Motorcycle engineering has determined that an electrical defect may exist in 2014 Indian Motorcycles (111 c. i.), resulting in the unexpected loss of forward lighting, as outlined in STOP SALE I-19-02. This may also cause thermal damage to the Vehicle Control Module (VCM) and Pin 11 of the center VCM connector.

Indian Motorcycle has released this Service Advisory with instructions to inspect the VCM connector for damage. If damage 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 RANGE
2014	Chief Classic	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected VINs.
	Chief Vintage	
	Chieftain	

### CUSTOMER NOTIFICATION

Dealers are not required to contact consumers regarding this Service Advisory. Indian Motorcycle will notify consumers by mail no later than 6/29/2019.

If you are contacted by a consumer that has experienced a loss of forward lighting or would like their vehicle inspected, schedule them for service to complete this inspection and repair procedure if required.

## WARRANTY CLAIM PARTS INFORMATION

Advisory parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not 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".

VCM CONNECTOR INSPECTION	
Advisory #	ISA-19-02-A
Claim Type	SA (Service Advisory)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	Yes <sup>1</sup>

<sup>1</sup>Polaris requires one person from a dealership to be certified before warranty claims may be processed.

VCM & CONNECTOR REPLACEMENT	
Advisory #	ISA-19-02-B
Claim Type	SA (Service Advisory)
Labor Allowance	1.0 hours (60 minutes)
Part Number / Description	2208321 (QTY 1) Kit, Repair, VCM Pin 11 <b><i>Additional parts and labor required to complete ISA-19-02-B to be authorized through an ASK Polaris case.</i></b>
Parts Availability	Limited quantities available
University of Polaris Video Training Required	No

## ACCESSORY LABOR

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

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization Request: In Warranty or Polaris ESC or Authorization Request: Out of Warranty/Goodwill.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter Indian Motorcycle® ISA-19-02 in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 127/277/132.
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 Polaris.

## COVERAGE PERIOD

Coverage will begin on 06/05/2019.

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## PARTS RETURN / DISPOSAL INFORMATION

Under no circumstances shall the parts removed 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 communication) is taken out of circulation and disposed of properly or returned to Polaris (if required).

## SPECIAL TOOLS

- **US and Canada Dealers:** The special tool outlined in Part B of this Advisory (PF-52576) was direct-shipped to dealers in February of 2018 for use with I-18-01. If additional or replacement tools are needed, they can be ordered through Bosch Automotive Service Solutions, by phone at 1-800-345-2233 or on-line via your dealer website at <https://polaris.service-solutions.com/>.
- **International Dealers:** The special tool outlined in this Advisory (PF-52576) must be ordered through the Bosch Service Solutions website. File a Part Stock warranty claim for tool reimbursement.

# ISA-19-02-A VCM PIN INSPECTION

## TOOLS REQUIRED

- 5 mm Allen Wrench
- 6 mm Allen Wrench
- In-lb Torque Wrench
- Phillips Screwdriver

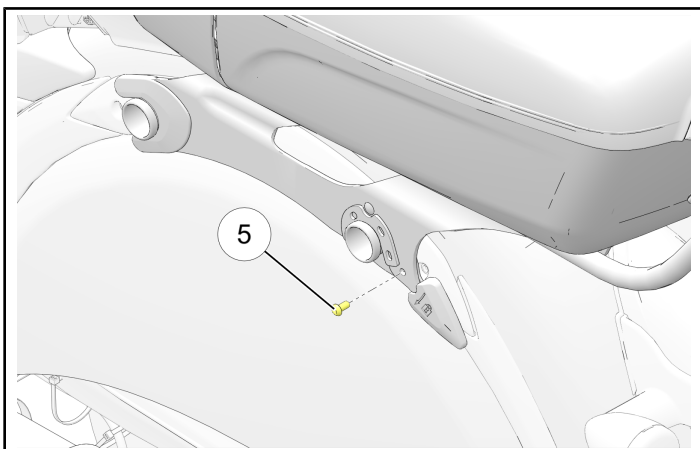


## ISA-19-02-A VEHICLE CONTROL MODULE (VCM) CONNECTOR PIN 11 INSPECTION

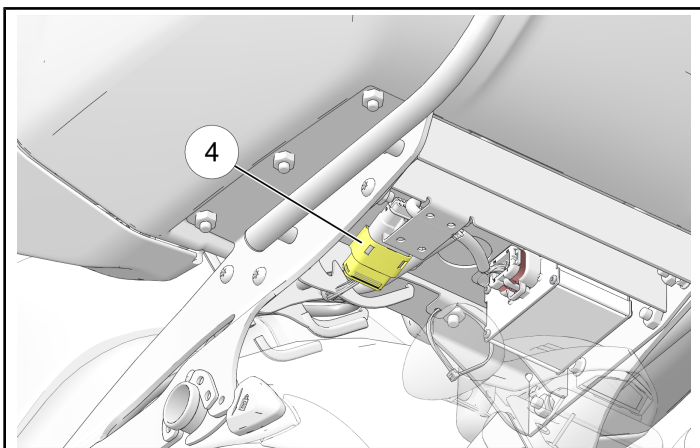
### IMPORTANT

In the event the following inspection does reveal damage to Pin 11 of the center VCM connector (harness side), start an ASK Polaris case for further instruction as outlined in the ISA-19-02-B section of this document.

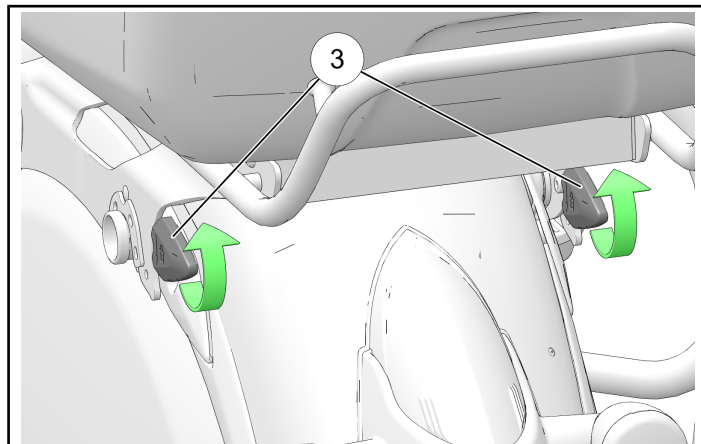
1. Park the motorcycle on a lift table with the wheel clamped in a wheel vise.
2. Turn the ignition off.
3. Remove Accessory Trunk, if applicable.
  - Remove the left and right saddlebags and remove the trunk lock fastener ⑤ from each trunk latch.



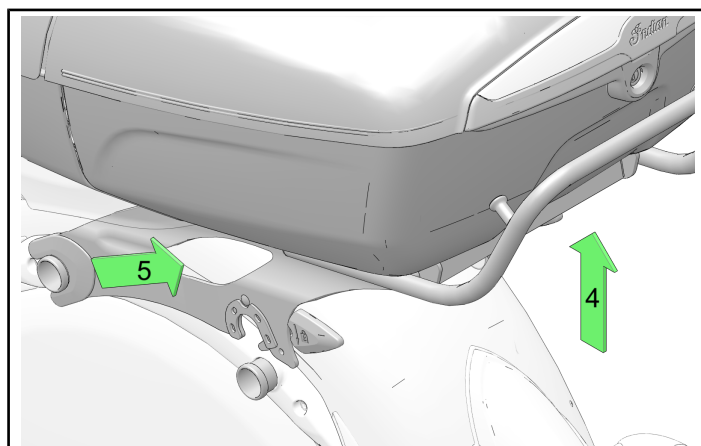
- Disconnect the trunk harness multi-plug ④.



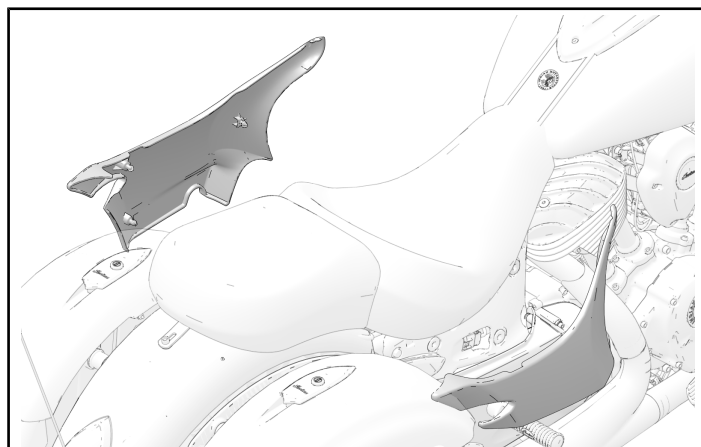
- Lift the trunk latches ③ to unlock the trunk from the mount.



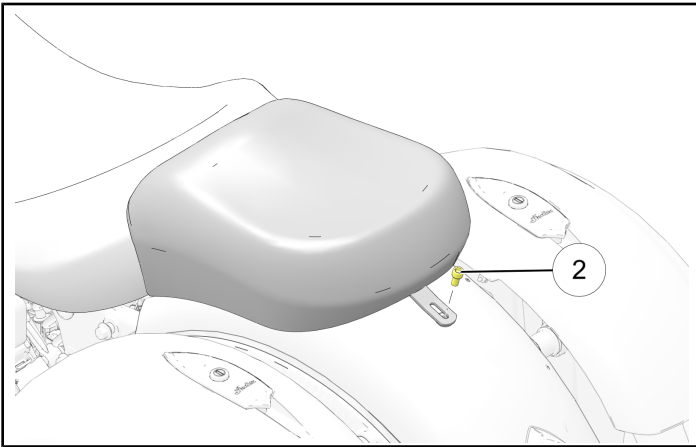
- Lift up on the rear of the trunk ④ and slide rearward ⑤ to release the trunk from the motorcycle.



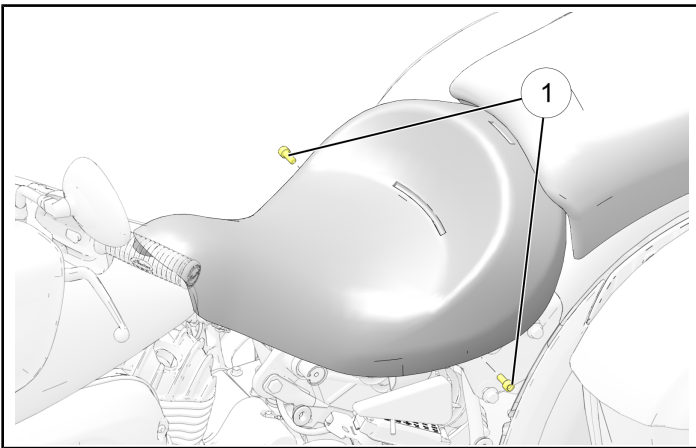
4. Pull carefully on the side panels to release the retaining posts from the in-frame grommets.



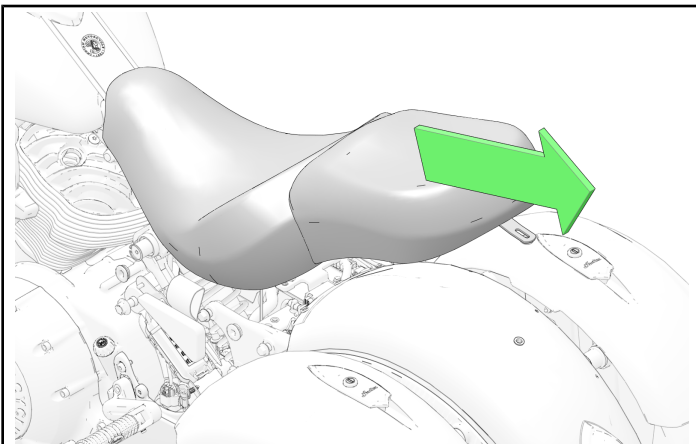
5. Using a 5 mm Allen Wrench, remove the rear seat fastener ②.



6. Using a 6 mm Allen Wrench, remove the two fasteners ① securing the seat to the frame.

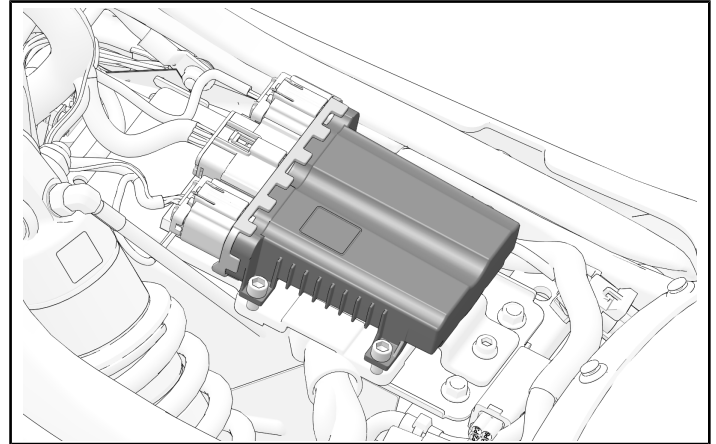


7. Lift the rear of the seat and pull rearward to disengage the front retaining arms from the bracket behind the fuel tank.

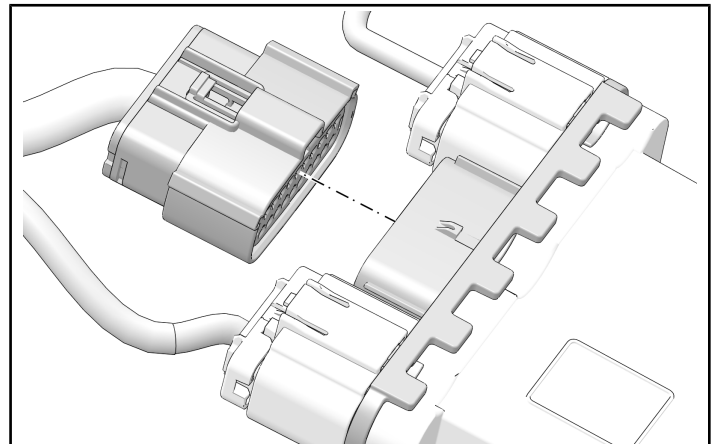


8. Place the seat upside down on a smooth, clean surface.

9. Find the VCM located on top of the battery box.

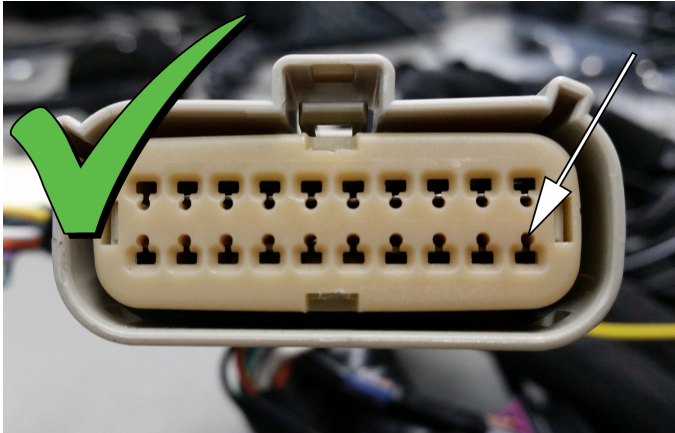



10. Disconnect the center connector on the VCM. Locate Pin 11 of the VCM1 (center) connector and check for any discoloration.



#### IMPORTANT

Pay special attention to the white terminal lock plate during inspection. If damage is present, a dark halo will be present around pin 11 of the VCM connector. Refer to the pictures below for examples.

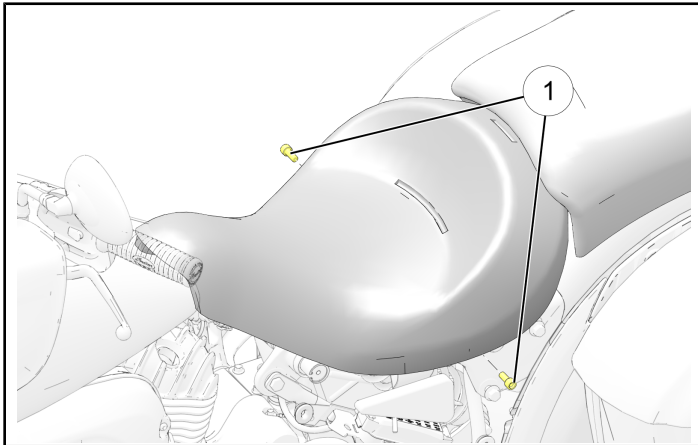
DAMAGE <u>IS NOT</u> PRESENT	DAMAGE <u>IS</u> PRESENT
<p>VCM connector, pin 11</p> 	<p>VCM connector, pin 11</p> 

Damage = Any sign of heat or thermal damage in or around pin 11 of the center VCM connector (e.g. the dark halo shown in the right image above).

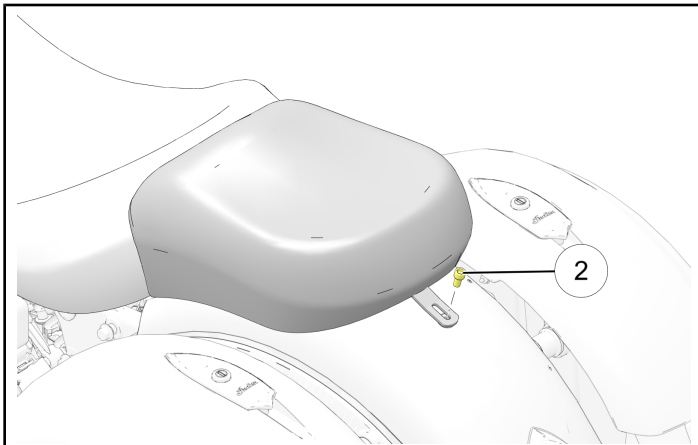
### STOP!

- If damage **IS** present, take pictures of the damage and proceed to ISA-19-02-B.  
US/CAN: Submit an Ask Polaris Service & Warranty Question> All Vehicle Diagnostic case.  
INT'L: Contact your Country Service Department.
- If damage is **NOT** present, proceed to step 11 to complete ISA-19-02-A.

11. Connect the VCM connector back to the VCM. Listen for an audible click.
12. Install the seat by sliding the seat forward to engage the retaining arms on the frame into the seat.
13. Loosely install both side seat fasteners ①.



14. Loosely install the rear seat fastener ②.

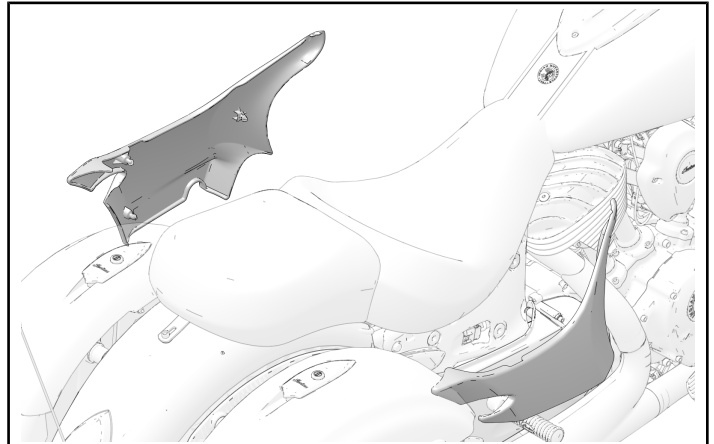


15. Torque all three seat fasteners to specification.

#### **TORQUE**

Seat Fastener:  
**84 in-lbs (10 Nm)**

16. Install the side panels by aligning the side panel pins with the in-frame grommets and push inward to engage.



17. Install Accessory Trunk, if applicable.

#### **CAUTION**

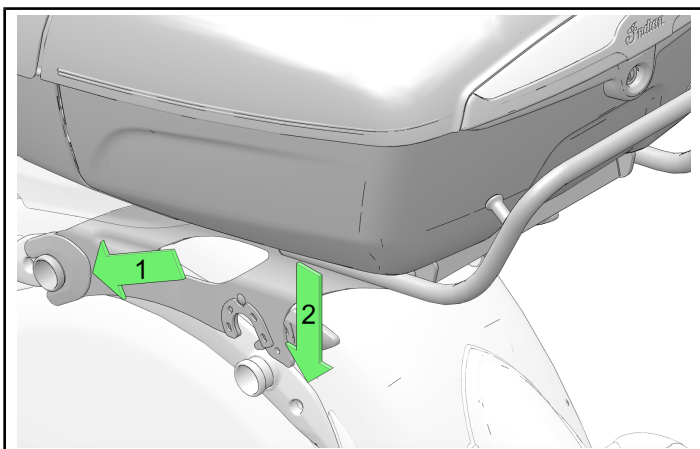
Use care when installing the trunk assembly so that no electrical wires / connectors get pinched.



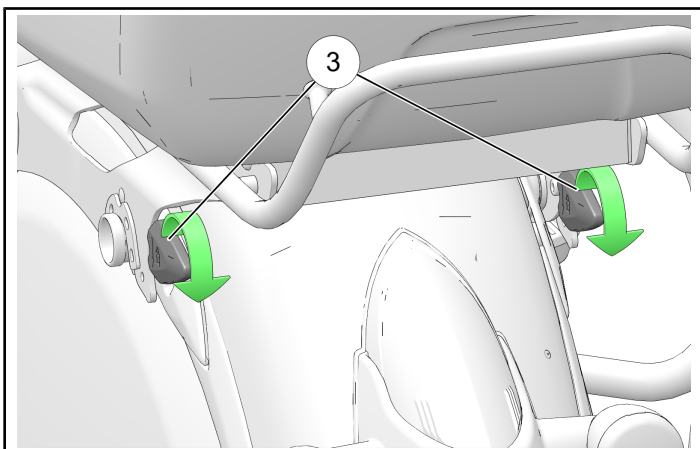
- Lift the flap at the rear of the passenger seat pad to access the vehicle side of the trunk harness connector and lay harness on fender.



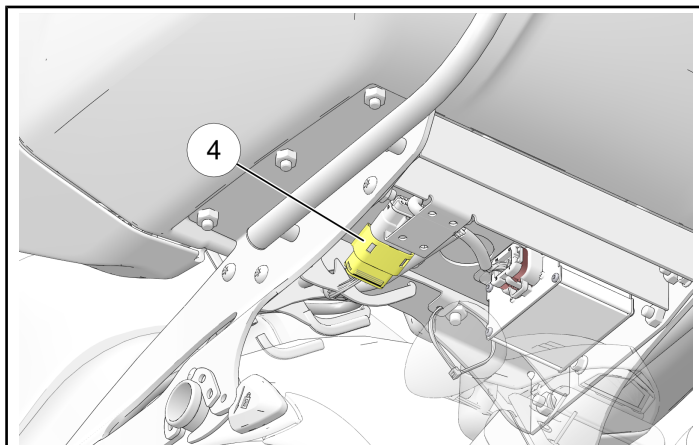
- Slide the trunk forward ① onto the mounting bracket and lower ② the rear of the trunk until fully seated.



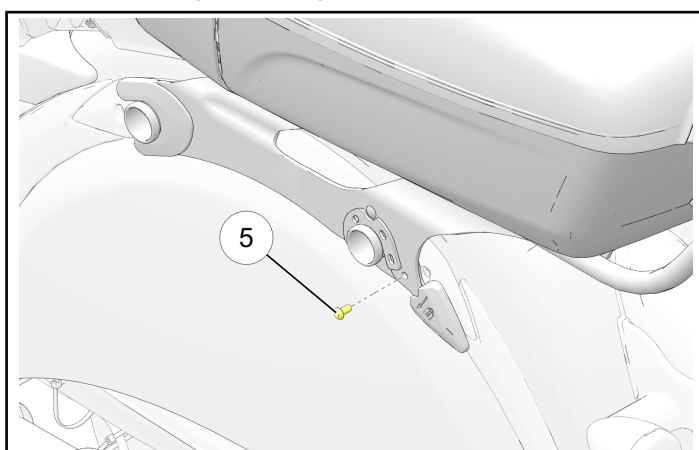
- Push the trunk locking levers ③ down until fully seated and the trunk is held securely in place.



- Reconnect the trunk harness connector ④.



- If applicable, install the mounting fasteners ⑤ into left and right locking levers.



- Install saddlebags, if equipped.

18. File a claim for ISA-19-02-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 dark halo present around VCM pin 11 on the white terminal lock plate 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 damage is present at Pin 11, do not file a warranty claim for either ISA-19-02-A OR ISA-19-02-B until directed by Indian Motorcycle Technical Service.**



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

## IMPORTANT SAFETY RECALL

**This notice applies to your vehicle**

**Recall Campaign: 19V339**

**Subject: 2014 Indian Motorcycle (111 c.i.)**

**Forward Lighting**

**PLEASE READ IMMEDIATELY**

VIN

I-19-02

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 some 2014 Indian Motorcycles (111 c.i.). Our records indicate you have purchased a potentially affected vehicle.

**The reason for this recall:**

Indian Motorcycle has identified a potential concern with the forward lighting circuit on 2014 Indian Motorcycles (111 c.i.). In some cases, riders have experienced an unexpected loss of forward lighting while riding (headlight / fog lights). Loss of forward lighting can reduce visibility, which may increase the risk of a crash.

**What Indian Motorcycle and your dealer will do:**

Indian Motorcycle is currently evaluating a remedy to this concern which is targeted to be available in the Fall of 2019. Once the final repair plan is available at dealers, Indian Motorcycle will send another letter with additional instructions. Once available, the remedy will be performed free of charge.

If you have any concerns with the forward lighting on your vehicle prior to the solution becoming available, please contact your authorized dealer for additional information.

**What you should do:**

Power up the motorcycle and confirm that the forward lighting is functioning properly. If the forward lighting fails to perform as intended or if you have any concerns with the forward lighting, contact your authorized Indian Motorcycle dealer and schedule an appointment to have your motorcycle inspected. If the forward lighting fails to perform as intended, or you do not feel safe riding your motorcycle, work with your Indian Motorcycle dealer to arrange transportation. Do not attempt any repairs yourself. Repairs must be done 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, or if you need assistance finding an Indian Motorcycle dealer, please visit our website at <http://www.indianmotorcycle.com> or contact our Indian Motorcycle Customer Connections Department by calling 1-877-204-3697.

If you believe that the dealer or Indian Motorcycle has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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 notice must forward a copy of this notice to the lessee within 10 days.

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