



SAFETY BULLETIN

Release Date: May 07, 2019

IND

Communication #: I-19-02-A/B

Model Year(s): 2014

— Confidential and Proprietary —

VERSION: R03 (March 03, 2020)

**** Changed from STOP SALE to SAFETY BULLETIN****

IMPORTANT STOP SALE SAFETY NOTICE!

Stop selling affected vehicles immediately until the repair procedure has been completed on 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 this document.

SUBJECT: 2014 INDIAN MOTORCYCLE - FORWARD LIGHTING PURPOSE

Indian Motorcycle has decided that an electrical defect may exist in 2014 Indian Motorcycles (111 c.i.), resulting in the unexpected loss of forward lighting. This defect may also cause thermal damage to the Vehicle Control Module (VCM) and Pin 11 of the center VCM connector.

Indian Motorcycle has released this bulletin with instructions to inspect the VCM connector for damage & reflash the VCM. If damage to the connector 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 Communications list on the STOP site to lookup affected VINs.
	Chief Vintage	
	Chieftain	

IMPORTANT

Vehicles that had ISA-19-02 performed as an interim solution are still required to have this updated repair solution performed. Reference Unit Inquiry to determine if a VIN is affected.

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Indian Motorcycle will be mailing a notification letter to consumers affected by this Bulletin.

WARRANTY CLAIM PARTS INFORMATION

Bulletin parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this bulletin. Service kit 2208321 will be allocated upon Indian Technical Service review and approval of ASK Polaris case. 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 & VCM REFLASH	
Bulletin #	I-19-02-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.6 hours (36 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Training Required	Yes ¹

¹Polaris 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.

NOTICE

Training required for this bulletin is carried forward from the original release in May, 2019. If your dealership personal is still certified, you will NOT need to retake the training

VCM & CONNECTOR REPLACEMENT	
Bulletin #	I-19-02-B
Claim Type	SB (Service Bulletin)
Labor Allowance	1.0 hours (60 minutes)
Part Number / Description	<i>Additional parts and labor required to complete I-19-02-B to be authorized through an ASK Polaris case.</i>
Parts Availability	Available to order when directed by ASK Polaris

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® I-19-02, and I-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 began on March 3rd, 2020. This bulletin has no expiration date.

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 Bulletin (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 Bulletin (PF-52576) must be ordered through the Bosch Service Solutions website. File a Part Stock warranty claim for tool reimbursement.

I-19-02-A VCM PIN INSPECTION & REFLASH

TOOLS REQUIRED

- Digital Wrench w/ SmartLink or MultiLink XP
- 5 mm Allen Wrench
- 6 mm Allen Wrench
- In-lb Torque Wrench
- Phillips Screwdriver

I-19-02-A

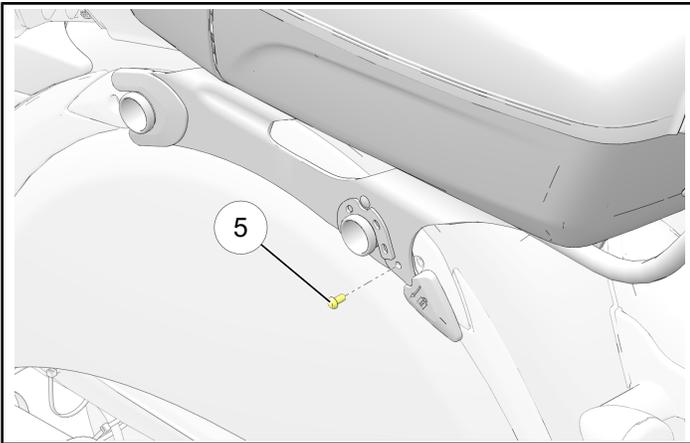
VEHICLE CONTROL MODULE (VCM) CONNECTOR PIN 11 INSPECTION & VCM REFLASH

VCM CONNECTOR PIN 11 INSPECTION

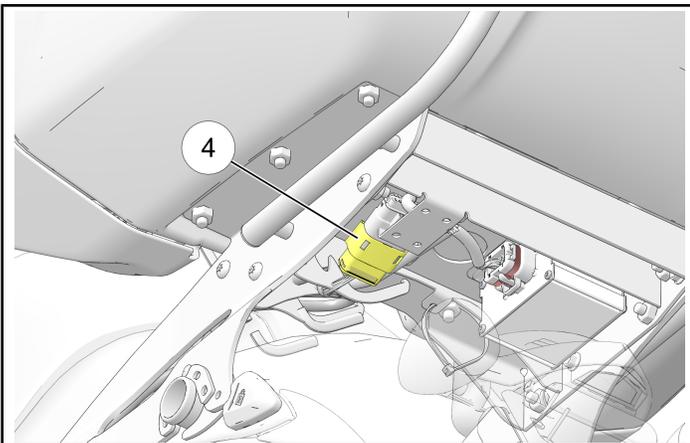
IMPORTANT

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 I-19-02-B section of this document.

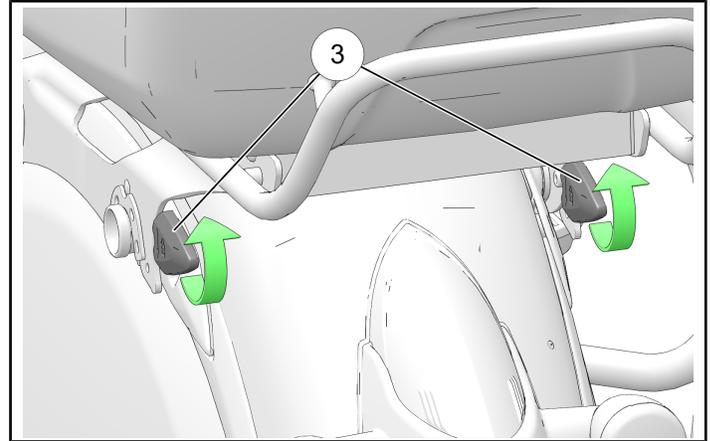
1. Park the motorcycle on a lift table with the wheel clamped in a wheel vise.
2. Turn the ignition off.
3. Remove Accessory Trunk, if applicable.
 - Remove the left and right saddlebags and remove the trunk lock fastener ⑤ from each trunk latch.



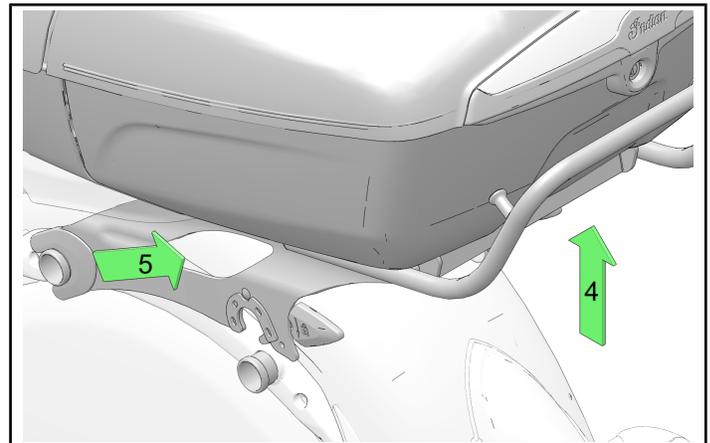
- Disconnect the trunk harness multi-plug ④.



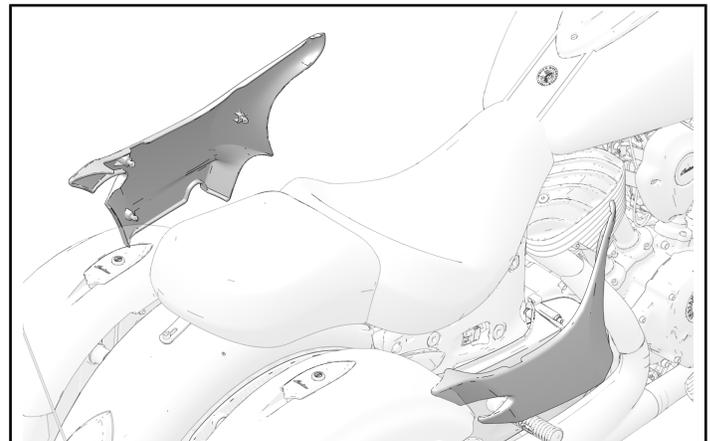
- Lift the trunk latches ③ to unlock the trunk from the mount.



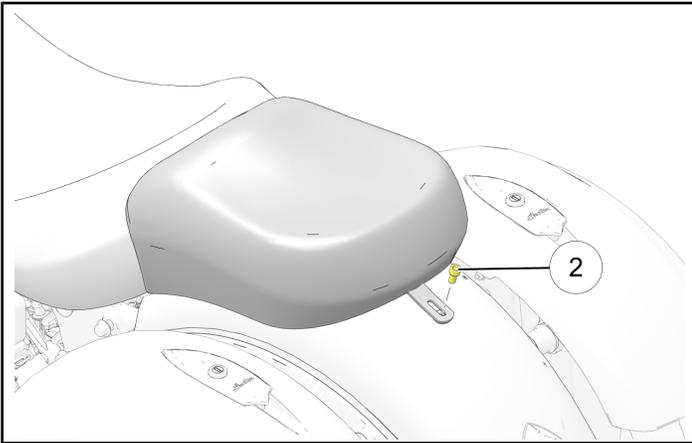
- Lift up on the rear of the trunk ④ and slide rearward ⑤ to release the trunk from the motorcycle.



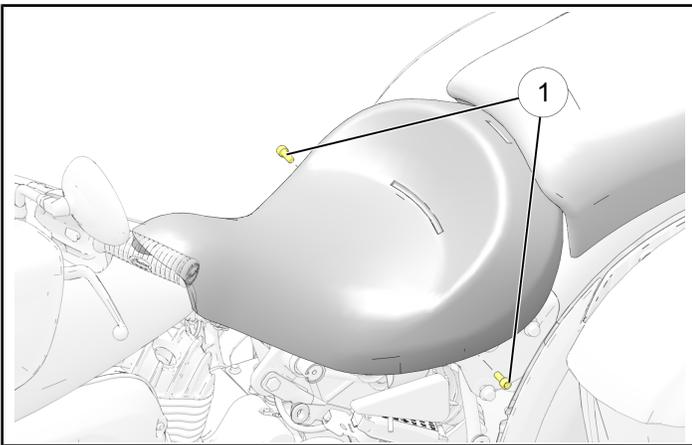
4. Pull carefully on the side panels to release the retaining posts from the in-frame grommets.



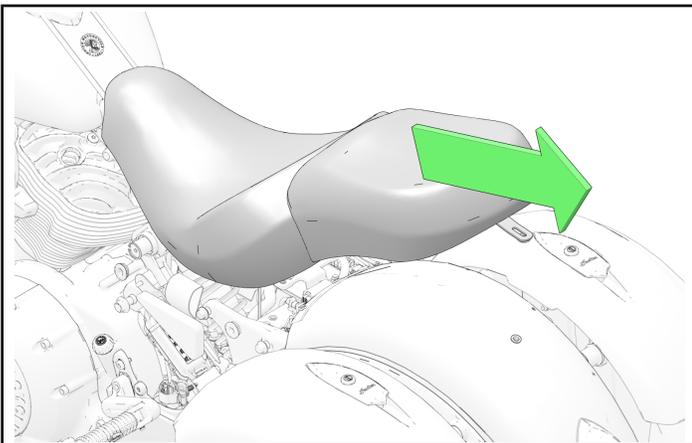
5. Using a 5 mm Allen Wrench, remove the rear seat fastener ②.



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

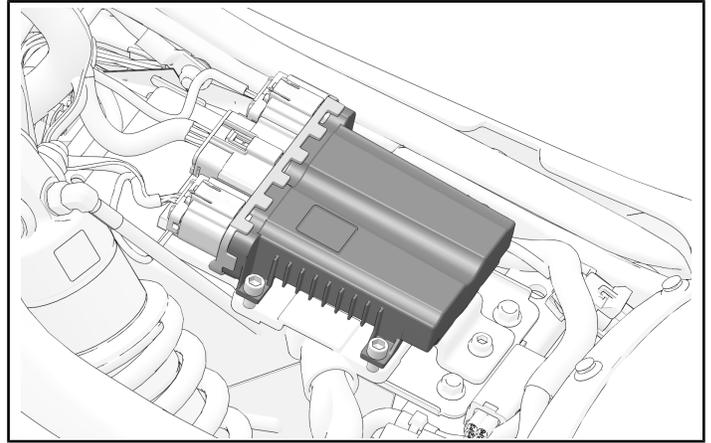


7. Lift the rear of the seat and pull rearward to disengage the front retaining arms from the bracket behind the fuel tank.

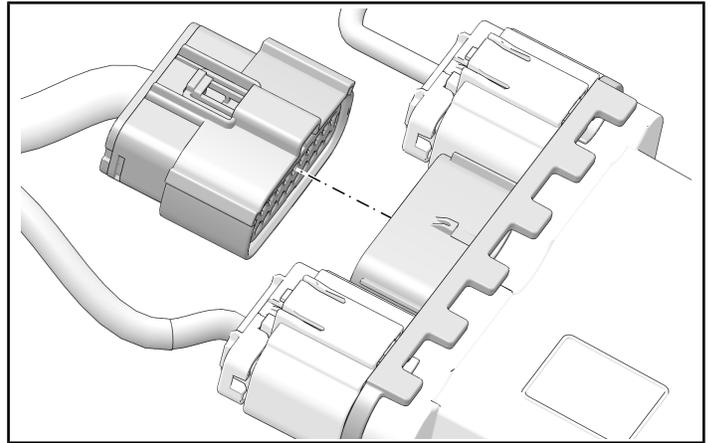


8. Place the seat upside down on a smooth, clean surface.

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

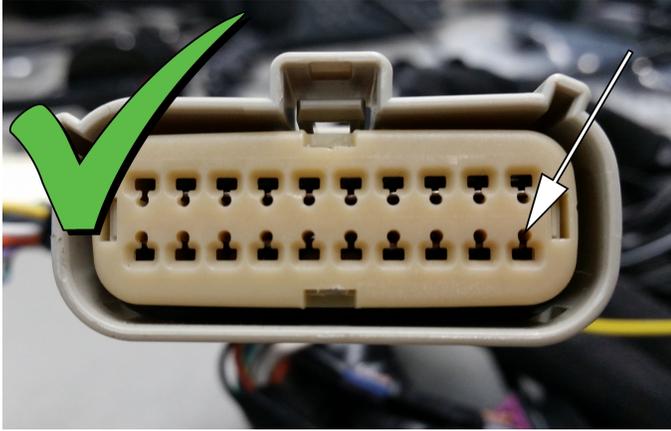


10. Disconnect the center connector on the VCM. Locate Pin 11 of the VCM1 (center) connector and check for any discoloration.



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 IS NOT PRESENT	DAMAGE IS 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).

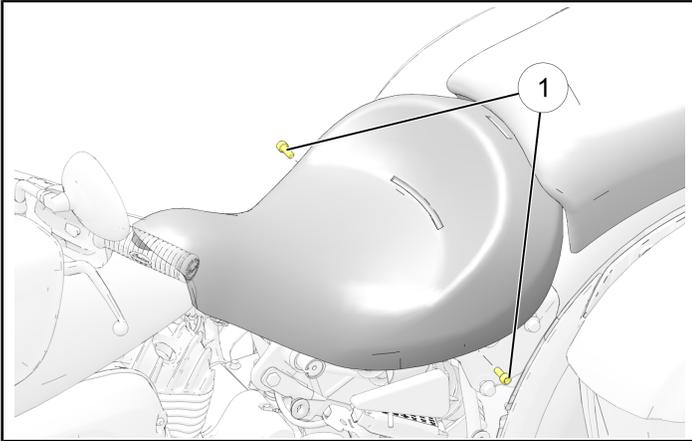
STOP!

- If damage **IS** present, take pictures of the damage and proceed to I-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 I-19-02-A.

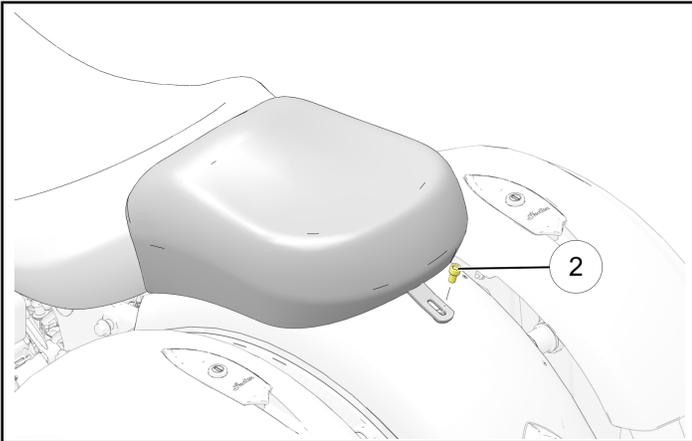
11. Connect the VCM connector back to the VCM. Listen for an audible click.

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.

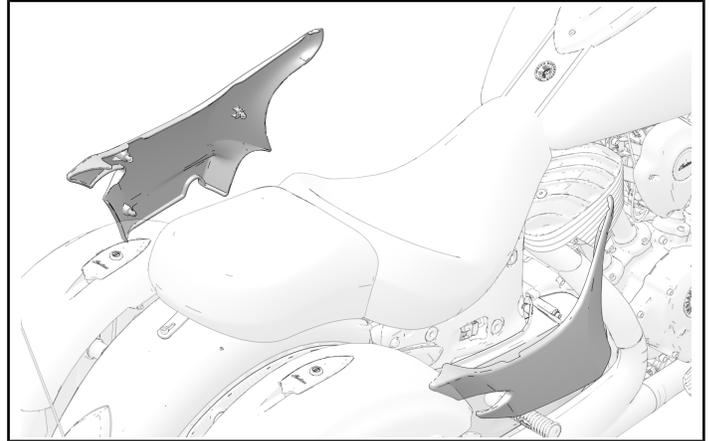


15. Torque all three seat fasteners to specification.

TORQUE

Seat Fastener:
84 in-lbs (9 N·m)

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.

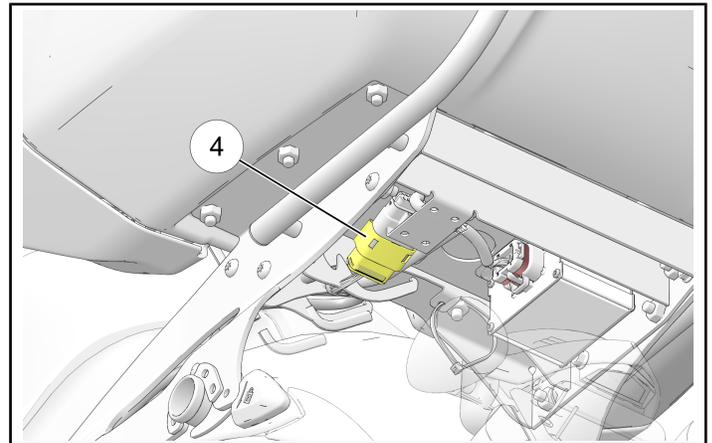
⚠ CAUTION

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

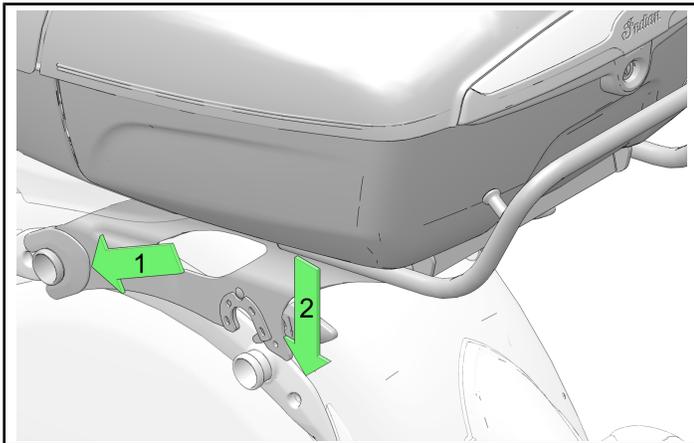
- Lift the flap at the rear of the passenger seat pad to access the vehicle side of the trunk harness connector and lay harness on fender.



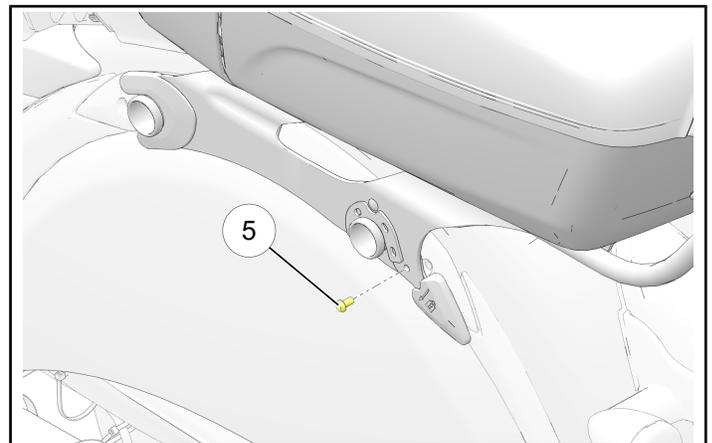
- Reconnect the trunk harness connector ④.



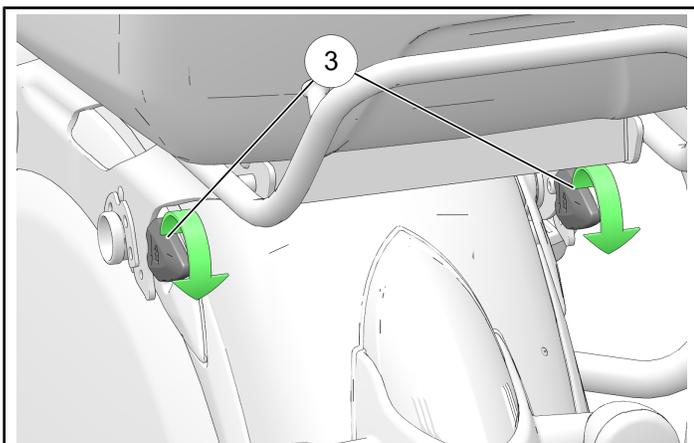
- Slide the trunk forward ① onto the mounting bracket and lower ② the rear of the trunk until fully seated.



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



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



- Install saddlebags, if equipped.

VCM REFLASH

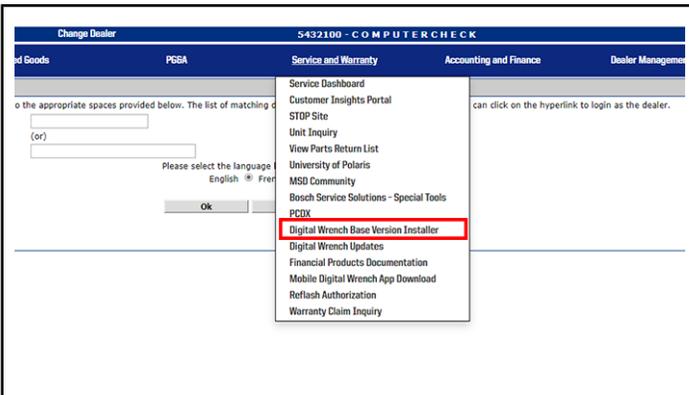
1. Verify that Digital Wrench version 4.1 Update 2/26/20 or later has been installed on your PC or laptop and proceed to step 6.

If you do not have Version 4.1 – Update 2/26/20 or later installed, you must first download it before proceeding with the reflash.

NOTICE

If you do not have Digital Wrench installed on your computer, you must first download the **Digital Wrench Base Version Installer (STEP 2)**.

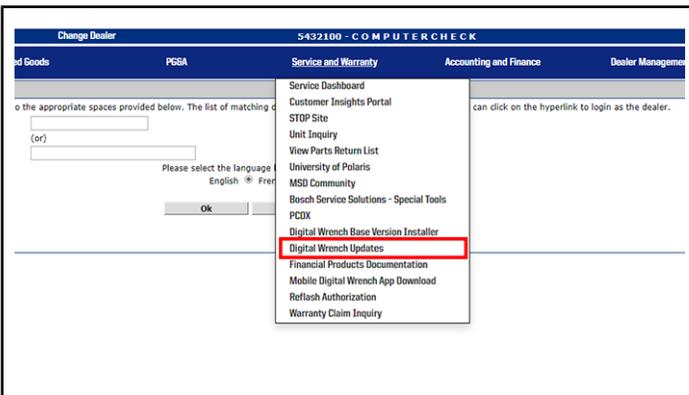
2. To download Digital Wrench Base Version, go to your dealer homepage and select **Digital Wrench Base Version Installer** from the **Service and Warranty** dropdown menu and download.



NOTICE

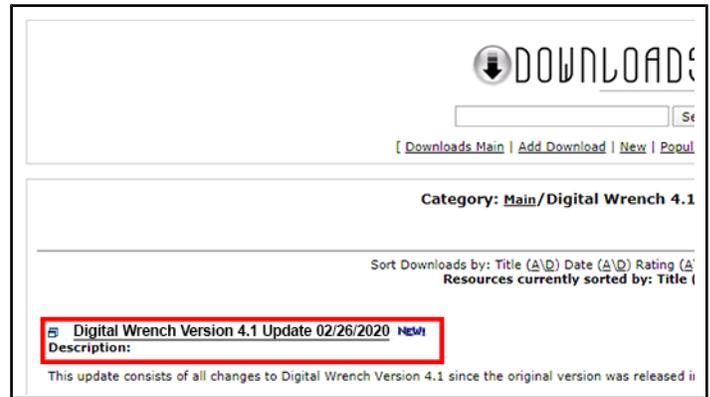
International Subsidiaries and Distributors use the **Digital Wrench Subscriptions** link to purchase and update your digital wrench software.

3. Once the Base Version is installed, go to your dealer homepage and select **Digital Wrench Updates** from the **Service and Warranty** dropdown menu.

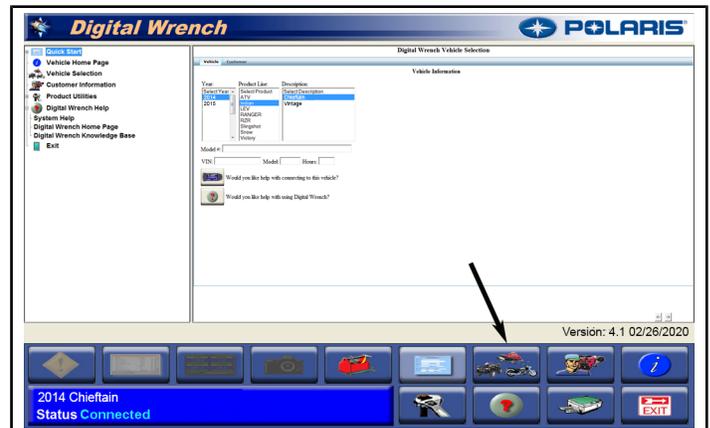


4. Click on **Digital Wrench Version 4.1 Updates**.

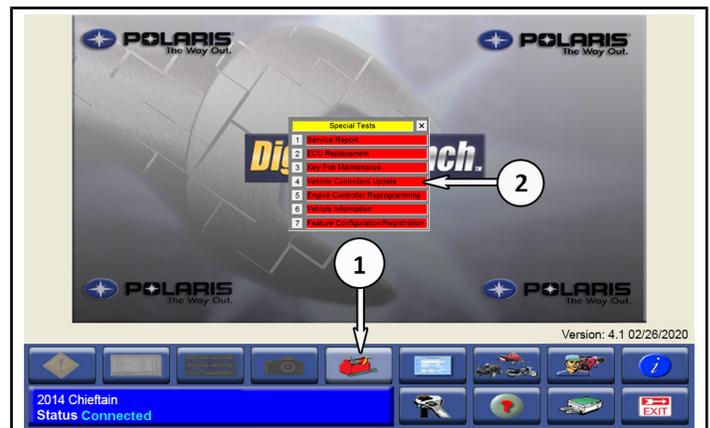
5. Download and install **Digital Wrench Version 4.1 update 2/26/20 or higher**.



6. Connect SmartLink / MultiLink XP cables to PC and vehicle.
7. Open the Digital Wrench program.



8. Select the model year, product line, and vehicle description by selecting the "Change Vehicle Type" icon .
9. Select the **Special Test Tab** ①.



10. Select **Vehicle Controller Update** ②.

IMPORTANT

Use of **Engine Controller Reprogramming** instead of **Vehicle Controllers Update** will result in loss of stage calibration.

NOTICE

Digital Wrench will automatically identify current software levels and determine which modules require software updates.

IMPORTANT

Make sure the vehicle battery is fully charged or connected to a battery charger before proceeding.

STAGE CALIBRATION: If a motorcycle is equipped with an Indian Motorcycle stage calibration, Digital Wrench will identify and maintain the upgraded software calibration if **Vehicle Controllers Update** is selected.

⚠ CAUTION

The VCM update procedure will take you through TWO separate reprogramming procedures.

- Boot Mode
- Reflash Application

During the reflash process the gauge and all indicators will power down. Each procedure must be completed in sequence or the VCM will not function.

11. Follow the on-screen prompts until all control modules have been updated.
12. Once the flash is complete, hit the continue button and leave Digital Wrench connected and ignition powered ON. Do **NOT** touch the unit for 35 seconds.
13. Power ignition off and wait 130 Seconds.
14. Check / clear any stored fault codes, disconnect Digital Wrench and test ride the motorcycle.

NOTICE

Following the VCM reflash, some customers may notice a slight delay in illumination of their fog lights (if equipped) during vehicle use. This is normal and is intended to reduce current flow through the VCM

15. File a claim for I-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 I-19-02-A OR I-19-02-B until directed by Indian Motorcycle Technical Service.