Indian MOTORCYCLE

SAFETY BULLETIN

IND

Release Date: September 3, 2019

Communication #: I-19-04

Model Year(s): 2019

— Confidential and Proprietary —

VERSION: R01 (September 3, 2019)

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: CHIEFTAIN TAIL LIGHT BRIGHTNESS
PURPOSE

Indian Motorcycle has determined that the tail lights on 2019 Chieftain models do not meet the brightness intensity requirements defined by the Federal Motor Vehicle Safety Standard (FMVSS) 108 regulations. The tail lights are too bright. Due to the increased intensity, other drivers may have a problem determining if brakes are engaged, increasing the risk of a collision.

To correct this concern, Indian Motorcycle has released this safety bulletin instructing dealers to reflash affected units with an updated ECM calibration. The calibration will change the tail light intensity to meet the requirements defined by the FMVSS.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2019	Chieftain, Chieftain Dark Horse, Chieftain Limited	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to lookup affected VINs.

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/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".

2019 CHIEFTAIN	
Bulletin #	I-19-04
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	Reflash only
University of Polaris Video Training Required	NO

BULLETIN CONTACT LIST & SCHEDULING TOOL

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled for this bulletin. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service. For more information, log in to **http://www.universityofpolaris.com**.

COVERAGE PERIOD

Coverage will begin on 9/3/2019. This bulletin has no expiration date.

FEEDBACK FORM

A feedback form has been created for the technician to provide Polaris with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/video. This feedback form is viewable on a mobile device by scanning the QR code or by clicking HERE if viewing this document electronically.

REPAIR PROCEDURE
I-19-04 REFLASH

1. Verify that Digital Wrench version 4.0 Update 9/3/19 or later has been installed on your PC or laptop and proceed to step 6.

   If you do not have Version 4.0 – Update 9/3/19 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 4.0 Updates.**

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5. Download and install **Digital Wrench Version 4.0 update 9/3/19 or higher.**
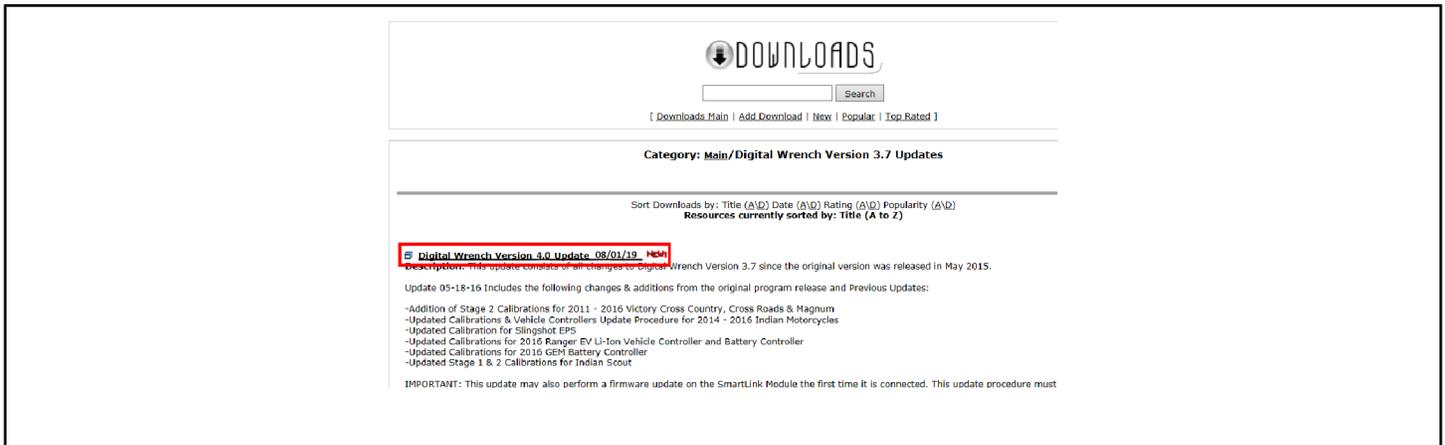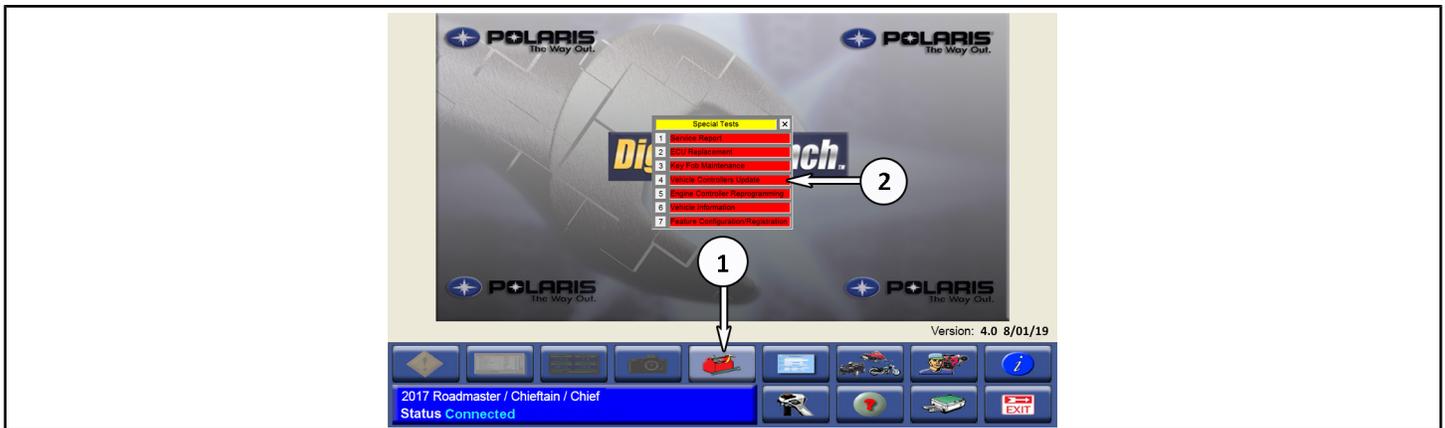

6. Connect SmartLink / MultiLink XP cables to PC and vehicle.

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 Vehicle Controller Reprogramming instead of Vehicle Controllers Update will result 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.

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.

15. File Bulletin I-19-04.