



# 2017-2019 Scout Brake Bleed Safety Bulletin FAQ

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Version: R02 (February 28<sup>th</sup>, 2019)

## What is the purpose of the I-18-07 Safety Bulletin?

Indian Motorcycle has determined that some 2017– 2019 Scout / Scout Sixty / Scout Bobber models, equipped with Anti-Lock Brakes (ABS), may experience decreased brake performance resulting from the presence of air in the brake circuit. Affected models may have had a small amount of air present in the system, after time, can potentially cause a soft brake lever / pedal feel and a decrease in brake performance. To correct this concern, Indian Motorcycle has released a Safety Bulletin instructing dealers to bleed the front and rear brake circuits.

## What make & model years are included in this bulletin?

2017-2019 Scout, Scout 60 and Scout Bobber with ABS.

## Is every model year 2017-2019 Scout, Scout 60 and Scout Bobber vehicle affected?

NO, not all vehicles are impacted.

## Why is the impacted population for I-18-07 expanding?

Indian Motorcycle has determined that some MY19 motorcycles, produced outside of the originally affected VIN range, have experienced the same concern addressed by I-18-07. We have expanded the population to ensure that all units manufactured prior to recent production bleed improvements are captured by the bulletin.

## If a vehicle has had the I-18-07 bulletin repair procedure completed, does it need to be done again?

No. A single brake bleed procedure resolves the issue addressed in the original bulletin, as well as the expansion.

## 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.

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

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## Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are updated as needed. This is NOT a STOP RIDE for consumers.

### 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.
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required.

### What Dealers **CANNOT** Do

1. Cannot complete a sale.
2. Cannot deliver newly purchased impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

## Will Polaris notify consumers?

Yes. Polaris will mail a standard consumer notification letter outlining the nature of this bulletin in the United States and Canada.

### **Should dealers notify consumers?**

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles. Dealers should reference the STOP site for a list of their dealership's affected VINs.

### **Is training required before ordering parts or filing claims for this bulletin?**

Yes, one person from the dealership needs to be certified before ordering parts and before warranty claims may be processed. **If dealership teams have completed training for I-18-07, no additional training is required.**

### **Why can't dealers file claims until training is completed?**

Dealers must complete the bulletin training on University of Polaris before DEX will allow them to file bulletin claims. This training is critical to ensuring the updates are done correctly.

### **What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?**

No parts are required beyond brake fluid (2880016). Dealers can order their desired quantity on a daily order.

### **Will Dealers have all of the appropriate tools to complete this bulletin?**

Yes, this repair procedure requires basic shop tools.

### **Will dealers be paid for performing this update?**

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the update.

### **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 Polaris 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 Polaris Service through Ask Polaris or by phone at 800-330-9407.**