



2019 Chieftain Tail Lamps Safety Bulletin FAQ

Version: R01 (September 3rd, 2019)

What is the purpose of the I-19-04 Safety Bulletin?

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.

What make & model years are included in this bulletin?

2019 Chieftain, Chieftain Dark Horse, Chieftain Limited

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 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?

No. An updated ECM calibration is all that's required to address affected units, so no dealer training is required. Prior to completing a reflash, verify that Digital Wrench version 4.0 Update 9/3/19 or later has been installed on your PC or laptop.

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

An updated ECM calibration is all that's required to address affected units- no parts are required. Prior to completing a reflash, verify that Digital Wrench version 4.0 Update 9/3/19 or later has been installed on your PC or laptop.

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

Yes, this repair procedure requires Digital Wrench connectivity and that version 4.0 Update 9/3/19 or later has been installed.

What should a dealer do if they don't have Digital Wrench, or the most updated version, installed?

Reference the instructions provided in the Stop Sale dealer communication to install/update Digital Wrench

Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of 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.