

TIMING: Release on Wednesday, November 6th, at 2 PM

SUBJECT: IMPORTANT Information Regarding Your Indian Motorcycle

BODY:

Dear Indian Motorcycle Customer,

The reason for this recall:

Indian Motorcycle has determined the gear position switch used on 2014-2019 (111 c.i.) motorcycles may provide an inaccurate signal, which can lead to an incorrect gear being displayed. Oxidation on the contacts of the gear position switch may cause a change in resistance values resulting in the rider display indicating an incorrect gear. Incorrect gear indication during start-up can increase the risk of a crash.

What Indian Motorcycle and your dealer will do:

Indian Motorcycle is currently evaluating a permanent solution for this concern, which is targeted to be available in the Spring of 2020. Once the final repair plan is available at dealers, Indian Motorcycle will send another letter with additional instructions. This repair will be completed free of charge.

What you should do:

When starting your motorcycle you should exercise the following steps as outlined in the Owner's Manual:

1. Straddle the motorcycle and bring it to the fully upright position. Retract the sidestand.
2. Move the engine stop/run switch to the RUN position
3. Shift the transmission to neutral
4. Apply the front brakes
5. Disengage the clutch (pull the clutch lever fully toward the handlebar)
6. Start the engine

If you have witnessed an inaccurate gear position, or if you have any concerns starting or riding your motorcycle, contact your authorized Indian Motorcycle dealer and schedule an appointment to have your gear position switch cleaned and inspected.

Your local Indian Motorcycle dealer can be found on our [Dealer Locator page](#). Contact your dealer to schedule a service appointment or complete a transfer of ownership if you no longer own the vehicle.

While your dealer is in the best position to answer your questions, you can also call our Customer Service Department at 1 (877) 204-3697 to speak with a representative.

Sincerely,

The Customer Service Team