



# 2014–2019 INDIAN MOTORCYCLE (111 C.I.) GEAR POSITION SWITCH SAFETY BULLETIN / STOP SALE FAQ

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Version: R02 (April 2<sup>nd</sup>, 2020)

## **What is the purpose of the I-20-03 Safety Bulletin / Stop Sale?**

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 an increase in resistance values, resulting in the motorcycle displaying Neutral while physically in gear. A false neutral indication during start-up can increase the risk of a crash. To address this concern, Indian Motorcycle has released this Safety Bulletin instructing dealers to replace the gear position switch on impacted models.

## **What make & model year is included in this Stop Sale?**

2014-2019 Indian Motorcycle (111 C.I.)

## **Is every model of 2014-2019 Indian Motorcycle (111 C.I.) vehicle affected?**

Yes, all 2014-2019 Indian Motorcycle (111 C.I.) models are impacted.

## **If the interim repair procedure from ISA-19-03 was completed on a vehicle, does the vehicle require the I-20-03 repair?**

Yes. ISA-19-03 was an interim repair. Reference the STOP Site or Unit Inquiry to determine if a vehicle requires the I-20-03 repair.

## **How can a dealer see which unregistered 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 on all 2014-2019 Indian Motorcycles (111 C.I.). All impacted units, new and used, in dealer inventory cannot be retailed until I-20-03 is completed. 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 (except for test ride).
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Indian Motorcycle has accurate records and can notify the customer if required.

## **What Dealers CANNOT Do**

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

## **Are dealers allowed to demo motorcycles that have not had I-20-03 completed?**

Dealers can allow demos on motorcycles that haven't had I-20-03 completed.

## **Will Indian Motorcycle notify consumers?**

Yes, Indian Motorcycle will notify consumers of the final repair procedure by mail.

### 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. **Note: Parts availability will be limited at bulletin launch.** Once an order is placed, an initial quantity will be shipped, with parts flowing steadily until the full order is fulfilled. Service appointments should be planned as shipping dates are confirmed on DEX or as parts arrive at the dealership.

### Is training required before filing claims for this bulletin?

Yes, one person must be certified before ordering parts, two people must be certified before warranty claims may be processed.

### What parts are required to update the vehicles affected by this bulletin?

Gear Position Switch Kit 2208606 (QTY 1) will need to be ordered to complete this bulletin.

### Are parts available now?

Yes. Our #1 goal is to get dealers enough parts to address affected customer owned units AND customers who want to buy. Initial quantities are available today, but not in the quantity required to repair all affected units. To best service dealer and consumer needs, an initial allocation of parts has been determined. Once dealers place an order, expect to see kits arrive in incremental quantities until the full order has been fulfilled.

### How does a dealer know if/when they're receiving parts?

Follow this path: DEX Homepage -> PG&A -> Purchase Order Inquiry. Once there, follow these steps:

| Marketing            | Finished Goods        | PG&A                 | Service and Warranty | Accounting and Finance | Dealer Management |
|----------------------|-----------------------|----------------------|----------------------|------------------------|-------------------|
| PO Number            |                       | Dealer Reference     |                      | Starting Date          | Sort              |
| <input type="text"/> |                       | <input type="text"/> |                      | One Week Ago ▼         | PO Number ▼       |
| Find                 | Search by Part Number |                      |                      |                        |                   |
| Order Number         | Vehicle Down          | Status               | Dealer Reference     | Order Date             |                   |
| M100043              |                       | Invoiced             | US                   | 03/28/18               |                   |
| H224247              |                       | Invoiced             | 4933                 | 03/28/18               |                   |
| E223896              |                       | Invoiced             | US                   | 03/28/18               |                   |
| P384132              | REGULAR CUST ORDER    | In Progress          | 4939                 | 03/29/18               |                   |

| Marketing                                 |                         | Finished Goods                |     | PG&A                   |                | Service and Warranty |                       | Accounting and Finance |  | Dealer Management |  |
|---|-------------------------|-------------------------------|-----|------------------------|----------------|----------------------|-----------------------|------------------------|--|-------------------|--|
| Header - Order Number: P384770            |                         |                               |     |                        |                |                      |                       |                        |  |                   |  |
| PO Order Type: Regular Cust Order         |                         |                               |     | Order Date: 03/30/18   |                |                      |                       |                        |  |                   |  |
| Freight Method: Prepaid                   |                         |                               |     | Vehicle Down Order No: |                |                      |                       |                        |  |                   |  |
| Shipping Status: Best Way Ground          |                         |                               |     |                        |                |                      |                       |                        |  |                   |  |
| <a href="#">Click for shipping status</a> |                         |                               |     |                        |                |                      |                       |                        |  |                   |  |
| CASE #                                    |                         |                               |     | ROGERS, AR 72756       |                |                      |                       |                        |  |                   |  |
| Parts Ordered                             |                         |                               |     |                        |                |                      |                       |                        |  |                   |  |
| Part Number                               | Invoice Number          | Description                   | Qty | Qty Ship               | Qty Back Order | In Prog              | Tracking              |                        |  |                   |  |
| 286387103                                 |                         | IND MEN REVERSIBLE BELT-M     | 1   | 0                      | 1              | 0                    | <a href="#">Track</a> |                        |  |                   |  |
| 286881806                                 |                         | MENS WRECKING CREW SWEAT-L    | 1   | 0                      | 1              | 0                    | <a href="#">Track</a> |                        |  |                   |  |
| 2879586-410                               | <a href="#">0604688</a> | KIT-HNDLBAR,PULLBACK,TOUR,POL | 1   | 1                      | 0              | 0                    | <a href="#">Track</a> |                        |  |                   |  |
| 2882251-650                               | <a href="#">0604688</a> | K-PEG,PASS,N2,TI SLV          | 1   | 1                      | 0              | 0                    | <a href="#">Track</a> |                        |  |                   |  |
| Order Totals                              |                         |                               | 4   | 2                      | 2              | 0                    |                       |                        |  |                   |  |

Items in the 'QTY Ship' category are on their way to the dealership

'QTY Back Order' items haven't shipped

'In Prog' items will ship in the next 1-2 days

### Do any parts need to be returned as part of this bulletin?

Gear position switches removed from vehicles do not need to be returned. Gear position switches from dealer inventory do not need to be returned as part of any Parts Stock claim.

### Are the kits returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts.

### What should dealers do with related service parts in dealer inventory?

Refer to the bulletin for detailed instructions to file a single Parts Stock claim for all inventory of part number

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

This repair procedure requires basic shop tools, including a Short (stub-nosed) 5mm allen wrench, which is commercially available

### **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 Program Number, Promotional Financing Rate, etc.)
- Salesperson's First Name and Last Name, PayPal email address and Vendor Number to award points or spiffs.

Salesperson's First Name and Last Name, PayPal email address and Vendor Number to award points or spiffs\* Warranty Registrations that are received and processed by Indian Motorcycle 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 Indian Motorcycle Service through Ask Polaris or by phone at 800-330-9407.**