



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

Version: R01 (November 5, 2019)

What is the purpose of the I-19-03 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 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.

Indian Motorcycle has released this Safety Bulletin, as an interim fix, with instructions to inspect and clean the gear position switch on all 2014–2019 (111 c.i.) motorcycles in inventory. We are targeting a resolution by Spring 2020, at that time, a new communication will be released with additional information. In the interim, the gear position switch inspection and cleaning must be performed before any 2014–2019 Indian Motorcycle (111 c.i.) models can be retailed.

Additionally, if a gear position concern is identified on consumer (registered) vehicles, or a consumer does not feel comfortable riding their motorcycle, an interim Service Advisory has been released (ISA-19-03) to provide coverage to inspect and repair registered vehicles.

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.

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.

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 on all 2014-2019 Indian Motorcycles (111 C.I.). All impacted units, new and used, in dealer inventory cannot be retailed until I-19-03 is completed. This is NOT a STOP RIDE for consumers.

Please note, as I-19-03 is an interim solution, it is recommended that you perform the outlined procedure on vehicles being prepared for retail (vehicles located on the showroom floor, or with an identified buyer). While the STOP SALE procedure must be completed prior to retail, completing the service on an as-needed basis allows you to keep crated vehicles safely stored, and avoids rework when the updated solution is available in Spring 2020.

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-19-03 completed?

This is not a STOP RIDE, so dealers can allow demos on motorcycles that haven't had I-19-03 completed. Vehicles used for demos should have the update performed, as there is a higher probability that these vehicles will be retailed following a demo. If a gear position concern has been identified, the update should be performed prior to allowing any further demos of the vehicle.

Will Indian Motorcycle notify consumers?

Indian Motorcycle will notify consumers by mail no later than 12/28/2019 to inform them of the concern and repair timeline. Consumers will also be reminded of the correct vehicle starting technique. If a gear position concern is identified, or the consumer does not feel comfortable riding their motorcycle, they will be asked to contact an authorized Indian Motorcycle Dealer for further instruction. Indian Motorcycle has also released an interim field communication ISA-19-03 to manage isolated cases mentioned above and consumer concerns regarding the gear position switch.

Should dealers notify consumers?

Dealers are not required to contact consumers regarding ISA-19-03 or I-19-03. Indian Motorcycle will notify consumer by mail no later than 12/28/2019.

Is training required before filing claims for this bulletin?

Yes, two people from the dealership must be certified before warranty claims may be processed.

Why is Polaris asking for dealers to complete the training and double check completed work?

As a fail-safe and best practice, Polaris is requiring technicians to complete the training and have all work completed double checked by the completing technician and by an Owner, Service Manager or Lead Technician.

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?

No parts are required to complete this bulletin except in rare cases when the gear position switch is not functioning properly. Refer to the Stop Sale document for instructions on starting an Ask Polaris case in this instance.

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

I've been contacted by a consumer that's heard about the recall - what should I tell them?

Indian Motorcycle is currently evaluating a final remedy to 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 consumer communication with additional instructions.

If a gear position switch concern is identified, or the consumer does not feel comfortable riding their motorcycle, they should contact an authorized Indian Motorcycle Dealer to schedule a diagnostic service appointment.

What consumers should do?

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

1. Move the engine stop/run switch to the RUN position
2. Shift the transmission to neutral
3. Apply the front brakes
4. Disengage the clutch (pull the clutch lever fully toward the handlebar)
5. Start the engine

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

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.