



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 3, 2020

Mr. Kevin Van Bronkhorst  
Director of Post Sales Surveillance  
Indian Motorcycle Company  
2100 Highway 55  
Medina, MN 55340

NEF-150JK  
20V-182

**Subject:** Output Shaft Bearing May Fail

Dear Mr. Van Bronkhorst:

This letter serves to acknowledge Indian Motorcycle Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

INDIAN/CHALLENGER/2020

**Mfr's Report Date:** March 25, 2020

**NHTSA Campaign Number:** 20V-182

**Components:**

ENGINE

**Potential Number of Units Affected:** 616

**Problem Description:**

Indian Motorcycle Company (Indian) is recalling certain 2020 Challenger motorcycles. The engine output shaft bearing may not have been sufficiently lubricated during assembly, possibly resulting in bearing failure at very low mileage.

**Consequence:**

Engine output shaft bearing failure could cause a sudden loss of power, increasing the risk of a crash.

**Remedy:**

Indian will notify owners, and dealers will lubricate the output shaft bearings on motorcycles with less than 50 miles on the odometer, free of charge. Motorcycles with greater than 50 miles will not require a repair, and can either be inspected by a dealer, or the owner can self-report the odometer reading directly to Indian. The recall is expected to begin in April 2020. Owners may contact Indian customer service at 1-877-204-3697. Indian's number for this recall is I-20-02. Note: Owners with an odometer reading of less than 50 miles are advised to not operate their motorcycle until it is repaired.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Indian's proposed owner notification letter and approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement