



Indian Motorcycle
Company
P.O. Box 47700
Medina, MN 55340-9960

IMPORTANT SAFETY NOTICE
This notice applies to your vehicle

Recall Campaign: **20V-182**
Subject: **2020 Challenger Output Shaft Bearing**
PLEASE READ IMMEDIATELY

VIN: I-20-02
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in certain 2020 Challenger motorcycles (108 c.i.) This is to inform you that your vehicle could contain a defect that could affect the safety of a person. Our records show you have purchased an affected vehicle.

The reason for this notice:

Indian Motorcycle has identified a potential concern with the engine output shaft bearing on some of model year 2020 Indian Challenger Motorcycles (108 c.i.). Early model year 2020 production units may not have had adequate initial bearing lubrication during assembly which, combined with other factors, may lead to bearing failure at very low mileage. Operating a motorcycle that was assembled with an improperly lubricated output shaft bearing may result in unintended or sudden loss of power which may increase the risk of a crash. If your vehicle has already been ridden 50 or greater miles it has demonstrated that it was built with adequate assembly lubrication.

What you should do:

OPTION 1: Your vehicle has 50 miles (80 km) or greater on the odometer:

You may choose to inspect the odometer and report mileage to Indian Motorcycle.
Enter the URL information <https://www.polaris.com/en-us/i-20-02/> into a web browser or scan the QR code to complete the required information. Providing this information will mark completion of this safety recall, and ensure your vehicle's records are up to date. If you are uncomfortable with self-reporting, your dealer can also complete the odometer inspection for you.



OPTION 2: Your vehicle has less than 50 miles (80 km) on the odometer:

Contact your local Indian Motorcycle dealer to arrange transport and repair of your motorcycle prior to operation. Do not attempt repairs yourself. Repairs must only be done by an authorized Indian Motorcycle dealer. This repair should take approximately 60 minutes. When making contact with your dealer, discuss dealership hours, their schedule, and how long they will need to keep your vehicle.

What your dealership will do:

If you select **Option 1**, Indian Motorcycle will update your vehicle's records to reflect this safety bulletin as complete.
If you select **Option 2**, your Indian Motorcycle dealer has been authorized to complete transport, inspection, and repair, free of charge. Your dealership will apply direct lubrication to the affected bearing on vehicles that have less than 50 miles (80 km) on the odometer. This work will be performed by your dealer at no cost to you.

This notice was mailed to you according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you need assistance contacting or locating an Indian Motorcycle dealer, or if you have questions your Indian Motorcycle dealer is not able to address, contact our Indian Motorcycle Owner Connections Department at 1-877-204-3697, scan the QR code, or go to <https://www.indianmotorcycle.com/en-us/self-help/>.



If you believe that Indian Motorcycle has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or on the web go to www.safercar.gov.

We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world-class products for riders to enjoy.

Sincerely,

Indian Motorcycle Company

For the latest updates to this safety recall, or to check if your vehicle is part of another safety recall, scan the QR code, or go to www.polaris.com/en-us/on-road-recalls/.

