

Part 573 Safety Recall Report

21V-681

Manufacturer Name : Indian Motorcycle Company

Submission Date : SEP 02, 2021

NHTSA Recall No. : 21V-681

Manufacturer Recall No. : I-21-03



Manufacturer Information :

Manufacturer Name : Indian Motorcycle Company

Address : 2100 Highway 55

Medina MN 55340

Company phone : 800-765-2747

Population :

Number of potentially involved : 177

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2020-2020 Indian Scout Bobber Sixty

Vehicle Type : MOTORCYCLES

Body Style :

Power Train : GAS

Descriptive Information : The recall population consists of all model year 2020 Scout Bobber Sixty units that received an ECU reflash between 2/26/20 and 8/16/21. Vehicles were omitted from the affected population list if they did not receive an ECU reflash.

Production Dates : JAN 27, 2020 - AUG 11, 2020

VIN Range 1 : Begin : 56KMTA110L3160222 **End :** 56KMTB11XL3160492 Not sequential

Description of Defect :

Description of the Defect : Polaris Industries Inc. d/b/a Indian Motorcycle ("IM") has determined that the memory object values were loaded incorrectly for the affected vehicles within the service tool used by dealers, which can result in a loss of rear brake light functionality following an ECU reflash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Incorrect memory object values written to the ECU could result in loss of rear brake lights, increasing the risk of a crash.

Description of the Cause : The memory object values were loaded incorrectly to the service tool database used by dealers.

Identification of Any Warning that can Occur : Following the ECU reflash, an affected unit will also shut down if shifted into gear.

Involved Components :

Component Name 1 : Rear brake lights, Engine Control Unit (ECU)

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Diagnostic Systems Associates, Inc.

Address : 6190 Technology Ave.

Kalamazoo Michigan 49009

Country : United States

Chronology :

On 2/26/20, MY2020 Scout Bobber Sixty was incorporated in the service tool, which included 9 vehicle models.

On 9/18/20, IM received notice of a unit shutting down when shifted into gear after receiving a new engine calibration and that the dealer installed a side stand switch on the unit to remedy the shut-down condition. On 10/20/20, the dealer reported that the rear brake lights on the unit were not functioning and that the dealer tried to swap an ECU from a showroom unit, which resulted in corrupted ECUs in both units. At the time, IM believed that the loss of brake light functionality was a one-off event. Thereafter, IM updated the service tool database to correct memory object errors for 6 affected vehicle models.

On 5/20/21, IM received notice that a consumer contacted a dealer regarding loss of rear brake light functionality on their unit, which had a history of ECU reflashes. Following receipt of this second notice of loss of rear brake light functionality, IM began an investigation and determined that the memory object values were loaded incorrectly for the affected vehicles within the service tool, which can result in a loss of rear brake light functionality following an ECU reflash.

On 7/6/21, IM updated the service tool database to correct the memory object errors for 3 additional affected vehicle models to capture all 9 MY2020 Scout Bobber Sixty vehicle models. Thereafter, on 8/16/21, IM updated the service tool to disable use of the incorrect service tool databases.

IM identified 4 additional reports of units shutting down when shifted into gear. IM received these reports on 10/16/20, 3/11/21, 4/21/21, and 7/22/21.

IM has not identified any reports involving a crash, injuries, or deaths related to this reported issue, and has not identified any associated NDFRs.

On 8/26/21, IM's Executive Review Committee decided that the incorrect memory objects written to the ECU

during reflash resulted in a safety-related defect.

Description of Remedy :

Description of Remedy Program : Indian Motorcycle will contact potentially affected consumers to inform them of potential loss of rear brake light functionality with instructions on how to visually inspect, or to have the inspection performed by a dealer at no cost. Consumers will be directed to self-report using an electronic form to confirm that their rear brake lights are functioning. If the rear brake lights are not functioning, Indian Motorcycle will instruct consumers not to ride until their units are repaired by a dealer. Indian Motorcycle will reimburse dealers/customers with units exhibiting the loss of rear brake light functionality for transportation of the unit to the dealer for repair. Indian Motorcycle will inform dealers of the reported concern and provide instructions to dealers regarding how to properly reflash and reconfigure the unit at no cost to consumers.

How Remedy Component Differs
from Recalled Component : NR

Identify How/When Recall Condition
was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Upon approval, owner notification letters will be mailed no later than 60 days after submission of this report.

Planned Dealer Notification Date : SEP 17, 2021 - SEP 17, 2021

Planned Owner Notification Date : SEP 17, 2021 - SEP 17, 2021

* NR - Not Reported