



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

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: **23V-829**

Subject: **2023-2024 Chieftain, Roadmaster, and Springfield  
Crankshaft Position Sensor Inspection**

PLEASE READ IMMEDIATELY

VIN: I-23-07  
First Name Last Name  
Address  
City, State ZIP

Dear Indian Motorcycle Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in certain 2023 Chieftain Elite, 2023-2024 Chieftain, Chieftain Dark Horse, Chieftain Dark Horse Icon, Chieftain Limited, Roadmaster, Roadmaster Dark Horse, Roadmaster Limited, Springfield, Springfield Dark Horse, and 2024 Roadmaster Elite motorcycles. Our records show you have purchased an affected vehicle.

**The reason for this notice:**

Your motorcycle may have been built with an improperly routed crankshaft position sensor. This may cause the crankshaft position sensor to contact the front head pipe and result in a sensor failure and vehicle stall during operation, which increases the risk of a crash and serious injury.

**What you should do:**

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the inspection performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer. This inspection should take approximately 20 minutes. Following the inspection, a replacement of the crankshaft position sensor may be needed. This will take approximately 40 minutes. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle. This work will be performed by your dealer at no cost to you.

**What your dealership will do:**

To address this concern, Indian Motorcycle has authorized your dealer to inspect the crankshaft position sensor and replace if needed.

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 notice must forward a copy of this notice to the lessee within 10 working days after the day on which the notice is received.

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.polaris.com/en-us/help-center/>.



If you previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact your Indian Motorcycle Dealer or Indian Motorcycle Owner Connections Department using the contact information above.

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](http://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/](http://www.polaris.com/en-us/on-road-recalls/).

