



# 2023 Fuel Line Replacement Safety Recall FAQ

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Version: R01 (8/23/23)

## What is the purpose of the I-23-06 Safety Recall?

Indian Motorcycle has determined that some Model Year 2023 Challenger and Pursuit motorcycles have been built with a defective fuel line. This may result in a vehicle stall during operation, which increases the risk of a crash and serious injury. The affected population is less than 30 vehicles.

To address this concern, Indian Motorcycle has released this Safety Recall with instructions to replace the fuel line on affected vehicles.

## What make & model year is included in this Recall?

2023 Indian Challenger and Pursuit

## Is every 2023 Challenger motorcycle affected?

No. All models are not affected. The Recall population is 28 VINs.

**\*You must reference unit inquiry to verify if a vehicle is impacted by this Recall**

## 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 Communications'.
4. Locate the link for the Recall 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.

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**NOTE:** Unit Inquiry can always be used to check an individual VIN.

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## Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE. All impacted units, new and used, in dealer inventory cannot be retailed until the inspection and/or repair are performed.

## What dealers **CAN** do prior to performing the procedure:

1. Can display impacted products.
2. Can quote new products.
3. Can accept deposits from consumers as a reservation for a future sale.
4. Can utilize PCDX to begin setup and PDI
5. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required – see the last page of this FAQ for instructions and guidelines.

## What dealers **CANNOT** do prior to performing the procedure:

1. Cannot process or complete a sale.
2. Cannot deliver newly impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

### **Will Indian Motorcycle notify consumers?**

Yes. Indian Motorcycle will notify consumers by email immediately and follow-up with a mailed notification letter.

### **Should dealers notify consumers?**

Yes. Dealers should follow their standard process for contacting consumers regarding Recall work on their affected vehicles. Dealers should reference the STOP site for a list of their dealerships affected VINs.

### **Is training required before performing the repair or filing claims for this Safety Recall?**

Yes. Indian Motorcycle requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed. Training can be located by searching "I-23-06" on the University of Polaris website.

### **Will Dealers have all the appropriate tools to complete this Safety Recall?**

There are no special tools required for the repair.

### **What parts are required for dealers to perform the update, and will dealers need to order them?**

Affected vehicles being repaired by a dealer require 5456364 Fuel-Line, Restrictor. Dealers should order only the needed quantity required for their affected customers.

### **Will parts be readily available to order at the time of communication?**

Indian Motorcycle has sufficient parts on hand to repair the affected units. Dealers should place orders for the necessary part quantities and Polaris will fill orders as soon as possible.

### **What should dealers do with related service parts in dealer inventory?**

No affected parts have been shipped through our service channels and parts in dealer inventory can continue to be used.

### **Can I allow demos on vehicles that haven't had I-23-06 performed?**

Yes. This is not a Stop Ride, so vehicles that haven't had the repair performed can still be driven (both consumer and dealer vehicles). However, we recommend providing demo rides on vehicles that have had the update completed, and therefore can be retailed immediately.

### **How does a dealer warranty register a unit that a customer has paid for AND that is in the customer's possession 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, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

Warranty Registrations that are received and processed by Polaris 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 Safety Recall, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.**