



# IMPORTANT SAFETY RECALL

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

**This notice applies to your vehicle**  
Recall Campaign: **24V-550**  
Subject: **2024 Challenger / Pursuit / Chieftain / Springfield /  
Roadmaster**  
**Shock Pushrod Replacement**  
PLEASE READ IMMEDIATELY

VIN: I-24-07  
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 2024 Challenger / Pursuit / Chieftain / Springfield / Roadmaster motorcycles. Our records show you have purchased an affected vehicle.

***The reason for this notice:***

Indian Motorcycle has determined that some Model Year 2024 Chieftain, Roadmaster, Springfield, Challenger, and Pursuit motorcycles may have been produced with a rear suspension pushrod, which does not meet design specifications. The rear suspension pushrod may buckle under load, which can result in pinching the main chassis harness, damage to the coolant reservoir, damage to the rear tire, or the rear of the motorcycle bottoming out under load, increasing 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 repairs performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer. This repair should take approximately 2 hours. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle.

***What your dealership will do:***

To address this concern, Indian Motorcycle has authorized your dealer to install a new shock pushrod. 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 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.nhtsa.gov](http://www.nhtsa.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/).

