



SAFETY RECALL

Release Date: February 08, 2024

IND

Communication #: I-24-03

Model Year(s): 2019-2022

— Confidential and Proprietary —

VERSION: R01 (February 08, 2024)

IMPORTANT STOP SALE SAFETY NOTICE!

Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.

IMPORTANT

If you are working with a printed copy, please verify you have the most current version of this document.

SUBJECT: ANTI-LOCK BRAKE (ABS) SOFTWARE UPDATE (US ONLY)

PURPOSE

Indian Motorcycle has determined that some Model Year 2019-2020 and 2022 FTR, Model Year 2020-2022 Challenger and Model Year 2022 Pursuit motorcycles, equipped with a specific Anti-Lock Brake System (ABS) module may experience inadvertent brake light illumination, which increases the risk of a crash and serious injury. This can occur without rider input during certain limited riding conditions when a momentary loss of wheel contact with the ground occurs.

Indian Motorcycle has released this Safety Recall to update the ABS module with new software.

NOTICE

Indian Motorcycle will be auto-shipping an ABS reflash jumper harness for Challenger and Pursuit models, starting 02/08/2024, and tracking info will be posted to DEX.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2019-2020 and 2022	FTR	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to lookup affected VINs.
2020-2022	Challenger	
2022	Pursuit	

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Recall completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Indian Motorcycle will be mailing a notification letter to consumers affected by this Recall. Indian Motorcycle will also send an email to owners for whom Indian Motorcycle has a valid email address.

CONTACT POLARIS

If you have questions that are not addressed in this document or in the Safety Recall FAQ, contact Indian Motorcycle Service through Ask Polaris or by phone at 877-204-3697.

DEALER - WHAT TO DO?

As of February 08, 2024, **YOU MUST NOT SELL OR DELIVER** any **NEW OR USED Model Year 2019-2020 and 2022 FTR, Model Year 2020-2022 Challenger and Model Year 2022 Pursuit motorcycles** affected by this **Stop Sale** until it is repaired according to the **Safety Recall**.

WARRANTY CLAIM INFORMATION

2019, 2020, AND 2022 FTR MODELS	
Bulletin	I-24-03-AA
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

2020-2022 CHALLENGER, AND 2022 PURSUIT MODELS	
Bulletin	I-24-03-BA
Claim Type	SB (Service Bulletin)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

Claim Submission:

- **US Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® I-24-03 and Send Claim.

US DECLINED SAFETY RECALL

NOTICE

Polaris provides a claim process that allows dealers to accurately document when a Safety Recall cannot be performed.

1. Download and complete the Declined Safety Bulletin Tracking by navigating to Service & Warranty > STOP Site > News, Forms, & Links > Declined Safety Bulletin Tracking.
2. Navigate to the Service and Warranty > Start a New Warranty Claim > select “Decline Safety Bulletin” > enter VIN > click “Retrieve Registration” button > select bulletin number from the dropdown menu > select Disposition Code and attach the completed Declined Safety Bulletin Form and click “Save and Continue” button.

US TRANSPORT & MOBILE SERVICE REIMBURSEMENT

Polaris will authorize travel or transport up to 1.0 hour of labor to perform the bulletin. Wholegood stock vehicles are not eligible for travel / transport coverage reimbursement. Polaris recommends that dealers work with vehicle owners to determine the best solution for their situation. To obtain travel / transport reimbursement, enter the actual labor time up to 1.0 hour, into the Travel Hours or Travel Minutes on the bulletin claim.

ACCESSORY LABOR

Polaris will review coverage of labor for the removal and installation of accessories required to complete the work in this communication. Follow the steps below to request reimbursement:

1. Start a new Ask Polaris Case, Service & Warranty Question.
2. Supply written description and pictures of the accessories to support the labor time requested.

COVERAGE PERIOD

Coverage will begin on February 08, 2024. This bulletin has no expiration date.

FEEDBACK FORM

A feedback form has been created for the technician to provide Polaris with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/video. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



I-24-03-AA REPAIR PROCEDURE – FTR MODELS

TOOLS REQUIRED

- Digital Wrench® II
- MultiLink XP cable
- Battery Tender (minimum 2 amps)

FTR ABS REFLASH REPAIR PROCEDURE

1. Park motorcycle on a flat surface, fully extend side stand, and make sure vehicle is stable.
2. Turn off the motorcycle.
3. Connect the battery tender to the motorcycle.
4. Connect the MultiLink XP cable to the PC and motorcycle. Then power on the motorcycle. Do **NOT** start.
5. Verify that the latest version of Digital Wrench II has been installed on your PC or laptop. For installation instructions, Click [HERE](#) to view the Digital Wrench II user manual or visit “Other Publications” on the left navigation menu of the DEX/iDEX STOP site.

Verify that your multilink has been set up to Direct to USB.

CAUTION

Make sure the vehicle has sufficient battery voltage and is connected to a battery tender before the reflash. Failure to do so may result in a reflash crash and damage the ECM.

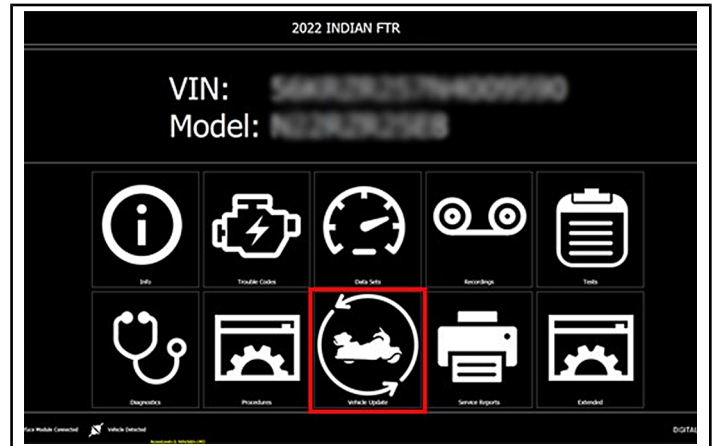
6. Open Digital Wrench II and select “Auto Identify”.

NOTICE

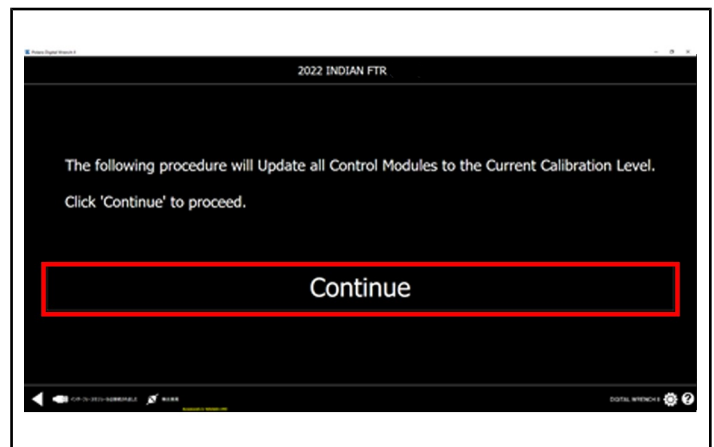
Make sure the VIN, Model Year, Line, and Model are correct.



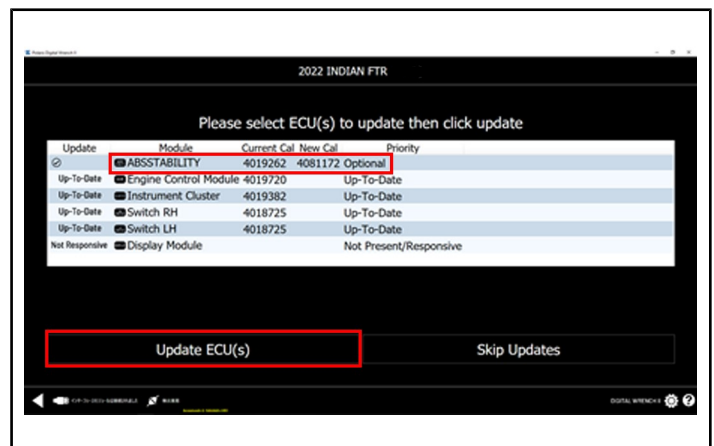
7. Select “Vehicle Update”.



8. Click “Continue”.



9. Select “ABSSTABILITY”, and then click “Update ECU (s)”.



10. Once the update is complete, power cycle the motorcycle.

NOTICE

4081171 or 4081172 (depending on model) ABS Module software is now installed.

11. Disconnect the battery tender and MultiLink XP cable from the motorcycle, and cap the diagnostic port.

12. Submit a Service Bulletin Warranty Claim for I-24-03-AA.

I-24-03-BA REPAIR PROCEDURE – CHALLENGER/PURSUIT MODELS

TOOLS REQUIRED

- Digital Wrench® II
- MultiLink XP cable
- Battery Tender (minimum 2 amps)
- ABS Reflash Harness (Indian Motorcycle PN 2416838)
- Provided by Indian Motorcycle

CHALLENGER/PURSUIT ABS REFLASH REPAIR PROCEDURE

1. Park motorcycle on a flat surface, fully extend side stand, and make sure vehicle is stable.
2. Turn off the motorcycle.
3. Connect the battery tender to the motorcycle.
4. Verify that the latest version of Digital Wrench II has been installed on your PC or laptop. For installation instructions, Click [HERE](#) to view the Digital Wrench II user manual or visit “Other Publications” on the left navigation menu of the DEX/iDEX STOP site.

Verify that your multilink has been set up to Direct to USB.

⚠ CAUTION

Make sure the vehicle has sufficient battery voltage and is connected to a battery tender before the reflash. Failure to do so may result in a reflash crash and damage the ECM.

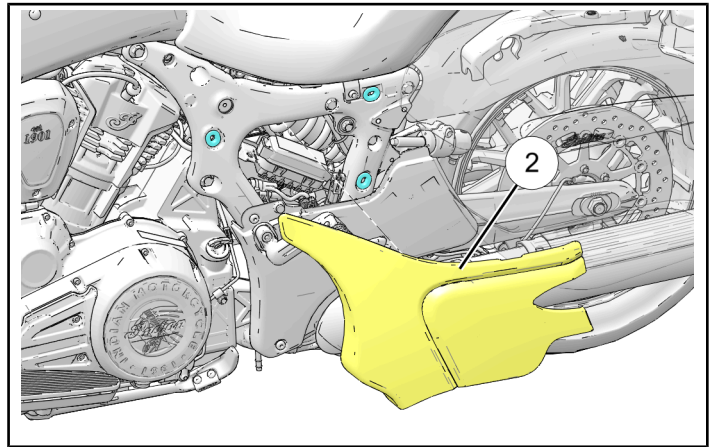
5. Obtain the ABS Reflash Harness (Indian Motorcycle PN 2416838).

NOTICE

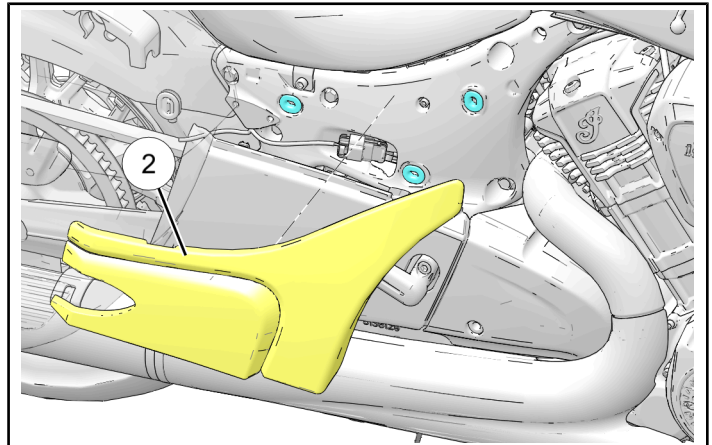
This tool was provided by Indian Motorcycle and shipped to the dealer.



6. Remove left upper side cover ②.



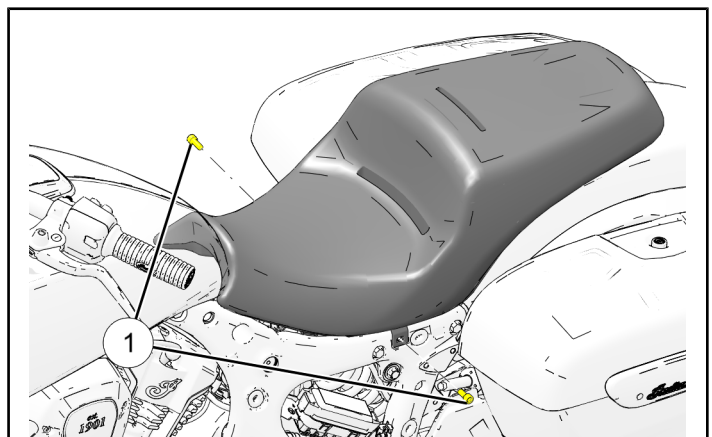
7. Remove right upper side cover ②.



8. Remove seat fastener ①.

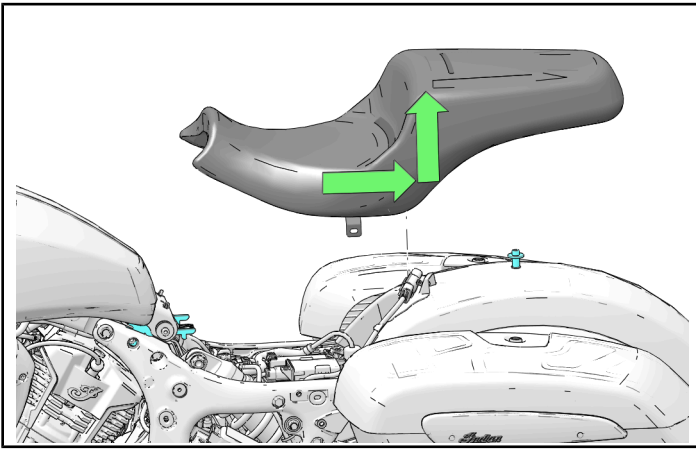
⚠ CAUTION

Pursuit models have wires routing through the seat.



9. If equipped, disconnect seat electrical connector.

10. Remove the seat backward and up to remove.

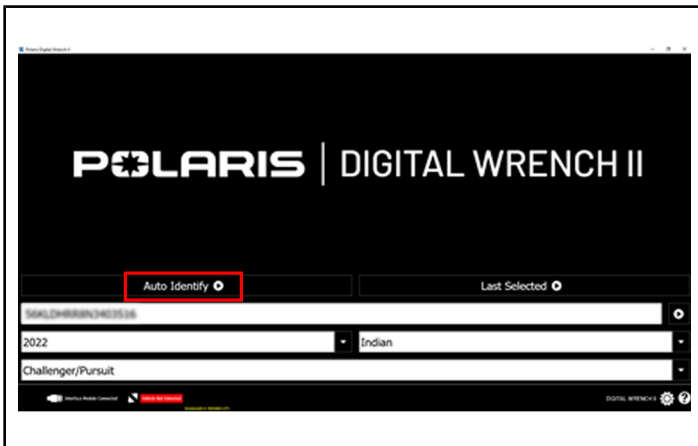


11. Connect the MultiLink XP cable to the PC and motorcycle. Then power on the motorcycle. Do **NOT** start.

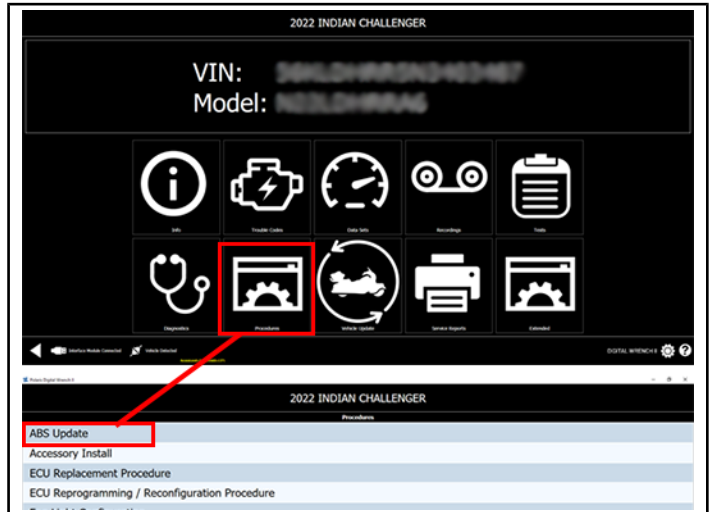
12. Open Digital Wrench II and select “Auto Identify”.

NOTICE

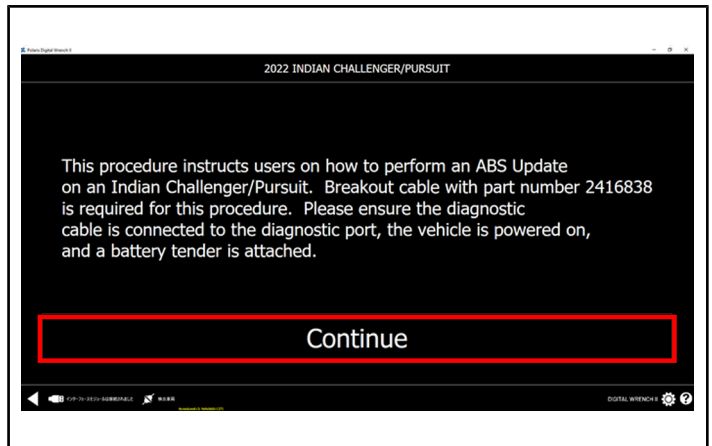
Make sure the VIN, Model Year, Line, and Model are correct.



13. Select “Procedures”, and then select “ABS Update”.



14. Select “Continue”.



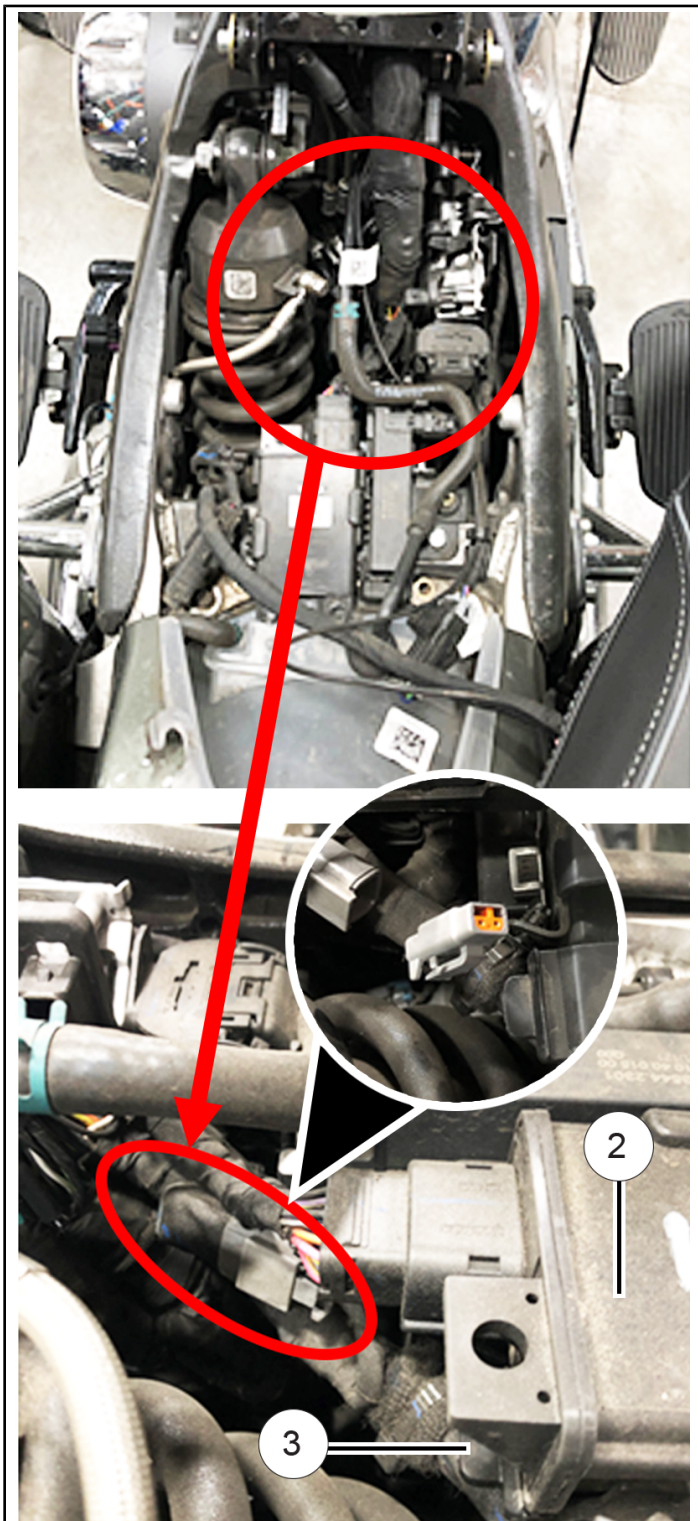
IMPORTANT

Do **NOT** select the next “Continue” until the ABS Reflash Harness is installed.
Instructions to install the ABS Reflash Harness is outlined in steps 15 – 17.

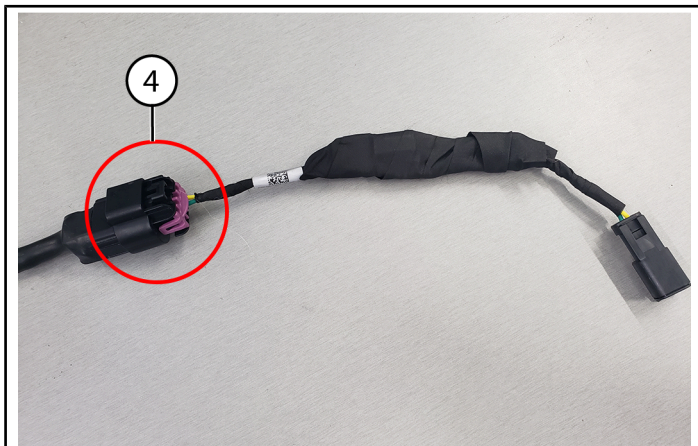
15. Locate and disconnect the ABS harness connector in the under-seat area that is taped to the trunk harness, located near the coolant line.

NOTICE

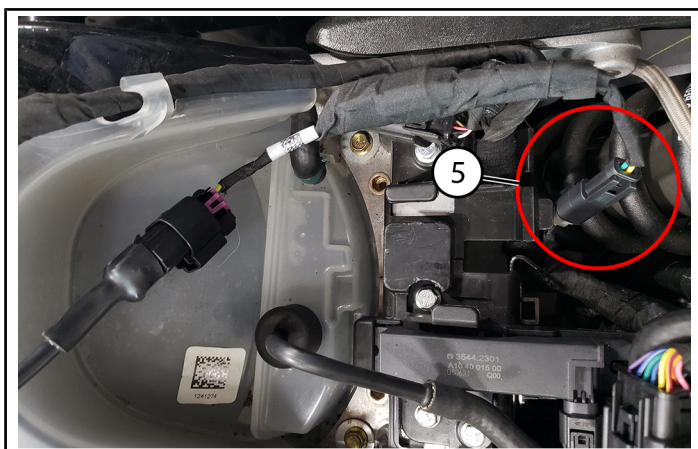
You may have to slide the WCM out of the retention bracket ②, using the WCM retention bracket release ③, to get better access to the ABS harness connector. Do **NOT** disconnect the WCM.



16. Disconnect the Multilink XP Cable from the diagnostic port on the motorcycle, and connect it to the ABS Reflash Harness ④.



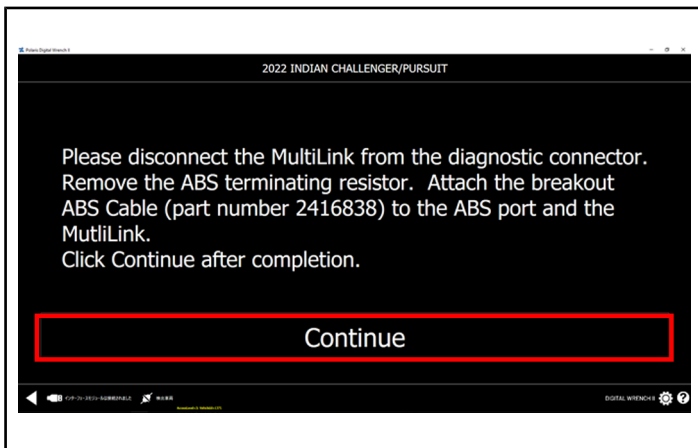
17. Connect the ABS Reflash Harness to the ABS harness connector on the motorcycle ⑤.



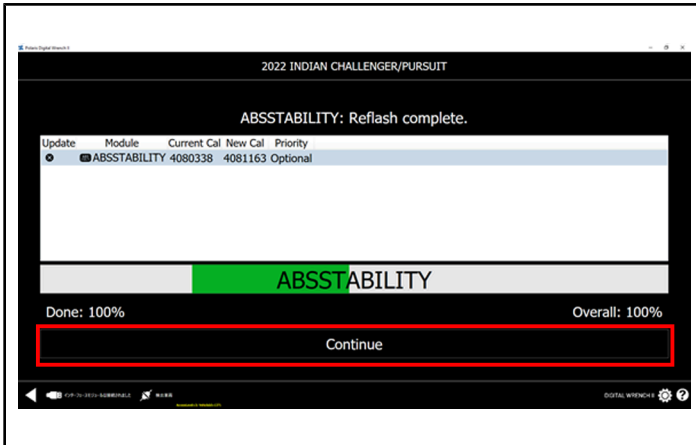
18. Once the harness is installed, NOW select "Continue".

IMPORTANT

If you select "Continue" before installing the harness, you will receive an error and have to start over.



19. The ABS module will now update. Once the update has been successfully completed, select "Continue".

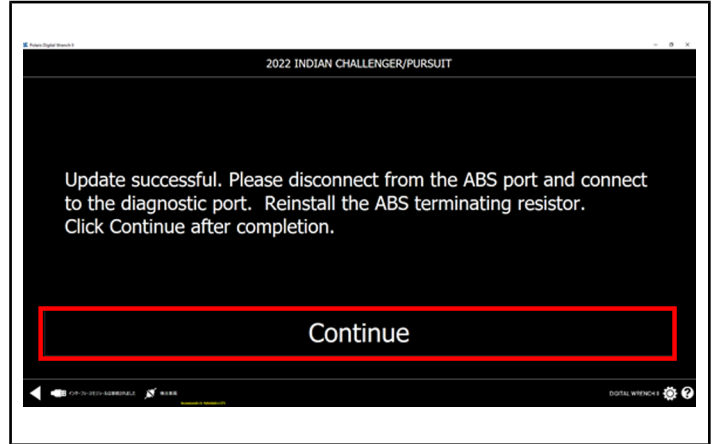


20. Disconnect the ABS Reflash Harness from the ABS harness connector on the motorcycle.

Select "Continue" **AFTER** the following actions have been completed.

NOTICE

An error will be received if this step is not completed as directed below.

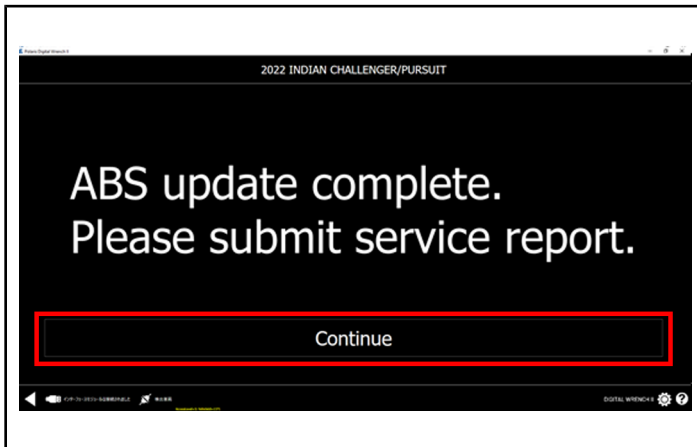


Reconnect the ABS harness connector (terminating resistor) on the motorcycle to the original connector, and reinstall the WCM (if removed previously).

Connect the MultiLink back in to the diagnostic port **before** selecting "Continue".



21. Select "Continue" and submit a service report.



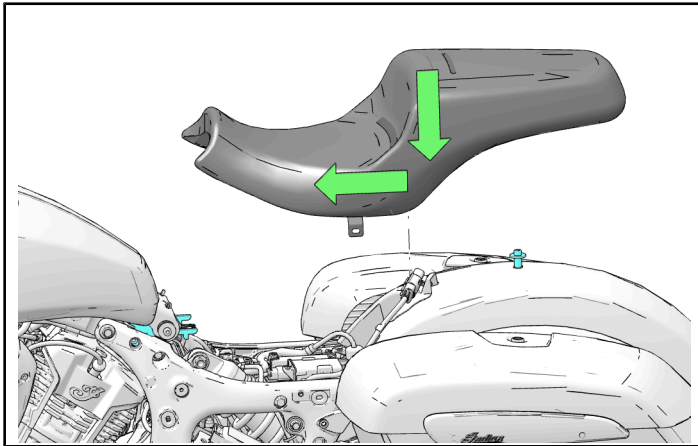
22. Once the update is complete, power cycle the motorcycle.

NOTICE

4081163 ABS Module software is now installed.

23. Disconnect the battery tender and Multilink XP Cable from the motorcycle, and cap the diagnostic port.

24. Install seat down and forward.

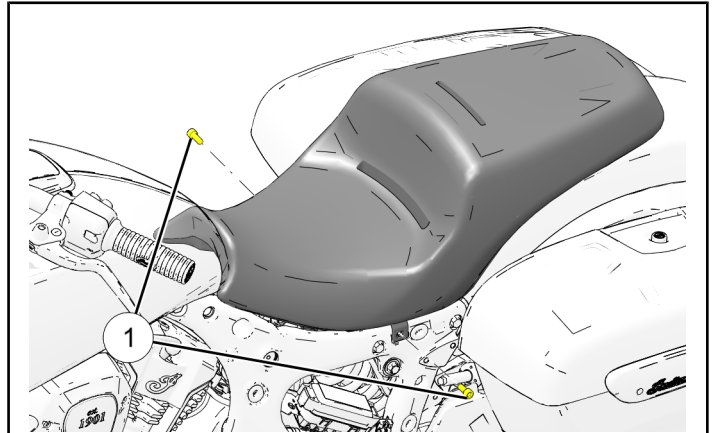


25. If equipped, connect the seat electrical connector.

26. Install seat fastener ①.

CAUTION

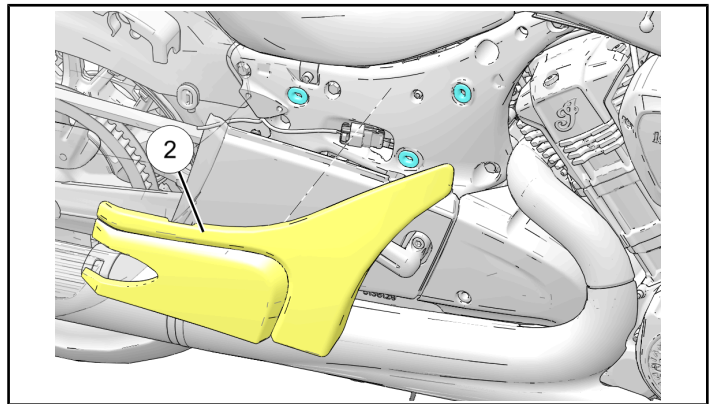
Pursuit models have wires routing through the seat.



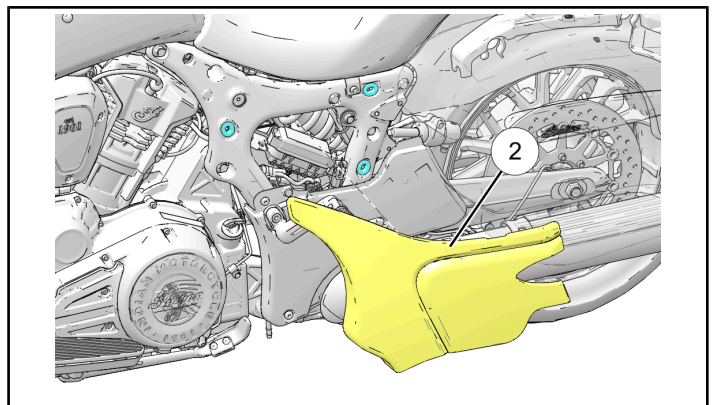
TORQUE

Seat Fastener:
18 ft-lbs (24 N·m)

27. Install right upper side cover ②.



28. Install left upper side cover ②.



29. Submit a Service Bulletin Warranty Claim for I-24-03-BA.