



SAFETY RECALL

— Confidential and Proprietary —

Release Date: December 31, 2024

IND

Communication #: I-24-11

Expiration Date: No Expiration Date

Model Year(s): 2025

VERSION: R04 (January 21, 2025)

IMPORTANT STOP SALE SAFETY NOTICE!

Revision	Release Date	Update
R01	12/31/2024	Initial Stop Sale Release
R02	1/3/2025	Added International Models
R03	1/13/2025	Stop Sale converted to Safety Recall for North America Models ONLY
R04	1/21/2025	Stop Sale converted to Safety Recall for ALL models, including International
<i>If you are working with a printed copy, please verify you have the most current version of this document.</i>		

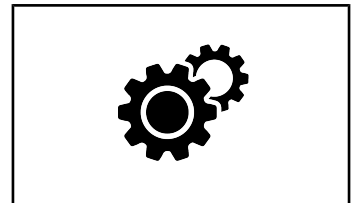
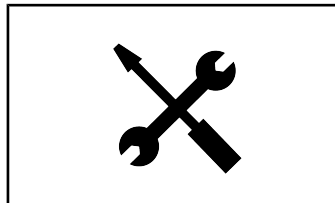
SUBJECT: FALSE INDICATED GEAR

REASON FOR THIS RECALL

Indian Motorcycle has determined that the rider display on some Model Year 2025 Scout and Scout Sixty motorcycles may falsely indicate an incorrect gear. Incorrect indication of NEUTRAL can cause unintended movement, increasing the risk of crash or serious injury.

REMEDY

To address this concern, Indian Motorcycle has developed new Engine Control Module (ECM) software and released this Safety Recall update for affected vehicles.



Are units able to be retailed?	Can customer continue to ride?	Is the permanent repair for this Recall available?	Are parts available?
YES	YES	YES	N/A
Go to DEALER ACTION - INVENTORY for instructions.	Go to CUSTOMER ACTIONS for instructions.	Go to Repair Procedure for instructions.	Parts are not required as part of the permanent repair.

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DEALER - WHAT TO DO

As of December 31, 2024, **YOU MUST NOT SELL OR DELIVER** any **NEW OR USED Model Year 2025 Scout / Scout Sixty** motorcycles affected by this **Stop Sale** until it is repaired according to this **Safety Recall**.

QUICK REFERENCE TABLE

Reference the table below for details related to this Safety Recall and some of the requirements.

<i>NOTICE</i>	
For additional reference information not included in the document, click HERE .	

Parts Availability	N/A
Parts Ordering	N/A
Parts Destruction or Disposal	N/A
Required Special Tools	N/A
Claim Submission Type	Service Bulletin Warranty Claim

ITEM	REQUIRED?	LINK / ADDITIONAL INFORMATION
Training Requirement	N	
Inspection Required	N	
Parts removed during repair to be returned to Polaris?	N/A	
Are Service Parts Affected?	N	
Photo Requirements	N	
Part Serial Number entry (US/CA only)	N	
Secondary Technician Audit	N	

WARRANTY CLAIM INFORMATION

BULLETIN #	DESCRIPTION	LABOR ALLOWANCE	PART NUMBER / DESCRIPTION
2025 Scout - North America Models			
I-24-11-AA	ECM Software Update	0.3 hours (18 minutes)	0000541 (QTY 1) Bulletin Misc Labor
2025 Scout - International Models			
I-24-11-BA	ECM Software Update	0.3 hours (18 minutes)	0000541 (QTY 1) Bulletin Misc Labor

CLAIM SUBMISSION

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® I-24-11 and Send Claim.

[Click here to start a Warranty Claim](#)

- **International Dealers:** On iDEX, go to Service and Warranty > Warranty Claims > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® I-24-11 and Send Claim.

[Click here to start a Warranty Claim](#)

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2025	Scout	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP Site to look up affected units.
	Scout Sixty	

REPAIR OVERVIEW

In this procedure, the ECM software will be updated.

REPAIR PROCEDURE

TOOLS REQUIRED

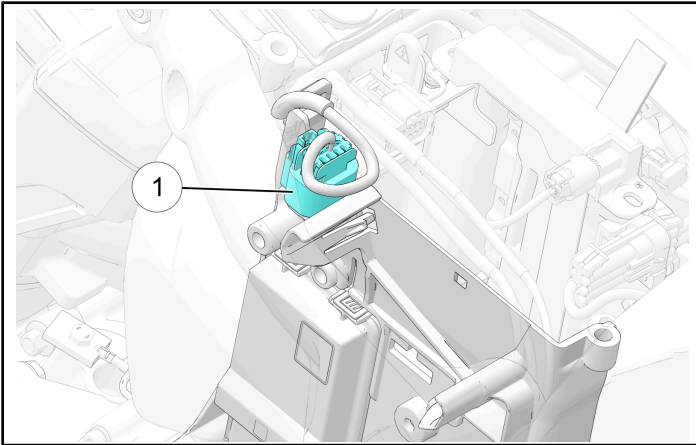
- Digital Wrench II
- Multilink XP Cable
- Battery Tender (minimum 1 amp)

ECM REPROGRAMMING PROCEDURE

IMPORTANT

This procedure requires the use of Digital Wrench® II. Connect a battery tender to the motorcycle during the programming procedure.

1. Park motorcycle on a flat surface, fully extend side stand, and make sure vehicle is stable.
2. Connect motorcycle to a battery tender.
3. Make sure that the most current 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 STOP site.
4. Remove the seat and locate the diagnostic connector ①.



5. Connect MultiLink XP cables to PC and motorcycle. Then power on the motorcycle.

STOP!

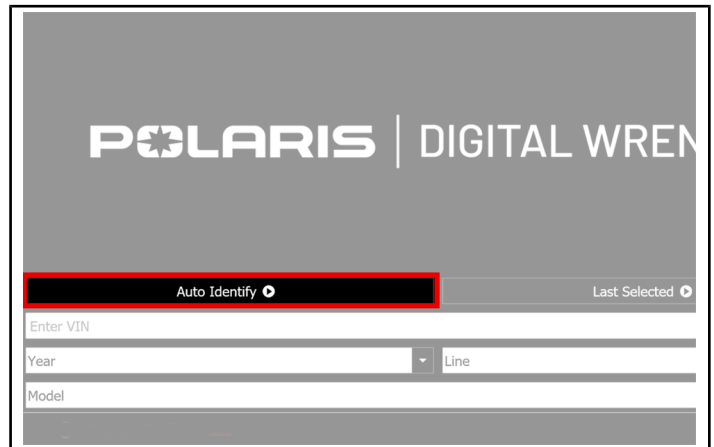
Do **NOT** start the motorcycle.

IMPORTANT

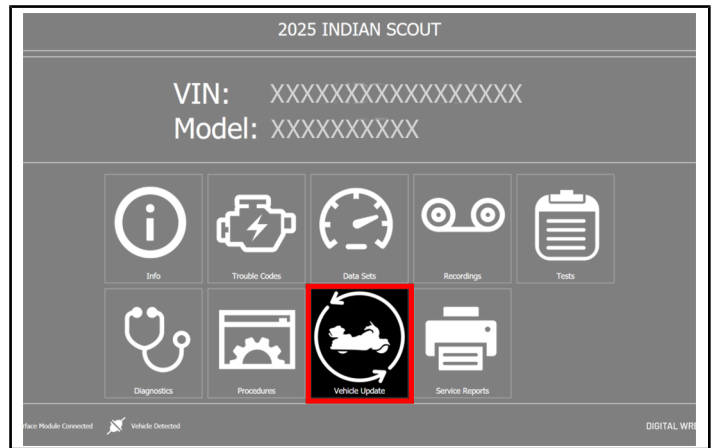
Make sure the vehicle has sufficient battery voltage and is connected to a battery tender before the reflash. Failure to do so may result in a reflash crash and damage the ECM.

6. Open the Digital Wrench II application.

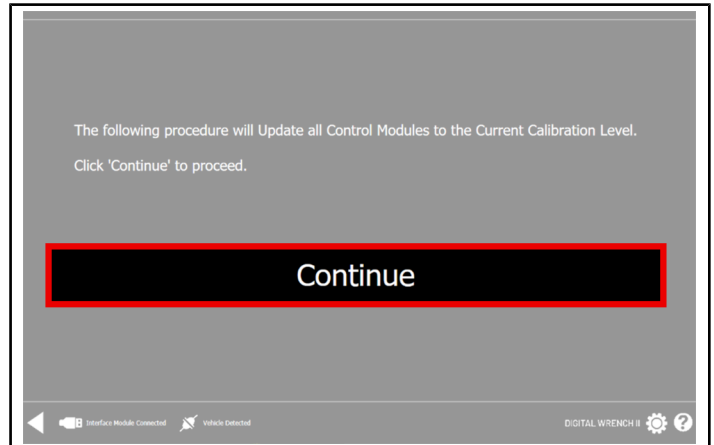
7. Select **Auto Identify**.



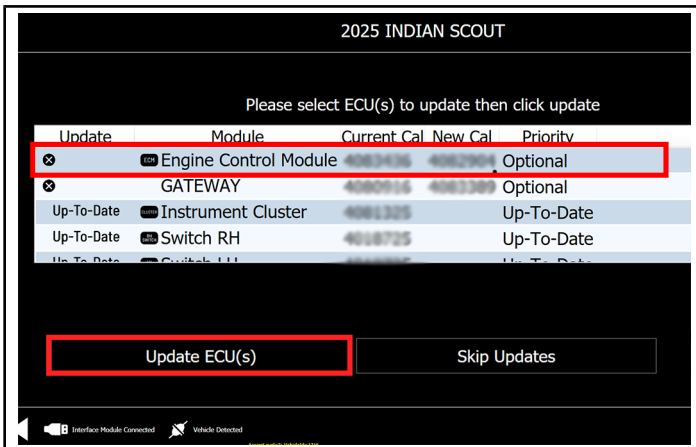
8. Select **Vehicle Update**.



9. Select **Continue**.



10. Select **Engine Control Module (ECM)**. Then select **Update ECU**.

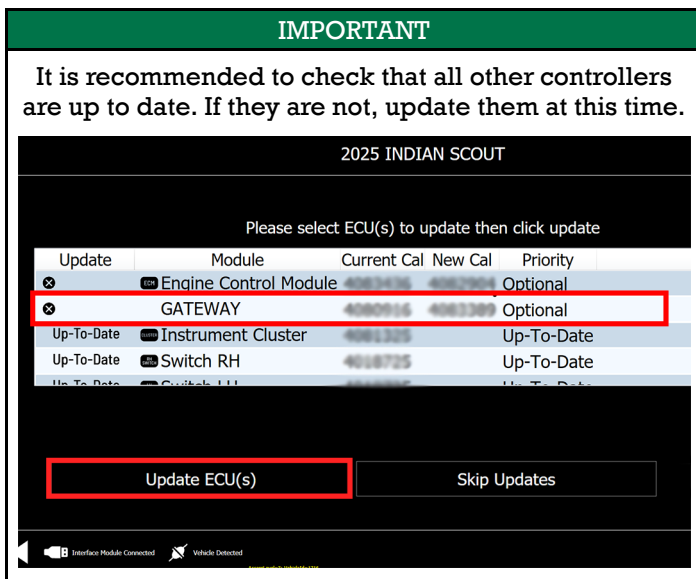


NOTICE

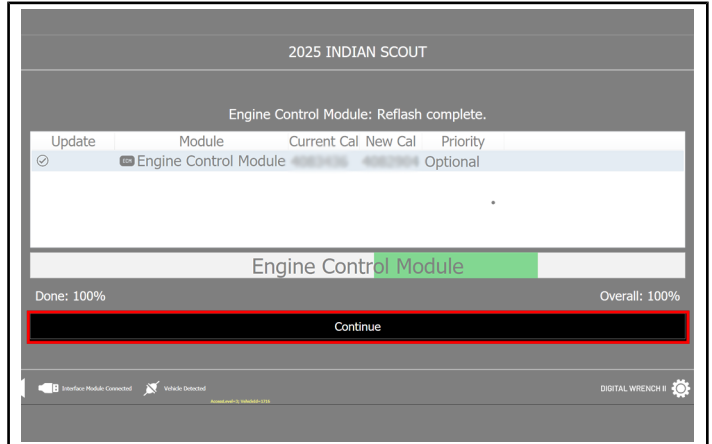
Digital Wrench II will automatically identify current software and determine if an update is required.

NOTICE

Performance Calibrations: If a motorcycle is equipped with an Indian Motorcycle performance calibration, Digital Wrench II will identify and update to the latest performance calibration.



11. Once the update is complete, select the **Continue** button and leave Digital Wrench II connected and the ignition powered ON.



STOP!

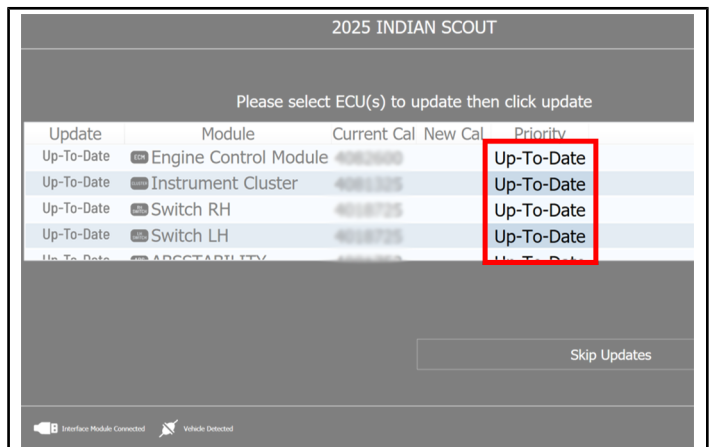
Do NOT touch the motorcycle for one minute.

12. Power the ignition off.

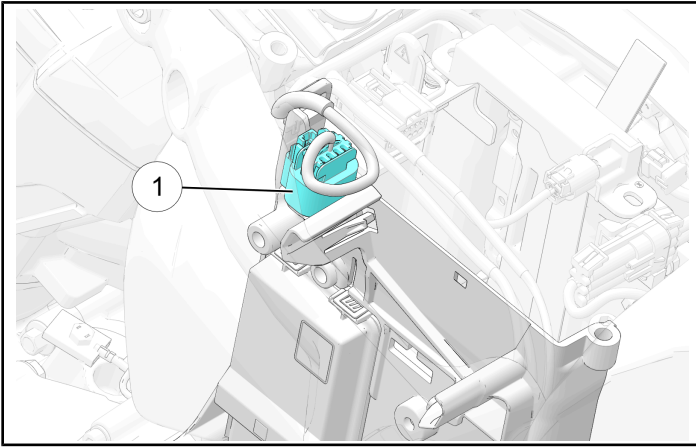
STOP!

Do NOT touch the power or controls for two minutes.

13. Go back to **VEHICLE UPDATE** and verify that the **ECM** and other software is now up to date.



14. Connect the diagnostic connector ① to the cap.



15. Install the seat.

SUBMITTING A CLAIM

Click the link below to start a Warranty Claim. Select **I-24-11-AA**

- US / Canada Dealers: [Click here to start a Warranty Claim](#)

Click the link below to start a Warranty Claim. Select **I-24-11-BA**

- International Dealers: [Click here to start a Warranty Claim](#)

SUPPLEMENTAL INFORMATION

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.

NOTICE

International consumer notifications in distributor countries: International distributors are responsible for all consumer notifications. Indian Motorcycle does not contact consumers of distributors.

REFERENCE INFO

ADDITIONAL REFERENCE INFORMATION

For additional reference information not included in the document, click [HERE](#).

FAQS

Frequently Asked Questions (FAQs) related to this recall can be found at the end of the .pdf document.



Indian Motorcycle I-24-11 Safety Recall FAQ 2025 Scout False Indicated Gear

Version: R01 (January 13, 2025)

Are special tools needed for the repair?

The repair is an Engine Control Module (ECM) software update. Only common hand tools are needed along with Digital Wrench II and a battery tender.

Are parts needed for the repair?

No parts are needed for this repair.

Is this a STOP SALE

Yes. This is a STOP SALE. All impacted units, new and used, in dealer inventory cannot be retailed until the repair is complete.

What Dealers CAN Do

1. Can quote new products.
2. Can accept deposits from consumers as a reservation for a future sale.
3. Can utilize PCDX to begin setup and PDI (except for test ride).
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Indian Motorcycle has accurate records and can notify the customer if required.

What Dealers CANNOT Do

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

Can a dealer allow demos on vehicles that haven't had I-24-11 performed?

While this is not a STOP RIDE, it is **STRONGLY** recommended that dealers complete the repair prior to operating an affected vehicle.

How does a dealer warranty register a unit that a customer has paid for and taken delivery of 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 Indian Motorcycle 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.



IMPORTANT SAFETY RECALL

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

This notice applies to your vehicle
Recall Campaign: **24V-970**
Subject: **2025 Scout False Indicated Gear**
PLEASE READ IMMEDIATELY

VIN: I-24-11
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 2025 Scout motorcycles.

The reason for this notice:

Indian Motorcycle has determined that the rider display on some Model Year 2025 Scout and Scout Sixty motorcycles may falsely indicate an incorrect gear. Incorrect indication of NEUTRAL can cause unintended movement, increasing the risk of crash or serious injury.

What you should do:

When starting your motorcycle you should always exercise the following steps as outlined in the Owner's Manual:

1. Straddle the motorcycle and bring it to the fully upright position. Retract the sidestand.
2. Move the engine stop/run switch to the RUN position.
3. Shift the transmission to neutral.
4. Apply the front brakes.
5. Disengage the clutch (pull the clutch lever fully toward the handlebar).
6. Start the engine.

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the remedy performed. Do not attempt repairs yourself. Repairs must be done by an authorized Indian Motorcycle dealer. This repair should take approximately 20 minutes. 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 update the ECM software. 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.

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/.





IMPORTANT SAFETY RECALL

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

This notice applies to your vehicle
Recall Campaign: **2024-783**
Subject: **2025 Scout False Indicated Gear**
PLEASE READ IMMEDIATELY

VIN: I-24-11
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in 2025 Scout motorcycles. Our records show you have purchased an affected vehicle.

The reason for this notice:

Indian Motorcycle has determined that the rider display on some Model Year 2025 Scout and Scout Sixty motorcycles may falsely indicate an incorrect gear. Incorrect indication of NEUTRAL can cause unintended movement, increasing the risk of crash or serious injury.

What you should do:

When starting your motorcycle you should always exercise the following steps as outlined in the Owner's Manual:

1. Straddle the motorcycle and bring it to the fully upright position. Retract the sidestand.
2. Move the engine stop/run switch to the RUN position.
3. Shift the transmission to neutral.
4. Apply the front brakes.
5. Disengage the clutch (pull the clutch lever fully toward the handlebar).
6. Start the engine.

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the remedy performed. Do not attempt repairs yourself. Repairs must be done by an authorized Indian Motorcycle dealer. This repair should take approximately 20 minutes. 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 update the ECM software. This work will be performed by your dealer at no cost to you.

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-ca/help-center/>.



If after contacting your dealer and/or Indian Motorcycle customer care helpline, you have additional questions in regards to this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510

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-ca/on-road-recalls/.



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.

Polaris Industries Ltd.
Consumer Service Department
50 Prairie Way
Winnipeg, MB, CA R2J - 3J8

Ref: I2411



IMPORTANT SAFETY RECALL

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

This notice applies to your vehicle
Subject: **2025 Scout False Indicated Gear**
PLEASE READ IMMEDIATELY

VIN: I-24-11
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

Records indicate that you are the current registered keeper of a 2025 Scout or Scout Sixty motorcycle with the VIN number detailed above.

Indian Motorcycle Industries Inc. is issuing a safety recall to affected owners of 2025 Scout and Scout Sixty motorcycles because the rider display may falsely indicate an incorrect gear. Incorrect indication of NEUTRAL can cause unintended movement, increasing the risk of crash or serious injury. This defect has to be remedied.

What you should do:

When starting your motorcycle you should always exercise the following steps as outlined in the Owner's Manual:

1. Straddle the motorcycle and bring it to the fully upright position. Retract the sidestand.
2. Move the engine stop/run switch to the RUN position.
3. Shift the transmission to neutral.
4. Apply the front brakes.
5. Disengage the clutch (pull the clutch lever fully toward the handlebar).
6. Start the engine.

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the remedy performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer. When making contact with your dealer, discuss 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 update the Engine Control Module (ECM) software. This work will be performed by your dealer at no cost to you and should take approximately 20 minutes.

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.

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 [<insert country specific contact info including website or other>](#).

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