



IMPORTANT SAFETY RECALL UPDATE

August 15, 2024

Steve,

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. Our records show you have purchased an affected motorcycle.

Our records indicate that you are the owner of a **TEST** with VIN **TEST** affected by Safety Recall **TEST**.

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 180 minutes. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle.

Owner Next Steps:

- Visit our [Product Safety Recall](#) web page to verify if your motorcycle is impacted by this safety recall. Search for the model or vehicle identification number (VIN) on the site to confirm.
- Schedule an appointment with an authorized Indian Motorcycle dealer. Do not attempt repairs yourself. Repairs must be done by an authorized Indian Motorcycle dealer. Your local dealer can be found on our [Dealer Locator](#) web page.

Dealership Next Steps:

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.

If you have other questions or feedback, you may contact our Polaris Owners Connections Department at **1-800-765-2747** to speak with a representative.

We apologize for this inconvenience and assure you that we are committed to customer satisfaction for riders to enjoy.

- Indian Motorcycle

Received This Notice In Error?

This notice was sent according to our most current registration information. If you no longer own this vehicle, 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.

You've received this email from Polaris because you are a registered owner of a vehicle affected by a recent safety recall notice.

Please do not reply to this email. To contact us, please call us at **1-800-POLARIS** or visit our [help page](#).

© 2024 Polaris Industries Inc. | 2100 Highway 55, Medina, MN 55340