

CSC-10055299-7312



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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: 13V-391

Subject: Rear Rim

**2009-2013 King's Mountain Designed
Indian Motorcycles (All Models)**

PLEASE READ IMMEDIATELY

VIN GOES HERE
BAR CODE (if applicable)
John Doe
5555 Lois Lane
Anywhere, Oklahoma 12345

Dear Indian Motorcycle Owner:

This notice is being sent as a follow-up to the notice you received in September of 2013. At that time, Indian Motorcycle stated that a solution was not yet available, and that a second notice would be sent when a solution became available.

Parts are now available and you should make an appointment with your Indian Motorcycle dealer to have the bulletin repair performed.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in all 2009-2013 Indian motorcycles, which were designed by Indian Motorcycle's previous owner in King's Mountain, North Carolina. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Indian Motorcycle has determined that all King's Mountain designed motorcycles produced between 12/10/2008 and 11/1/2012 may have been assembled using a defective rear wheel rim. The rim may crack and cause a loss of air pressure. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash.

What Indian Motorcycle and your dealer will do:

Indian Motorcycle will issue a *Safety Recall Bulletin* to all Indian Motorcycle dealers, with instructions required to replace the rear wheel assembly. Repairs will be made by any authorized Indian Motorcycle dealer at no cost to you. The actual rear wheel assembly replacement should take about two hours to perform; however, it may take longer due to service scheduling requirements.

What you should do:

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the bulletin repair performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer.

Pre-Ride Inspection:

Visually inspect your rear motorcycle rim for any visible cracks and inspect your tire pressures prior to riding the motorcycle (see backside of this letter for example of what to look for).

If no cracks are found, the motorcycle can be ridden to your Indian Motorcycle dealership to have the bulletin repair performed. The rim should be inspected often (especially if you encounter any jarring road hazards).

If you do find a crack on the rear rim **DO NOT** ride the motorcycle. Contact your Indian Motorcycle dealer to schedule an appointment. Schedule transportation with your currently contracted roadside assistance provider or make arrangements to transport your motorcycle to your Indian Motorcycle dealer.

If you have questions or if you need more information:

While your Indian Motorcycle dealer is in the best position to answer your questions, if you have any questions that your dealer cannot address, if you are having difficulty obtaining the recall repair outlined in this letter, or if you need assistance finding an Indian Motorcycle dealer, please visit the web site at www.indianmotorcycle.com or contact our Indian Motorcycle Consumer Service Department by calling 1-877-204-3697.

NOTE: This recall does not affect any model year 2014 or later Indian motorcycles.

This notice was mailed to you according to our most current registration information. If you no longer own your Indian motorcycle, please contact your local Indian Motorcycle dealer to have the ownership information changed. The Indian Motorcycle Consumer Service Department cannot change ownership information without identification. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had this repair performed before you received 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 the Indian Motorcycle Consumer Service 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 <http://www.safercar.gov>.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your Indian Motorcycle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

Indian Motorcycle Company

CRACKED WHEEL EXAMPLE

