

**TECHNICAL SERVICE BULLETIN**

Release Date: January 29, 2014
Expiration Date: 12/31/2014

Indian Motorcycle

Bulletin Number: I-14-01
Model Year(s): 2014

☐ Safety Bulletin ☒ Service Bulletin ☐ Service Alert Fax ☐ Production Update Kit

Distribution: ☐ Owner / Principal ☐ Service Manager ☐ Sales Manager ☐ Parts Manager ☐ Technicians

This Service Bulletin is located at www.polarisdealers.com

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SUBJECT: 2014 Indian Motorcycle – Gear Position Sensor Fault

This Service Bulletin must be performed prior to selling an affected unit!

PURPOSE:

Indian Motorcycle has determined that some 2014 motorcycles may set a false Diagnostic Trouble Code (P0916) during normal vehicle operation. The affected motorcycles were assembled with an updated gear position sensor which uses a different resistance value in the 1st gear position. Resistance fluctuations that normally occur while riding may exceed parameters set by the VCM resulting in a DTC, Check Engine Light illumination and/or a gear indicator display that shows (--).

Indian Motorcycle has developed a VCM reflash to resolve this issue.

AFFECTED MODELS:

Model(s) Affected	Model Numbers	Vehicle Identification Number (VIN) Range
2014 Chief Classic	ALL MODELS	Enter the Vehicle Identification Number (VIN) into 'Unit Inquiry' to verify whether a vehicle falls into the affected VIN range. Not all VINs are affected.
2014 Chief Vintage		
2014 Chieftain		

WHAT YOUR DEALERSHIP SHOULD DO:

1. Dealers are required to review their sales records and make arrangements with customers as needed. In addition to consumer units, dealers are required to correct any affected units in their inventory.
2. Enter the Vehicle Identification Number (VIN) into the 'Unit Inquiry' field of the dealer website to determine if a vehicle falls into the affected VIN range.
3. Follow the instructions outlined in this Service Bulletin to perform the VCM reflash.
4. File a warranty claim for bulletin I-14-01 immediately after completion of this bulletin.

VCM REFLASH PROCEDURE:

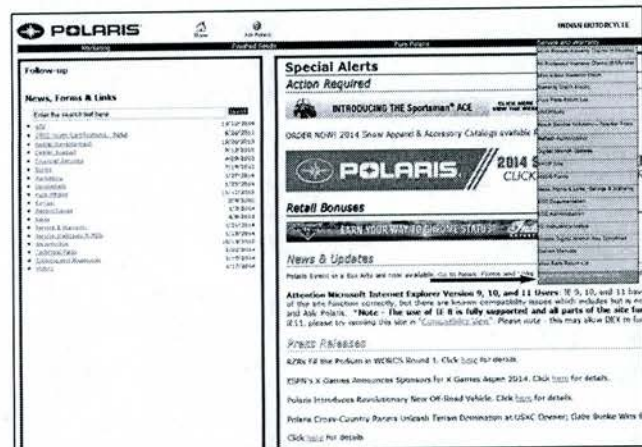
1. Verify that Digital Wrench version 3.6 or higher has been installed on your PC or laptop and proceed to STEP 3.

If you do not have version 3.6 or higher installed, you must first download it before proceeding with the reflash.

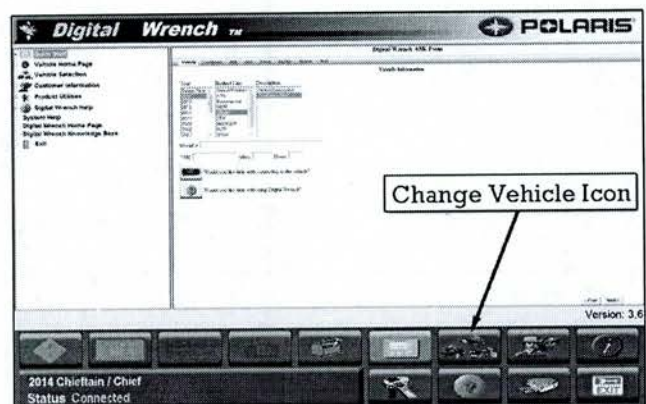


2. Go to your dealer homepage and select **Digital Wrench Annual Version 3.6** from the **Service and Warranty** dropdown menu and download.

NOTE: International Subsidiaries and Distributors use the **Digital Wrench Subscriptions** link to purchase and update your digital wrench software.



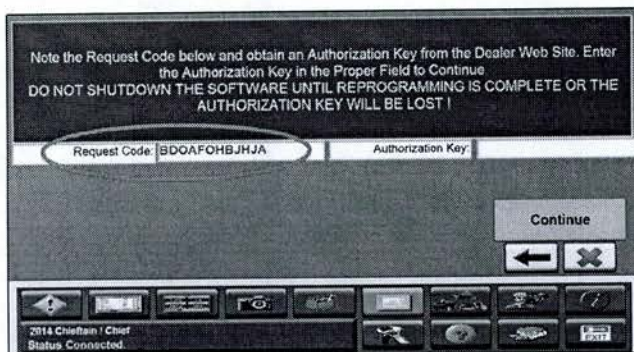
3. Connect SmartLink Module cables to PC and vehicle.
4. Open the Digital Wrench program.
5. Select the model year, product line and vehicle description by selecting the "Change Vehicle Type" icon.



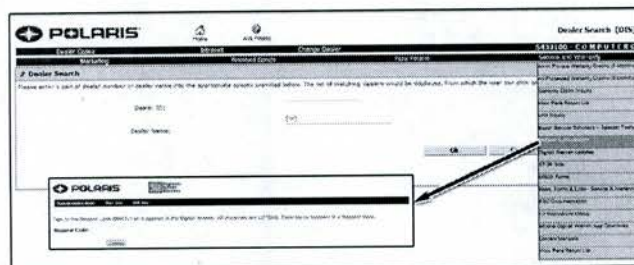
6. Select the **Special Tests** icon (1).
7. Select **VCM Update** (2)
8. Follow the on-screen prompts until you are asked to obtain an Authorization Key from the dealer web site.



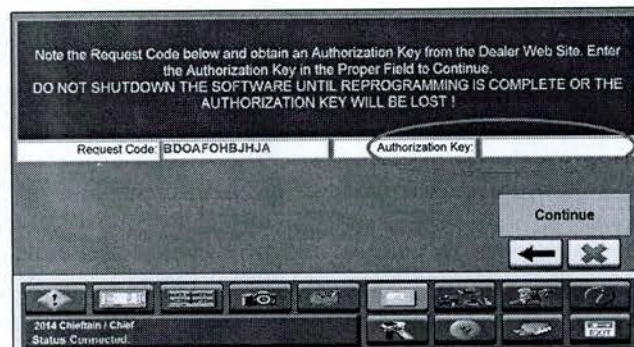
9. Copy (Ctrl+c) the **Request Code** from the Digital Wrench screen.



10. Go to the dealer website and select **Reflash Authorization** from the **Service and Warranty** dropdown menu.
11. Paste (Ctrl+v) the **Request Code** into the request field and click **Continue**.
12. Enter additional information as required to obtain an Authorization Key (e.g. VIN, dealer address).



13. Go back to Digital Wrench and enter the **Authorization Key**.
14. Click **Continue** and follow the on-screen prompts.



NOTE: The VCM update procedure will take you through TWO separate reprogramming scripts:

- **Boot Mode**
- **Reflash Application**

During the reflash process the gauge and all indicators will power down.

Each procedure must be completed in sequence or the VCM will not function!

15. Once the reprogramming process is complete, Digital Wrench will indicate that **"The Vehicle Control Module is Now at the Correct Software Level / The VCM Update Procedure is Complete."**

NOTE: Chieftain models must have the TPMS sensors relearned after the VCM reflash is complete. Refer to 2014 Indian Motorcycle service manual - TPMS Activation, page 13.5.

16. At this time you should check / clear any stored fault codes, disconnect Digital Wrench and test ride the motorcycle.



PARTS INFORMATION:

PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Bulletin Completion Decal
PARTS AVAILABILITY	N/A – Reflash only
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes – Order Bulletin Completion decals through normal parts channels

WARRANTY CLAIM INFORMATION:

A single group claim may be submitted listing the complete (17 digit) Vehicle Identification Number for machines with the same model number. File claim type **SB (Service Bulletin)**. DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.

SERVICE BULLETIN #	I-14-01
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	18 Minutes (0.3 Hours) *Includes TPMS relearn procedure on Chieftain.
CLAIM PART NUMBERS	N/A – Auto Process Bulletin
BULLETIN EXPIRATION DATE	Service Bulletin I-14-01 will expire on 12/31/2014. Indian Motorcycle will not warranty the cost of performing the reflash after 12/31/2014.

CUSTOMER NOTIFICATION:

Dealers are required to notify owners of motorcycles sold by their dealership, and to make arrangements to perform this bulletin repair immediately.

SERVICE BULLETIN COMPLETION DECAL:

A Service Bulletin Completion Decal must be completed for this bulletin repair. Place the decal on the unit as shown (inside LH upper side cover). If you require more decals, order them through normal parts ordering channels.

Sincerely,

Doug Koch,
Technical Service and Warranty Manager

