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TECHNICAL SERVICE BULLETIN

Release Date: March 27, 2014
Expiration Date:

Indian Motorcycle

Bulletin Number: I-14-02/A/B/C
Model Year(s): 2009 - 2013

☒ 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

-Confidential and Proprietary-

SUBJECT: 2009-2013 Indian Motorcycles – Defective Rear Wheel

PURPOSE:

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. 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. **There are four (4) parts to this Safety Bulletin:**

- | | | |
|-------------|---|---------------------------|
| 1. I-14-02 | 2009-2013 Indian Motorcycles - ALL MODELS | Chrome Wheels |
| 2. I-14-02A | 2009-2013 Indian Motorcycles - ALL MODELS | Gloss Black Wheels |
| 3. I-14-02B | 2009-2013 Indian Motorcycles - ALL MODELS | Matte Black Wheels |
| 4. I-14-02C | 2009-2013 Indian Motorcycles - ALL MODELS | Red Wheels |

Use the bulletin number that corresponds to the color of the wheel that will be replaced.

NOTE: This bulletin does not affect any model year 2014 Indian motorcycles: INDIAN® CHIEF® CLASSIC; INDIAN® CHIEF® VINTAGE; INDIAN® CHIEFTAIN™

The rear wheels affected by this Safety Recall include:

- Rear Wheel, 60-Spoke, Chrome (Part Number: N51700004)
- Rear Wheel, 60-Spoke, Black (Part Number: N51700018)
- Rear Wheel, 60-Spoke, Matte Black (Part Number: NA)
- Rear Wheel, 60-Spoke, Red (Part Number: NA)

NOTE: This recall only affects factory spoke wheels. Aftermarket or accessory billet wheels are not affected by this recall.

AFFECTED MODELS:

Model(s) Affected	Model Numbers
2009 Chief Deluxe	ALL MODELS
2009 Chief Standard	
2009-2011 Chief Roadmaster	
2009-2013 Chief Vintage	
2010 Chief Bomber Limited Edition	
2010-2012 Chief Classic	
2010-2013 Chief Dark Horse	
2011 Chief Blackhawk\ Chief Blackhawk Dark	
2013 Chief Vintage Limited Edition	
2013 Chief Vintage Final Edition	

WHAT YOUR DEALERSHIP SHOULD DO:

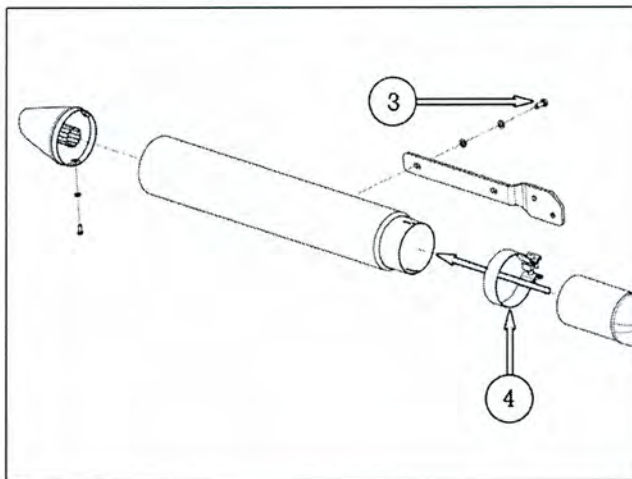
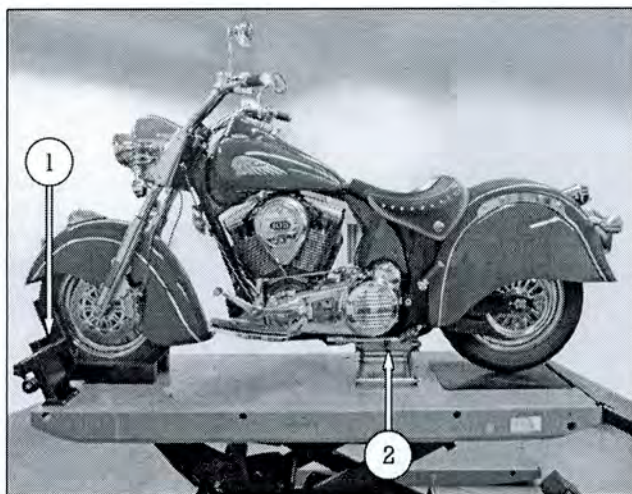
1. Remove all affected wheels from your parts department and file a Part Stock warranty claim. All claimed parts will be requested back through the warranty parts return process.
2. Enter the Vehicle Identification Number (VIN) into the 'Unit Inquiry' field of the dealer website to determine if the vehicle falls into the affected date range and model designation.
3. Follow the instructions outlined in this Safety Bulletin to replace the affected rear wheel assembly using the updated parts detailed on page 5 of this communication.
4. File a warranty claim using the bulletin number which corresponds to the correct wheel color immediately after completion of this bulletin.

REAR WHEEL REPLACEMENT:

WARNING: Rear wheel removal involves supporting the machine with the rear end elevated. Take precautions so that the motorcycle is securely supported when the rear tire is off the ground. Severe personal injury or death can occur if the motorcycle tips or falls.

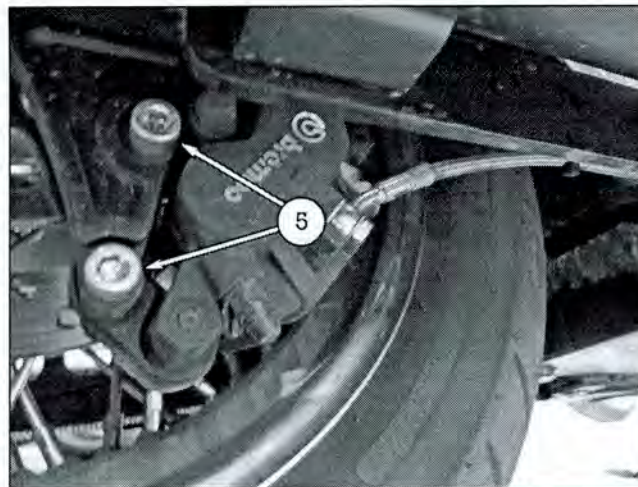
REMOVAL

1. Secure the motorcycle in an upright position with the front tire clamped in a vise (1).
2. Place a platform jack (2) under the engine. Elevate the motorcycle enough to take the weight off the rear tire. Leave the rear tire so it barely touches the platform.
3. Remove saddlebags, if equipped.
4. Remove screw (3) and loosen clamp (4).
5. Remove muffler assembly.
6. Remove lower belt guard.



7. Remove bolts (5) and rear brake caliper from hanger assembly.

CAUTION: Do not allow rear brake caliper to hang from the brake line.

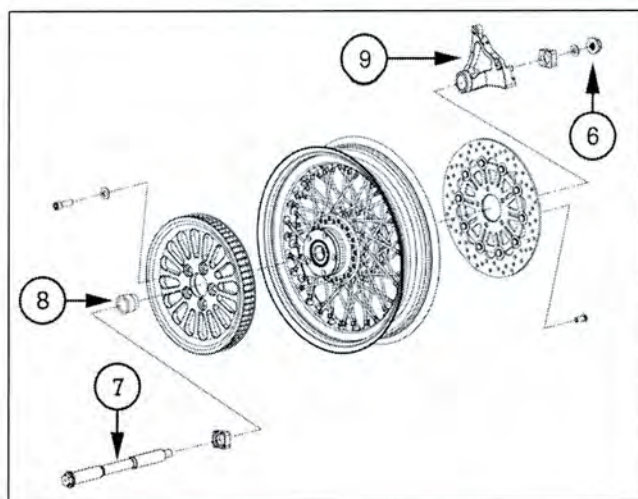


8. Remove axle nut (6).

NOTE: 2009-2010 models will not have a washer beneath the axle nut.

9. Loosen wheel adjuster jamb nuts and turn adjuster bolts in to release tension from drive belt.
10. Remove rear axle (7) from swing arm and wheel assembly.
11. Remove rear wheel spacer (8) and caliper hanger (9).
12. Roll the wheel assembly forward and remove drive belt from rear sprocket.
13. Raise the rear of the motorcycle using the platform jack enough to remove rear wheel assembly.
14. Remove rear wheel assembly.
15. Inspect existing tire for abnormal wear and /or damage. If tire is not suitable for continued use, recommend replacement.

NOTE: If tire is in good condition, it can be remounted on the updated wheel.



INSTALLATION

16. Mount tire on new wheel using a suitable tire machine and following manufacturer's instructions.
17. Balance wheel assembly.
18. Position rear wheel assembly under rear fender and install drive belt onto rear sprocket.
19. Position rear caliper hanger between the wheel and swingarm on the RH side.
20. Position wheel spacer between the wheel assembly and swingarm on the LH side.
21. Install axle from the LH side through left side axle adjuster, wheel spacer, hub assembly, caliper hanger, and right side axle adjuster.
22. Install washer (if equipped) and axle nut. Tighten axle nut until seated and back off one full turn.
23. Adjust drive belt tension (50 Hz) and wheel alignment (refer to Chapter 2 of service manual 9924073 - 2009-2013 Indian Motorcycle Service Manual).
24. Torque axle nut to specification (refer to torque table on next page).
25. Install rear brake caliper and torque to specification (refer to torque table on next page).
26. Install lower belt guard and torque to specification (refer to torque table on next page).
27. Install muffler and torque to specification (refer to torque table on next page).
28. Rotate rear wheel and check for smooth operation.

TORQUE SPECIFICATIONS

Rear Axle Nut (6)	55 ft-lbs (74.6 Nm)
Rear Caliper to Hanger (5)	40 ft-lbs (54.2 Nm)
Lower Belt Guard	105 in-lbs (11.9 Nm)
Muffler Clamp (4)	18 ft-lbs (24.5 Nm)
Muffler Hanger (3)	18 ft-lbs (24.5 Nm)
Axle Adjuster Jamb Nut	12 ft-lbs (16.3 Nm)

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 and wheel color. File claim type: **SB (Service Bulletin)**. DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.

2009-2013 Indian Motorcycles (ALL MODELS) – CHROME WHEELS	
SERVICE BULLETIN #	I-14-02
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1 Hour 42 Minutes (1.7 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

2009-2013 Indian Motorcycles (ALL MODELS) – GLOSS BLACK WHEELS	
SERVICE BULLETIN #	I-14-02A
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1 Hour 42 Minutes (1.7 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

2009-2013 Indian Motorcycles (ALL MODELS) – MATTE BLACK WHEELS	
SERVICE BULLETIN #	I-14-02B
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1 Hour 42 Minutes (1.7 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

2009-2013 Indian Motorcycles (ALL MODELS) – RED WHEELS	
SERVICE BULLETIN #	I-14-02C
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1 Hour 42 Minutes (1.7 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

PARTS INFORMATION:

I-14-02 (CHROME)	
PART NUMBER / DESCRIPTION	7170107 (QTY. 1) – Service Bulletin Completion Decal 1521951-156 (QTY. 1) – Rear Wheel, 60-Spoke, Chrome 5813714 (QTY. 1) – Rim Strap 1823877 (QTY. 1) – Tube
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

I-14-02A (GLOSS BLACK)	
PART NUMBER / DESCRIPTION	7170107 (QTY. 1) – Service Bulletin Completion Decal 1521951-266 (QTY. 1) – Rear Wheel, 60-Spoke, Gloss Black 5813714 (QTY. 1) – Rim Strap 1823877 (QTY. 1) – Tube
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

I-14-02B (MATTE BLACK)	
PART NUMBER / DESCRIPTION	7170107 (QTY. 1) – Service Bulletin Completion Decal 1521951-463 (QTY. 1) – Rear Wheel, 60-Spoke, Matte Black 5813714 (QTY. 1) – Rim Strap 1823877 (QTY. 1) – Tube
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

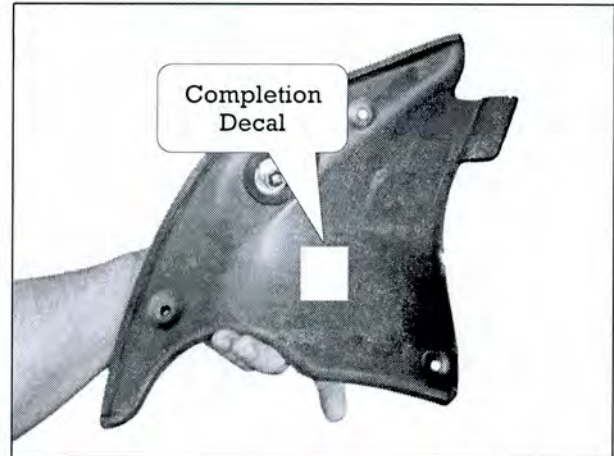
I-14-02C (RED)	
PART NUMBER / DESCRIPTION	7170107 (QTY. 1) – Service Bulletin Completion Decal 1521951-639 (QTY. 1) – Rear Wheel, 60-Spoke, Red 5813714 (QTY. 1) – Rim Strap 1823877 (QTY. 1) – Tube
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

CUSTOMER NOTIFICATION:

A customer notification letter has been sent to all registered owners of machines affected by this Safety Bulletin. In addition to the notification letter sent by Indian Motorcycle, 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 center fairing). If you require more decals, order them through normal parts ordering channels.



PARTS RETURN OR DISPOSAL INFORMATION:

Dealers & Distributors: Under no circumstances shall the part removed in this repair be re-used, sold, or repurposed for another application. It is your dealership / distributorship's responsibility to make sure every part replaced is taken out of circulation and disposed of properly.

For North American Dealers: Once the warranty claim for each unit has processed, please review the "Check Returned Parts List" on your dealer website to determine whether or not Indian Motorcycle has asked for the part(s) to be returned. If the part(s) were not identified as needing to be returned to Indian Motorcycle, please dispose of the part(s) properly.

Sincerely,

A handwritten signature in cursive script that reads "Doug Koch".

Doug Koch,
Technical Service and Warranty Manager



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

