

**SUBJECT: Indian Motorcycle – Shipping / Concealed Crate Damage Claim Requirements**

This Team Tip has been released to clearly define Indian Motorcycle's expectations when filing a warranty claim related to shipping and / or concealed crate damage.

In the event that damage occurs during the shipping process, or that damage is concealed under the shipping bag, it is critical to adhere to the claim steps outlined in this communication. Following the guidelines explained below will expedite repairs and allow Indian Motorcycle to seek carrier reimbursement when applicable.

IMPORTANT: Shipping / concealed crate damage claims are not eligible for warranty reimbursement if the procedures in this communication are not followed, or if the photos submitted do not meet the required specifications. For additional details pertaining to shipping / concealed crate damage warranty requirements, please refer to the Warranty Policies & Procedures Manual.

SHIPPING/EXTERNAL CRATE DAMAGE:

1. Upon arrival, during the unloading process, and after the crate is unloaded, a visual inspection of the crate and crate bag for damage is required. If the crate or crate bag appears damaged, take photos of the damaged area immediately upon discovery.
2. If damage is present, take photos of all four sides, the top, and the damaged area of the crate. Proceed to remove the outer packaging and inspect the inner bag and the bike while taking additional photos as needed.

IMPORTANT: Do not remove the motorcycle from the crate until the necessary photos have been taken.



NOTE: Additional photos of the damage must be taken per the specifications outlined on page 2 of this communication. Also, claims related to poor paint or insufficient buffing should not be claimed using Crate Damage fail codes.

3. Document all damage on the Bill of Lading (BOL) by circling the affected VIN and writing "Damaged" next to it. Ask your driver to sign or initial acknowledging the damage, and accept delivery.

IMPORTANT: Do not refuse delivery of any vehicle from the carrier without prior approval from Polaris. If a dealer refuses to accept delivery of a motorcycle upon arrival, a cancellation charge will be assessed.

4. Within 5 business days, and before registering the unit, submit for coverage through Ask Polaris. Choose **Warranty - Cosmetic Damage - Cosmetic Damage** and attach the required photos to the case. If it can be determined, note the root cause of the damage. (Example: Crate Dropped or Loading Strap Cut, etc.)

NOTE: In order for Indian Motorcycle to seek carrier reimbursement, it is critical to receive reports with a signed BOL within 5 business days. Coverage requests not meeting photo requirements, submitted beyond 5 days, or without a signed BOL are not eligible for dealer reimbursement.

CONCEALED CRATE DAMAGE:

1. As the inner crate bag is being removed, thoroughly inspect the motorcycle for damage. If damage is discovered, take clear photos that show all four sides and top of the bike showing the damaged area. Document visible damage and provide photos per the specifications outlined on page 2 of this communication.

IMPORTANT: Requests for coverage on uncrated bikes or for those that do not meet the photo requirements will be rejected.

2. After photos have been taken, and before registering the unit, submit for coverage through Ask Polaris using **Warranty - Cosmetic Damage - Cosmetic Damage**. If it can be determined, note the root cause of the damage. (Example: Crate Dropped or Loading Strap Cut, etc.)

PHOTO REQUIREMENTS:

To file a cosmetic warranty claim, Indian Motorcycle requires a minimum of three photos of each damaged area. Each photo should include a note with the date, dealer number, and an arrow pointing to the damage. All photos must be clear and focused or they will not be accepted.

IMPORTANT: At least one photo requires an image of the VIN label shown on the external side of the shipping bag.

1. The first photo should be taken from arm's length away of the affected area and should have the note placed with the arrow pointing to the damage. Note the placement of the shipping VIN label in this photo. (see Figure 1)
2. The second photo should be taken close to the affected area showing the damage with the note still in place. (see Figure 2)
3. The third should be a full side view of the bike, with the note still in place. Note the placement of the shipping VIN label in this photo. (see Figure 3)
4. Repeat steps 1-3 if there are multiple damaged areas.

IMPORTANT: Shipping damage is not warrantable if the photos submitted for a claim do not meet the requirements, or there is no photo of the unit in the crate and showing the crate shipping label.



