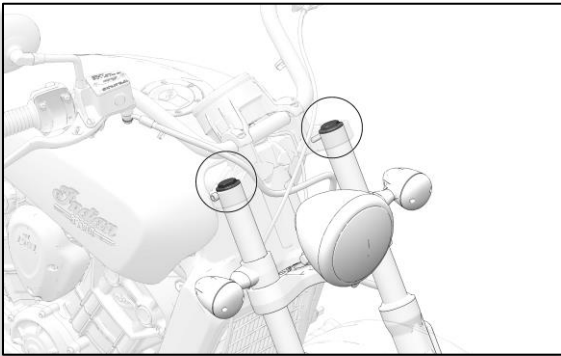




Dear JENNIFER,

Thank you for your continued commitment to American ingenuity and the Indian Motorcycle brand. Customer satisfaction is our number one priority! We know that satisfaction starts with product quality. To further improve product quality, Indian Motorcycle has identified a cosmetic issue affecting a very limited number of vehicles. Our records indicate that you have purchased a potentially affected vehicle. Please take a moment and review this letter.

**ISSUE:** The vehicle identification number (VIN) identified at the top of this letter was assembled with two different, mismatched fork caps. Unfortunately the fork caps are not interchangeable and replacement of the fork leg assembly is required. The forks can be differentiated by observing the flat surface on the nut portion of the fork cap (see photo). The fork assemblies using a flat fork cap are no longer available. They have been replaced by forks using a cap nut that has a raised edge machined into the uppermost surface. **NOTE:** This change is only cosmetic and has no bearing on the performance and handling characteristics of the motorcycle.



**ORIGINAL CAP**



**REPLACEMENT CAP**

### **FORK CAP LOCATION**

**SOLUTION:** Indian Motorcycle has applied an 'Open Case' status to your motorcycle directing dealers to replace the affected fork leg assembly at no cost to you.

**WHAT YOU NEED TO DO:** Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the fork leg replaced. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer.

If you need assistance finding an Indian Motorcycle dealer, please visit the web site at [www.indianmotorcycle.com](http://www.indianmotorcycle.com) or contact our Indian Motorcycle Consumer Service Department by calling 1-877-204-3697.

We apologize for this inconvenience and assure you that we are committed to quality by building the best motorcycles in the world.

Thank you for your continued support.

The Indian Motorcycle Team

2100 Highway 55  
Hamel, MN 55340-9100  
(763) 542-0500  
[info@indianmotorcycle.com](mailto:info@indianmotorcycle.com)  
[indianmotorcycle.com](http://indianmotorcycle.com)