TECHNICAL SERVICE BULLETIN

Date: August 24, 2017

Indian Motorcycle

Bulletin Number: I-17-02
Model Years: 2017

☐ Safety Bulletin ☒ **Service Bulletin** ☐ Service Alert Fax

This Service Bulletin is located at www.polarisdealers.com and www.intl.polarisdealers.com

–Confidential and Proprietary –

VERSION: R01 (August 24, 2017)

IMPORTANT
If you are working with a printed copy, please verify you have the most current version of these instructions.

SUBJECT:

2017 Indian Motorcycle Chieftain / Roadmaster GPS Software Update

PURPOSE:

Indian Motorcycle has determined that some Chieftain and Roadmaster models, produced between 6/21/2017 and 7/27/2017, may experience functional issues with the Ride Command navigation system and compass feature. When using navigation on affected bikes, the heading will always show the vehicle traveling North, causing turn-by-turn to continuously reroute. Additionally, the compass image on the Ride Data screen will not be shown.

Indian Motorcycle has developed a software update for Ride Command to properly configure the GPS antenna and correct the problem. Follow the instructions below to download the software and update the Ride Command system.

AFFECTED MODELS:

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2017	Chieftain	Reference "Unit Inquiry" on the dealer website or the Service Bulletin list on the STOP site to lookup affected units.
	Roadmaster	

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CUSTOMER NOTIFICATION:

A customer notification letter, providing software update instructions, will be sent to all registered owners of affected vehicles. Dealers are required to review sales records and contact consumers who have purchased a potentially affected vehicle. Additionally, dealers are required to correct any wholegood stock in their inventory as of the date of bulletin release, by repairing the vehicle and filing I-17-02. Reference the STOP site for a list of units with open service bulletins at your dealership.

WARRANTY CLAIM / PARTS INFORMATION:

SERVICE BULLETIN #	I-17-02
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	0.2 hrs (12 minutes)
PART NUMBER / DESCRIPTION	0000511 (QTY.1) MISCELLANEOUS LABOR 7170107 (QTY.1) BULLETIN COMPLTION DECAL
PARTS AVAILABILITY	Available to order
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	NO [1]

[1] Polaris does not require one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

WARRANTY COVERAGE PERIOD:

Warranty coverage for Service Bulletin I-17-02 will begin August 24, 2017. This bulletin expires two (2) years from registration date.

FEEDBACK FORM:

A feedback form has been created for the technician to provide INDIAN MOTORCYCLE with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/videos from a specific repair. This feedback form is viewable on a mobile device by scanning the QR code shown or by clicking HERE if viewing this document electronically.

FEEDBACK FORM

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REFLASH PROCEDURE:

ON THE COMPUTER -

1. Insert the USB flash drive (8 GB) into your computer.
2. Go to the dealer website and select 'Indian Ride Command' from the 'Service and Warranty' dropdown.
3. Click 'GET THE UPDATE'.
4. Once the file is done downloading, go to your computer's download folder, locate the software file and transfer it to the USB flash drive.

NOTE
The file cannot be in a folder.

5. Properly eject USB flash drive from your computer.

ON THE MOTORCYCLE -

1. Connect the USB flash drive to the USB cable located within the storage area above the display.
2. Power up your Indian Motorcycle.
3. Pull down on Indian Logo and press the Settings Menu "Gear Icon".

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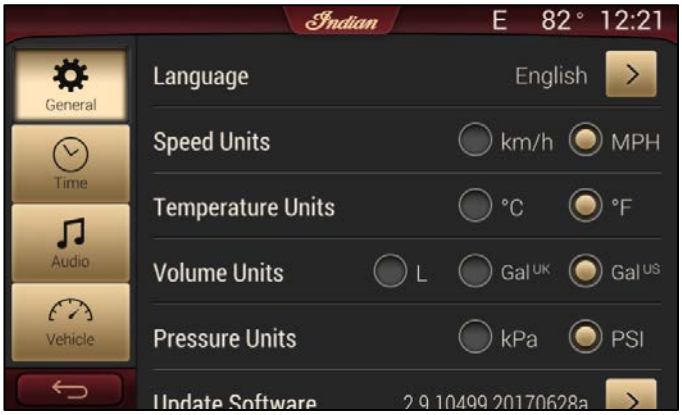
4. Press the General “Gear icon” to select “Settings”.



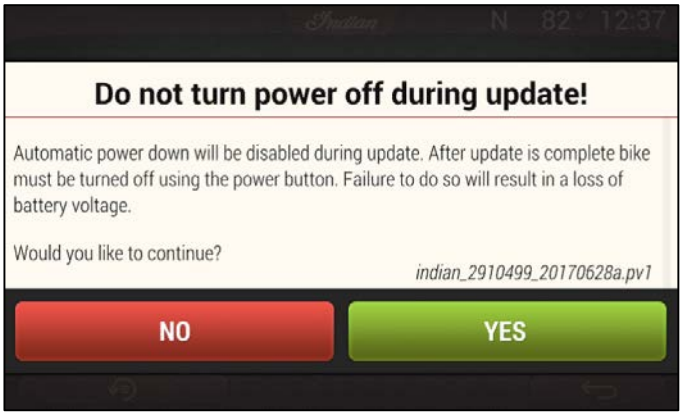
5. Select “Update Software”.

6. Select the file you wish to load.

NOTE
Use the date listed in the file name to determine the most current file.

7. Select "Yes" to restart display and install the new software.

IMPORTANT
Restart is required for new software to start installation.



8. Perform a complete shutdown (wait 30 seconds) once the software update is complete.

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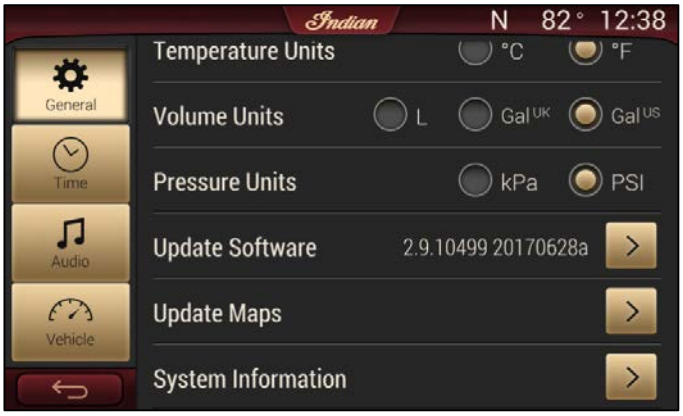
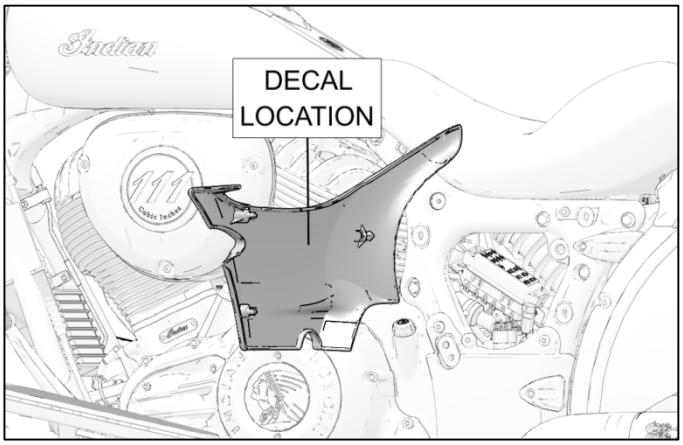
9. Verify the update by checking the version number next to the software update button in "Settings".



10. File a warranty claim for I-17-02 and Install a completed Service Bulletin Completion Decal (7170107).



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Dear Indian Motorcycle Owner:

Thank you for your recent purchase of an Indian Chieftain motorcycle. The quality of our motorcycles is of the utmost importance to us at Indian Motorcycle as we know that the quality of your motorcycle directly impacts your riding experience.

We wanted to make sure you were alerted to the fact that Indian Motorcycle has issued a service bulletin #I-17-02 for a select number of Indian motorcycles equipped with the Ride Command infotainment system. Indian Motorcycle has determined that some Chieftain models, produced between 6/21/2017 and 7/27/2017, may experience functional issues with the Ride Command navigation system and compass feature. When using navigation on affected bikes, the heading will always show the vehicle traveling North, causing turn-by-turn to continuously reroute. Additionally, the compass image on the Ride Data screen will not be shown.

Indian Motorcycle has developed a software update for Ride Command to properly configure the GPS puck and correct the problem. If your motorcycle is exhibiting this issue, you have two options:

1. Follow the instructions attached to download the software and update the Ride Command system.
2. Schedule an appointment to bring your vehicle into your nearest dealer and they will perform the update free of charge.

A service bulletin for this concern has been delivered to dealers with instructions to correct the issue and the necessary software updates are available on my.indianmotorcycle.com immediately to ensure the needed repairs can be made as quickly as possible. The update will take approximately 10 minutes to complete.

If you have questions, please contact Indian Motorcycle Customer Service at (877) 204-3697.

We apologize for the inconvenience caused by this software issue. We take this seriously and have worked diligently to identify the issue, develop the solution and get it to you as soon as possible. Thank you for being a part of Indian Motorcycle.

The Indian Motorcycle Team

2100 Highway 55
Hamel, MN 55340-9100
(763) 542-0500
info@indianmotorcycle.com
indianmotorcycle.com

Consumer Letter

Dear Indian Motorcycle Owner:

Thank you for your recent purchase of an Indian Roadmaster motorcycle. The quality of our motorcycles is of the utmost importance to us at Indian Motorcycle as we know that the quality of your motorcycle directly impacts your riding experience.

We wanted to make sure you were alerted to the fact that Indian Motorcycle has issued a service bulletin #I-17-02 for a select number of Indian motorcycles equipped with the Ride Command infotainment system. Indian Motorcycle has determined that some Roadmaster models, produced between 6/21/2017 and 7/27/2017, may experience functional issues with the Ride Command navigation system and compass feature. When using navigation on affected bikes, the heading will always show the vehicle traveling North, causing turn-by-turn to continuously reroute. Additionally, the compass image on the Ride Data screen will not be shown.

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Consumer Letter