



Date: February 15, 2018

TECHNICAL SERVICE BULLETIN

Indian Motorcycle

Bulletin Number: I-18-02
Model Years: 2017-2018

☐ Safety Bulletin

☒ **Service Bulletin**

☐ Service Alert Tax

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

—Confidential and Proprietary—

VERSION: R01 (February 15, 2018)

IMPORTANT

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

SUBJECT:

2017-2018 Indian Motorcycles (111 c.i.) False-Positive DTCs and Parasitic Draw

PURPOSE:

Indian Motorcycle has identified three separate calibration concerns currently affecting 2017 and 2018 full-size Indian Motorcycles. The Indian Motorcycle engineering team has released updated ECM and cluster calibrations to correct these concerns. Gear Position Fault, Coil Driver Fault, and Battery Drain issues will all be resolved with this reflash. Refer to Team Tip I-17-11-01 for more details.

AFFECTED MODELS:

Model Year	Models	Vehicle Identification Number (VIN) Range
2017-2018	Chief, Chief Classic, Chief Dark Horse, Chief Vintage	Reference "Unit Inquiry" on the dealer website or the Service Bulletin list on the STOP site to lookup affected units.
	Springfield, Springfield Dark Horse	
	Chieftain, Chieftain Classic, Chieftain Dark Horse, Chieftain Limited, Chieftain Elite	
	Roadmaster, Roadmaster Elite	

CUSTOMER NOTIFICATION:

Dealers are required to review their sales records and make arrangements with customers for Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory.

WARRANTY CLAIM / PARTS INFORMATION:

2017-2018 Indian Motorcycles (111 c.i.)	
Safety Bulletin #	I-18-02
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) MISCELLANEOUS LABOR
Parts Availability	Reflash only
University Of Polaris Video Training Requirement	NO ¹

¹ Indian Motorcycle 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.

BULLETIN CONTACT LIST & SCHEDULING TOOL:

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled for bulletin repairs. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service. For more information, log in to <http://www.universityofpolaris.com>

WARRANTY COVERAGE PERIOD:

This Bulletin will begin February 15th 2018. 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



REFLASH PROCEDURE:

1. Verify that Digital Wrench version 3.9 Update 2/12/18 has been installed on your PC or laptop and proceed to STEP 6.

If you do not have Version 3.9 – Update 2/12/18 or higher installed, you must first download it before proceeding with the reflash.

NOTE

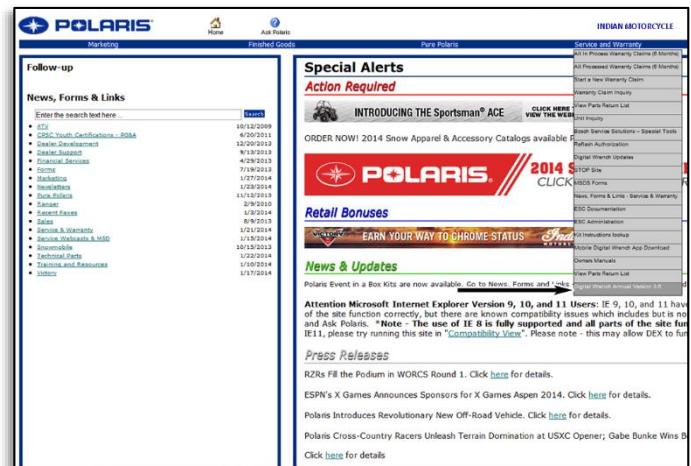
If you do not have Digital Wrench installed on your computer, you must first download the **Digital Wrench Base Version Installer** (STEP 2)



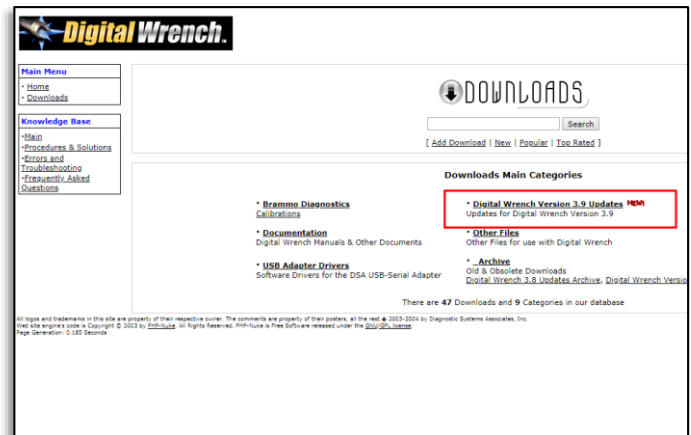
2. To download Digital Wrench Base Version, go to your dealer homepage and select **Digital Wrench Base Version Installer** from the **Service and Warranty** dropdown menu and download.

NOTE

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



3. Once the Base Version is installed, go to your dealer homepage and select **Digital Wrench Updates** from the **Service and Warranty** dropdown menu.
4. Click on **Digital Wrench Version 3.9 Updates**.



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Digital Wrench Version 3.9 Update 02/12/18
NEW

Description:

This update consists of all changes to Digital Wrench Version 3.9 since the original version was released in August 2017.

IMPORTANT:

THIS UPDATE WILL NOT INSTALL ON OLDER VERSIONS OF DIGITAL WRENCH. YOU MUST ALREADY HAVE VERSION 3.9 INSTALLED. INSTALL THIS UPDATE.

FOLLOW THE APPROPRIATE LINKS ON THE DEALER EXTRANET OR CONTACT POLARIS TECHNICAL SUPPORT IF YOU NEED INFORM DIGITAL WRENCH VERSION 3.9 INSTALLER.

Update 02/12/18 Includes the following changes & additions from the original program release and Previous Updates:

 - Addition of 2018 RANGER EV Models
 - Revised Vehicle Controllers Update Procedure for 2017-2018 Indian Motorcycles.

IMPORTANT: This update may also perform a firmware update on the SmartLink Module the first time it is connected. This update procedure may SmartLink.

NOTE: Reflashing a calibration should only be performed while working on a related issue, replacing an ECU or if there is an outstanding Service

- [illegible]

- | NOTE | |
|--|--|
| Digital Wrench will automatically identify current software levels and determine which modules require software updates. | |

IMPORTANT

Make sure the vehicle battery is fully charged or connected to a battery charger before proceeding.

Version: 3.9.2/12/2018

CAUTION

The VCM update procedure will take you through TWO separate reprogramming procedures.

- **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.

10. Follow the on-screen prompts until all control modules have been updated.
11. Check / clear any stored fault codes, disconnect Digital Wrench and test ride the motorcycle.