



SERVICE ADVISORY

Release Date: March 14, 2019

Expiration Date: March 14, 2020

IND

Communication #: ISA-19-01

Model Year(s): 2017–2019

— Confidential and Proprietary —

VERSION: R01 (March 14, 2019)

IMPORTANT

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

SUBJECT: WRINKLING FENDER TRIM

PURPOSE

Indian Motorcycle has identified a quality concern affecting some 2017–2019 full size motorcycles with chrome trim built from 7/18/2016 through 11/27/2018. The chrome trim strips applied to the front and rear fenders may exhibit a wrinkling finish shortly after installation.

To correct this concern, Indian Motorcycle has released this Service Advisory, instructing dealers to replace wrinkled trim.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2017–2019	Roadmaster, Roadmaster Classic, Roadmaster Elite	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected VINs.
	Chieftain, Chieftain Classic, Chieftain Elite	
	Springfield	
	Chief, Chief Vintage Chief Darkhorse (2017–2018)	

CUSTOMER NOTIFICATION

Dealers should not contact customers regarding this Service Advisory. Parts should only be installed on units exhibiting the issue as defined in this Service Advisory.

WARRANTY CLAIM PARTS INFORMATION

Bulletin/Advisory parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this communication. Parts should be ordered as individual units exhibiting the wrinkling trim are identified.

2017–2019 ROADMASTER/CHIEFTAIN/SPRINGFIELD/CHIEF WITH CHROME TRIM FRONT TRIM (BOTH SIDES)	
Bulletin/Advisory #	ISA-19-01-A
Claim Type	SA (Service Advisory)
Labor Allowance	0.7 hours (42 minutes)
Part Number / Description	5456170 (QTY 2) TRIM-FRT FENDER
Parts Availability	Available to order
University of Polaris Video Training Required	NO

2017–2019 ROADMASTER/CHIEFTAIN/SPRINGFIELD/CHIEF WITH CHROME TRIM REAR TRIM (LEFT FRONT)	
Bulletin/Advisory #	ISA-19-01-B
Claim Type	SA (Service Advisory)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	5456171 (QTY 1) TRIM-RR FENDER,LH,FRT
Parts Availability	Available to order
University of Polaris Video Training Required	NO

2017–2019 ROADMASTER/CHIEFTAIN/SPRINGFIELD/CHIEF WITH CHROME TRIM REAR TRIM (RIGHT FRONT)	
Bulletin/Advisory #	ISA-19-01-C
Claim Type	SA (Service Advisory)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	5456173 (QTY 1) TRIM-RR FENDER,LH,RR
Parts Availability	Available to order
University of Polaris Video Training Required	NO

2017–2019 ROADMASTER/CHIEFTAIN/SPRINGFIELD/CHIEF WITH CHROME TRIM REAR TRIM (LEFT REAR)	
Bulletin/Advisory #	ISA-19-01-D
Claim Type	SA (Service Advisory)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	5456172 (QTY 1) TRIM-RR FENDER,RH,FRT
Parts Availability	Available to order
University of Polaris Video Training Required	NO

2017–2019 ROADMASTER/CHIEFTAIN/SPRINGFIELD/CHIEF WITH CHROME TRIM REAR TRIM (RIGHT REAR)	
Bulletin/Advisory #	ISA-19-01-E
Claim Type	SA (Service Advisory)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	5456174 (QTY 1) TRIM-RR FENDER,RH,RR
Parts Availability	Available to order
University of Polaris Video Training Required	NO

ACCESSORY LABOR

Polaris will cover labor for the removal and installation of accessories required to complete the bulletin work. Follow the steps below to obtain reimbursement.

For accessory removal and installation up to 30 minutes of labor:

Enter the actual labor time for the removal and installation into the Accessory R&R Min Field on the bulletin claim.

For accessory removal and installation over 30 minutes of labor:

1. Start a new Ask Polaris Case, Service &Warranty Question > Authorization: Non-Cosmetic & Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter Indian Motorcycle® ISA-19-01 in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 110/155/168.
5. Add part 0000541, quantity 1.
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Polaris.

COVERAGE PERIOD

Coverage will begin on March 14, 2019. Coverage will expire on March 14, 2020.

PARTS RETURN / DISPOSAL INFORMATION

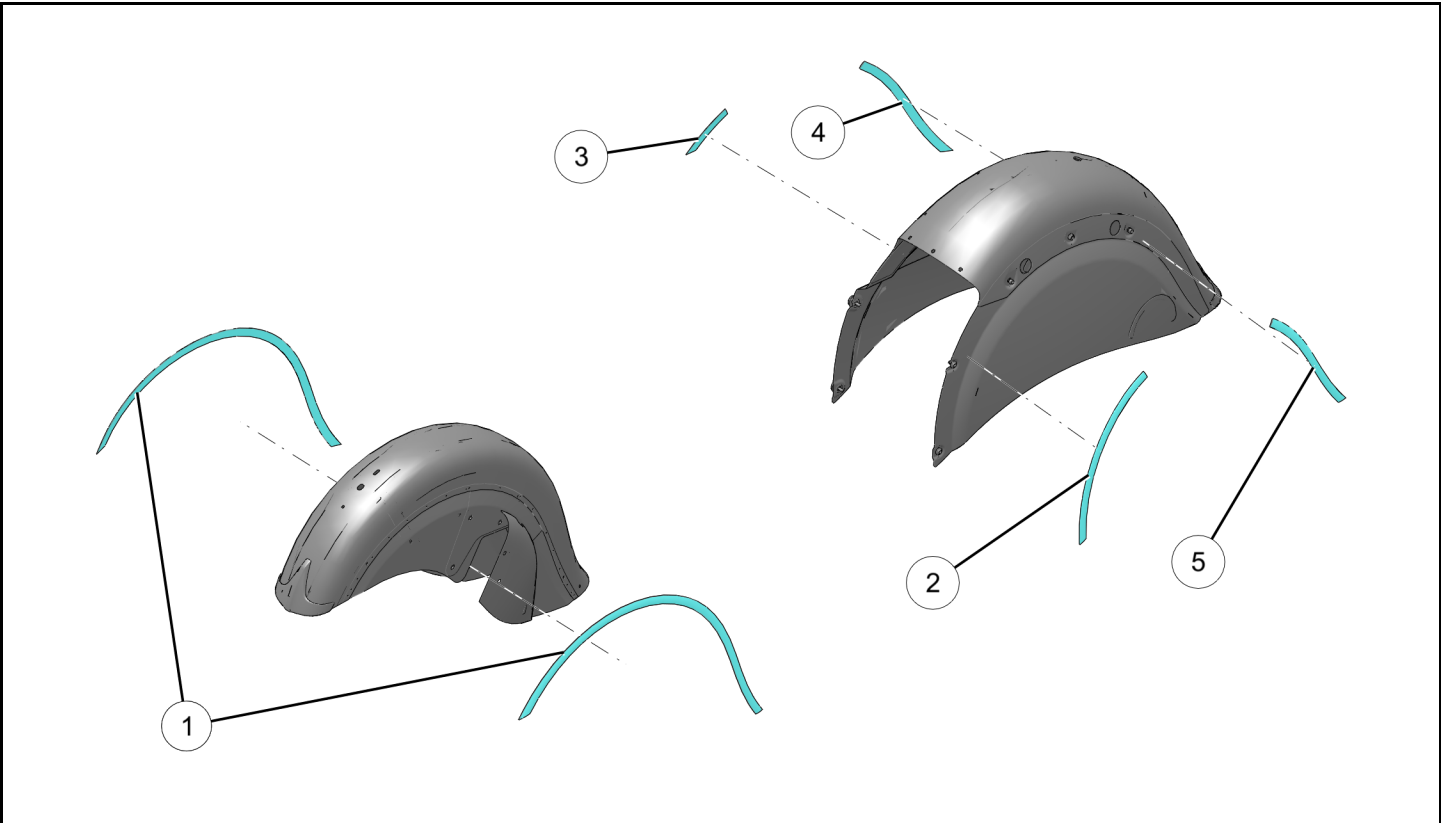
Under no circumstances shall the parts removed be re-used, sold, or re-purposed for another application. It is your dealership / distributor's responsibility to make sure every part replaced (related to this communication) is taken out of circulation and returned to Indian Motorcycle.

FEEDBACK FORM

A feedback form has been created for the technician to provide Polaris with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/video. This feedback form is viewable on a mobile device by scanning the QR code or by clicking [here](#) if viewing this document electronically.



ISA-19-01: WRINKLING FENDER TRIM



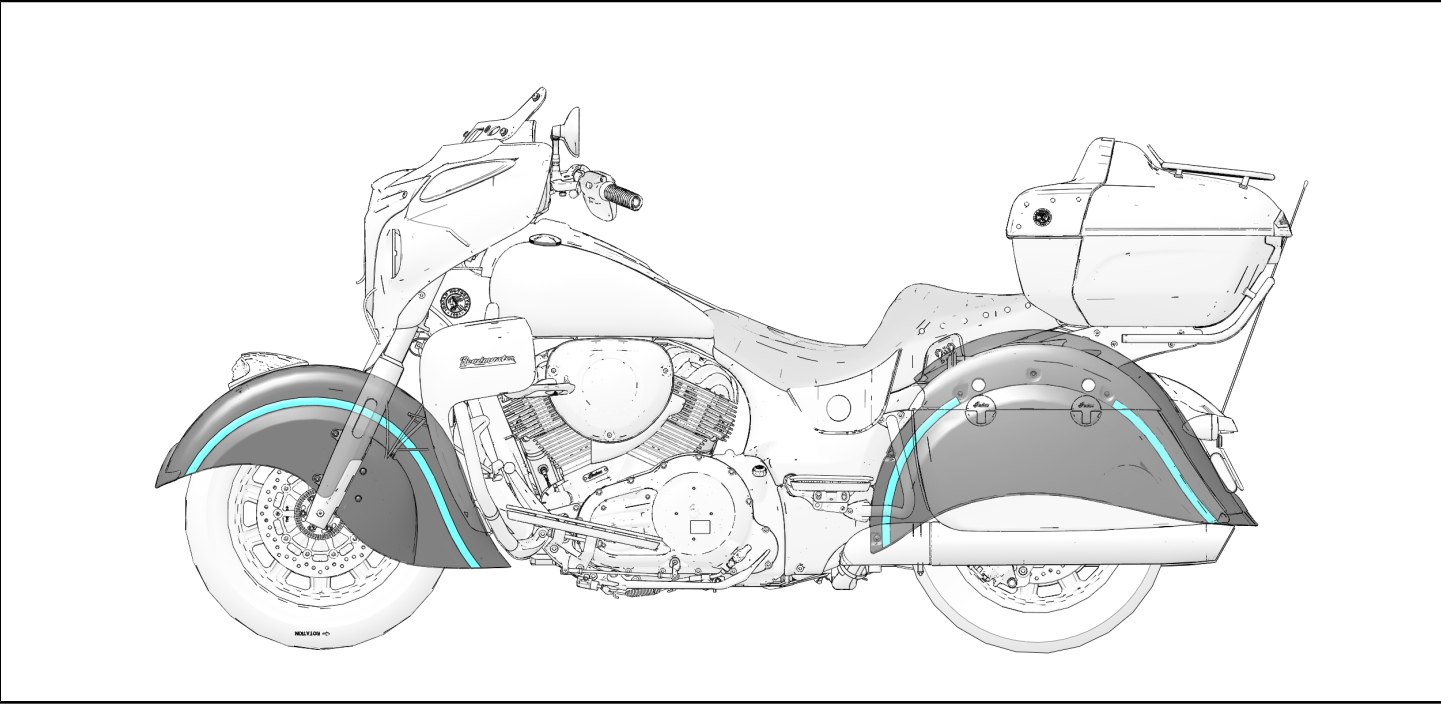
REF	PART DESCRIPTION	PART NUMBER	QTY
①	TRIM-FRT FENDER	5456170	2
②	TRIM-RR FENDER,LH,FRT	5456171	1
③	TRIM-RR FENDER,RH,FRT	5456172	1
④	TRIM-RR FENDER,RH,RR	5456174	1
⑤	TRIM-RR FENDER,LH,RR	5456173	1

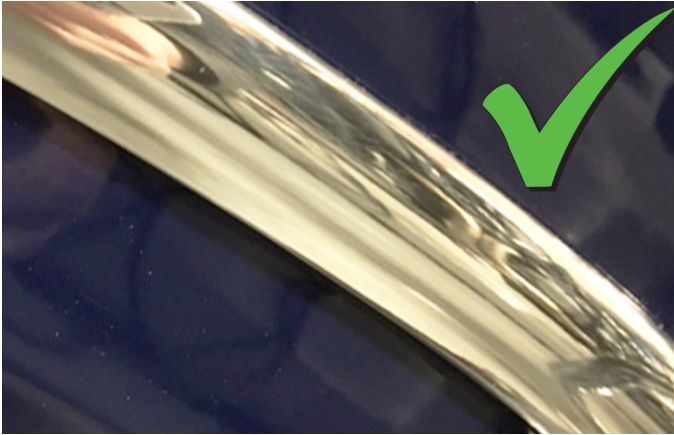
TOOLS REQUIRED

- Body Tool (plastic knife)
 - Lint-free cloth
 - Isopropyl alcohol
- Side-cutter
 - Torque Wrench
 - 5mm Allen

ISA-19-01: CHROME TRIM INSPECTION

1. Inspect the chrome trim on the front and rear fenders for any wrinkling.



GOOD	BAD
	
Trim Okay. Do NOT Replace	Wrinkling Trim. Okay to Replace

2. If trim piece/pieces are found to be wrinkled, replace the affected individual parts only.

To replace front fender trim, See **page 7**.

To replace rear fender trim, See **page 10**.

ISA-19-01: FRONT FENDER CHROME TRIM REPLACEMENT

REMOVAL

IMPORTANT

Park motorcycle on a lift table with the wheel clamped in wheel vice prior to procedure.

1. Using a body tool (plastic knife), release the leading end of the trim and peel back until reaching the front fork tube.



2. Release the trailing end of the trim and peel forward until reaching the fork tube.



3. Remove the trim from the fender and discard.

INSTALLATION

1. Remove residual adhesive from fender surface by rolling it up with your fingertips and picking it off.
2. Using a clean lint-free cloth and isopropyl alcohol, wipe the fender surface where the new trim will go to remove any residual adhesive or oils.



IMPORTANT

Surface preparation is critical for adhesion.

3. With adhesive backing still in place, route trim piece between fork tube and fender.
4. Starting at the leading edge, peel back roughly 4 in (101.6 mm) of adhesive backer.
5. Position trim so that 0.5 in (12.7 mm) of trim extends beyond fender lip and press trim to begin application.



6. Make sure the bottom edge of the trim follows the seam in the fender, apply incrementally in 4–6 in (101.6–152.4 mm) segments peeling back as you go.



IMPORTANT

Using the heel of your hand or fingertips, apply even pressure to length of trim to ensure adhesion.

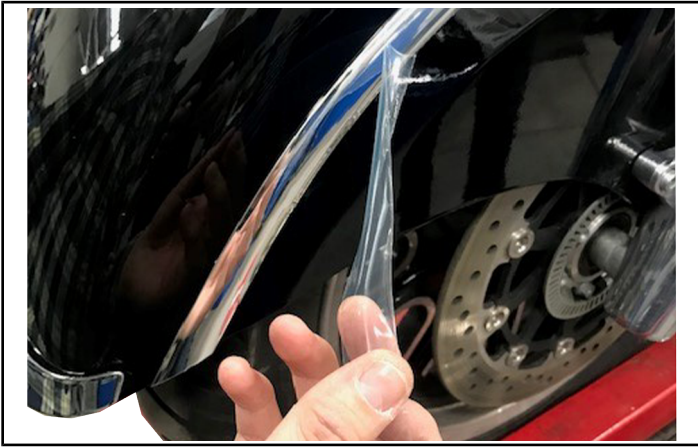
NOTICE

For section between fork tube and fender, use a plastic body tool to complete application and push down trim if necessary.

7. Using a side cutter, trim the excess trim at the front and rear of the piece.



8. Remove protective film from trim.



9. File **ISA-19-01-A**.

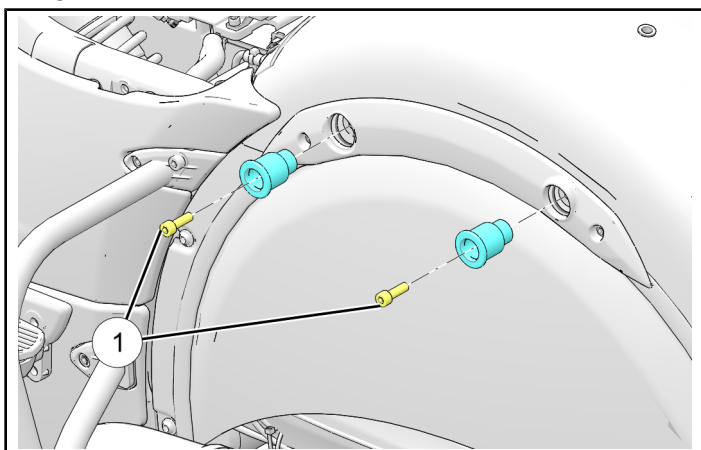
ISA-19-01: REAR FENDER CHROME TRIM REPLACEMENT

REMOVAL

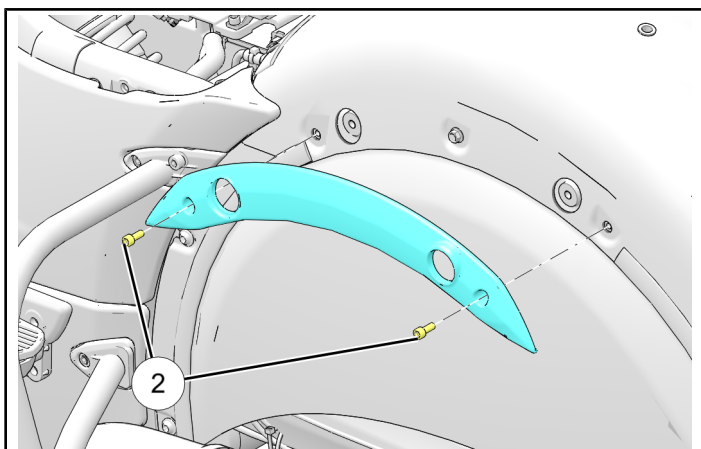
Refer to the online Indian Motorcycle (Full-Size) Service Manual to perform the following:

- Remove Trunk
- Remove Saddlebags

1. Remove saddle bag spools by removing the fasteners ①.



2. Remove strut cover by removing its fasteners ②.



3. Using a body tool (plastic knife), release the leading edge of the desired trim piece/pieces and discard.

INSTALLATION

1. Remove residual adhesive from fender surface by rolling it up with your fingertips and picking it off.
2. Using a clean lint-free cloth the isopropyl alcohol, wipe the fender surface where the new trim will go to remove any residual adhesive or oils.

IMPORTANT

Surface preparation is critical for adhesion.

3. Peel Back roughly 1 in (25.4 mm) of adhesive backer.
4. Position the applicable trim piece with the angled end in alignment with the edge of the fender to begin the application.
5. Make sure the bottom edge of the trim follows the seam in the fender, apply incrementally in 2–3 in (50.8–76.2 mm) segments peeling back as you go.

IMPORTANT

Using the heel of your hand or fingertips, apply even pressure to length of trim to ensure adhesion.

6. Remove protective film from trim.
7. Repeat steps 1–6 for any other trim pieces that require replacement.
8. Reinstall strut cover and secure with fasteners.

TORQUE

Strut Cover Fastener:
84 in-lbs (10 Nm)

9. Refer to the online Indian Motorcycle (Full-Size) Service Manual to perform the following:

- Saddlebag Installation
- Trunk Installation

TORQUE

Spool Fastener:
2017–2018 Models: 25 ft-lbs (34 Nm)
2019 Models: 32 ft-lbs (43 Nm)

TORQUE

Strut Cover Fastener:
84 in-lbs (10 Nm)

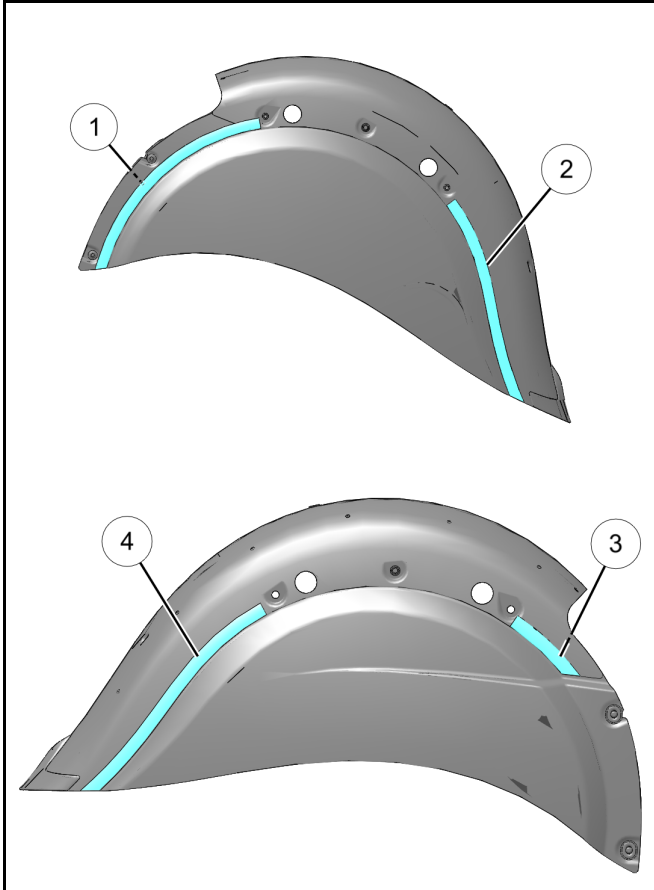
TORQUE

Seat Fastener:
84 in-lbs (10 Nm)

TORQUE

Trunk Locking Screw:
84 in-lbs (10 Nm)

10. Fill bulletin for trim piece/pieces replaced.



REF	DESCRIPTION	FILE
①	TRIM-RR FENDER, LH,FRT	ISA-19-01-B
②	TRIM-RR FENDER, LH,RR	ISA-19-01-C
③	TRIM-RR FENDER, RH,FRT	ISA-19-01-D
④	TRIM-RR FENDER, RH, RR	ISA-19-01-E