



SERVICE BULLETIN

Release Date: April 23, 2020

Communication #: I-20-04

Expiration Date: December 31, 2020

IND

Model Year(s): 2019–2020

— Confidential and Proprietary —

VERSION: R01 (April 23, 2020)

IMPORTANT

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

SUBJECT: RIDE COMMAND SCREEN PROTECTOR PURPOSE

As Indian Motorcycle continues to focus on best-in-class performance, durability analysis has identified an opportunity to improve the longevity of the Ride Command display screen. As a result, Indian Motorcycle is releasing screen protectors (similar to those used for phones or tablets) that provide UV protection as well as scratch and damage resistance. Motorcycles produced after January 7, 2020, were manufactured with enhanced screens that will not require a screen protector.

This bulletin provides coverage to install screen protectors to affected vehicles with Ride Command. Registered owners in the US and Canada will be sent 2 screen protector kits with installation instructions, should they wish to install the screen protector on their own. Customers have the option of bringing in their motorcycle and screen protector kits for dealer installation.

Dealers are encouraged to only order sufficient quantities necessary to update each motorcycle in dealer inventory with 2 screen protector kits each. It is unlikely that kit quantities above those necessary to update wholegood units will be needed.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2019	FTR	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to lookup affected VINs.
2020	Challenger	
	Chieftain	
	Roadmaster	

CUSTOMER NOTIFICATION

Indian Motorcycle will mail affected consumers in the US and Canada two screen protector kits and a notification letter with the following options:

- Install the screen protector per the provided instructions.
- Take the vehicle and screen protector kit to their local dealer for the screen protector installation.

In addition to consumer units, dealers are required to correct any affected units in their inventory.

WARRANTY CLAIM PARTS INFORMATION

2020 CHALLENGER, CHIEFTAIN, ROADMASTER MODELS	
Bulletin #	I-20-04-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	3330304 (QTY 2) Asy, Screen Protector, 7-inch
Parts Availability	Dealers should only place initial orders for units in inventory. Consumers in the US and Canada will receive 2 screen protector kits in the mail, reducing the number dealers should order. **Do NOT close bulletins if customers install their own screen protectors.**
University of Polaris Video Training Required	NO

2019 FTR MODELS	
Bulletin #	I-20-04-B
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	3330305 (QTY 2) Asy, Screen Protector, 4.3-inch
Parts Availability	Dealers should only place initial orders for units in inventory. Consumers in the US and Canada will receive 2 screen protector kits in the mail, reducing the number dealers should order. **Do NOT close bulletins if customers install their own screen protectors.**
University of Polaris Video Training Required	NO

BULLETIN CONTACT LIST & SCHEDULING TOOL

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled for this bulletin. 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>.

COVERAGE PERIOD

Coverage will begin on April 23, 2020. Coverage will expire on December 31, 2020.

Screen protectors will be warranty covered, parts only, for 5 years from the date of Bulletin release, expiring April 23, 2025. Replacement coverage can be submitted through standard warranty request channels.

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.



REPAIR PROCEDURE

TOOLS/SUPPLIES REQUIRED:

- Safety Glasses

1. Follow the instructions supplied with the Screen Protector kit (PN 3330304 or 3330305). Installation videos have been created to assist with the installation of the screen protectors. These videos are viewable by scanning the applicable QR code with a mobile device or by clicking the link if viewing electronically

For Challenger, Chieftain and Roadmaster models,
<https://vimeo.com/392974125/824b27b169>



For FTR models,
<https://vimeo.com/392973992/61c9c4750a>



2. Two screen protector kits are covered under this bulletin for each vehicle even though only one needs to be installed. Extra screen protectors should be left in the vehicle glove box or secure storage.
3. Print out and apply one addendum to the inside cover of the Owner's manual. Several addendum notes are found on the next page.
4. File a SB claim for this repair.
 - Challenger, Chieftain, Roadmaster models – I-20-04-A
 - FTR models – I-20-04-B

CUT AND TAPE INSIDE FRONT COVER OF OWNER'S MANUAL ON BIKES WITH SCREEN PROTECTOR

**This addendum should be added to the Owner's Manuals for ANY Indian Motorcycle affected by the bulletin. This includes not only dealer-installed protectors, but consumer and factory-installed protectors as well.

RIDE COMMAND SCREEN PROTECTOR

This motorcycle has been equipped with a tempered glass screen protector, designed to improve UV protection and longevity of your Ride Command display. If at any time you notice bubbling, cracking or any other visible defect, contact your dealer for replacement.

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