



# SERVICE BULLETIN

Release Date: May 20, 2020

# IND

Communication #: I-20-05

Model Year(s): 2020

— Confidential and Proprietary —

**VERSION: R01 (May 20, 2020)**

**IMPORTANT STOP SALE NOTICE!**  
**Stop selling affected vehicles immediately.**

## IMPORTANT

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

## SUBJECT: INCORRECT MANUFACTURING (MFG) DECAL (INT'L ONLY)

### PURPOSE

Indian Motorcycle has determined that some units were manufactured with a Manufacturing (MFG) decal and Certificate of Conformity (CoC) that has a typographical error. The affected decal must be removed and replaced with audit.

New decals and CoC have been sent to affected dealers. If your dealership has not received the correct MFG decal and CoC or the decal has been lost or damaged, please contact your country's service team. An example of correct and incorrect MFG decal and CoC can be found on **page 5**.

### AFFECTED MODELS

| MODEL YEAR | MODELS                                                                                                                               | VEHICLE IDENTIFICATION NUMBER RANGE                                                                                       |
|------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| 2020       | Chieftain<br>Chieftain Dark Horse<br>Chieftain Elite<br>Roadmaster<br>Roadmaster Dark Horse<br>Springfield<br>Springfield Dark Horse | Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to lookup affected VINs. |

## WARRANTY CLAIM PARTS INFORMATION

Bulletin parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this bulletin. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

| 2020 CHIEFTAIN, CHIEFTAIN DARK HORSE, CHIEFTAIN ELITE, ROADMASTER, ROADMASTER DARK HORSE, SPRINGFIELD, SPRINGFIELD DARK HORSE |                                     |
|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Bulletin #                                                                                                                    | I-20-05                             |
| Claim Type                                                                                                                    | SB (Service Bulletin)               |
| Labor Allowance                                                                                                               | 0.4 hours (24 minutes)              |
| Part Number / Description                                                                                                     | 0000541 (QTY 1) Bulletin Misc Labor |
| Parts Availability                                                                                                            | NA                                  |
| University of Polaris Video Training Required                                                                                 | NO                                  |

## COVERAGE PERIOD

Coverage will begin on May 20, 2020. Coverage for this repair has no expiration date.

## 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.



## REREGISTRATION REIMBURSEMENT

**Dealers should consult with their country service team and country manager if a Licensed and Registered motorcycle requires re-submission due to typographical error of Label and COC document within registered country.**

### NOTICE

If reregistration is required with government agency, Please follow procedure below for reimbursement.

Indian Motorcycle will cover administrative Labor & Government fees for resubmission of registration if required with government agency to complete the bulletin work. Follow the steps below to obtain reimbursement.

1. Start a new STANDARD warranty claim.
2. Enter VIN.
3. Enter today's date into the Date Failed and Date Repair information fields.
4. Enter Authorization code from your countries service team.
5. Labor Hrs: Up to 1 hour of labor.
6. Misc Charges: Enter actual License Plate and Registered Units Government fees.
7. Enter Indian I-20-05 Resubmission Registration Fees into the CONCERN field.
8. Enter Indian I-20-05 Resubmission Registration Fees into the CAUSE field.
9. Enter Indian I-20-05 Resubmission Registration Fees into the CORRECTION field.
10. Enter the part number: 0000541 QTY 1.
11. Enter warranty fail codes: 140/280/137.
12. Validate the parts.
13. Upload photos of the Government fees to support the resubmission reimbursement expense requested.
14. Save and submit the claim to Polaris.

## REPAIR PROCEDURE

### TOOLS REQUIRED:

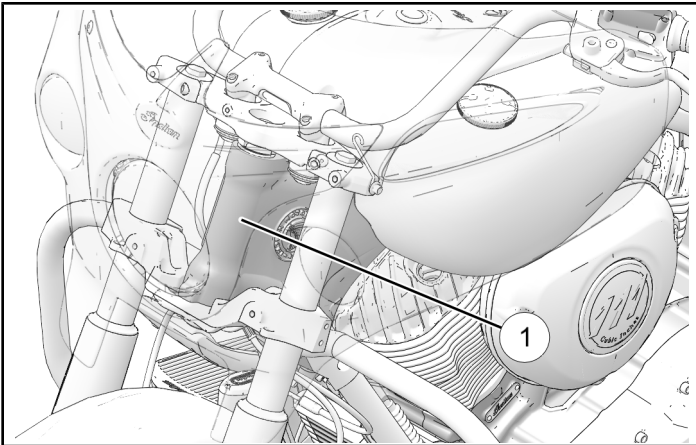
- Isopropyl alcohol
- Clean cloth or shop rag
- Scissors
- Plastic trim tool (shown below)



#### IMPORTANT

The repair procedure has three steps with a photo requirement. Dealers must retain photos for all completed VINs for audit purposes.

1. Park motorcycle on a flat, stable surface.
2. Confirm supplied decal includes vehicle's VIN.
3. Use a plastic trim tool to remove the incorrect MFG decal ① from the motorcycle's frame tube.



#### IMPORTANT

Do not use a metal tool to remove the decal as it may cause damage to the painted surface.

4. Cut the removed decal in half with a scissors.

5. Take an image of the two parts of the destroyed decal.
6. Use isopropyl alcohol and a cloth or rag to clean the surface and remove residual glue.
7. Allow surface to dry.
8. Apply new MFG decal.

#### IMPORTANT

If the new VIN decal is damaged during installation, contact your country's service team to obtain a new VIN decal.

9. Take image of frame tube with new MFG decal installed.

#### IMPORTANT — AUDIT STEP

A secondary dealer representative must verify the following:

- a. The removed decal has been destroyed.
- b. The new VIN decal has been installed and matches the stamped VIN.
- c. Verify original CoC document is destroyed.

10. File Bulletin I-20-05.

## REFERENCE

| MFG Decal                |                                                                                                                                                                                                                                                                       |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GOOD                     |                                                                                                                                                                                     |
| BAD                      |                                                                                                                                                                                     |
| CoC                      |                                                                                                                                                                                                                                                                       |
| Line 4.0.6.1. on page 3. |                                                                                                                                                                                                                                                                       |
| GOOD                     | <p>4.0.1. Environmental step: <u>Euro 4</u></p> <p>4.0.6. Sound level measured according to: <u>ECE R41.04</u></p> <p>4.0.6.1. Stationary: <u>96</u> dB(A) (CV: <u>N/A</u> dB(A)) at engine speed: <u>3150</u> min<sup>-1</sup> (CV: <u>N/A</u> min<sup>-1</sup>)</p> |
| BAD                      | <p>4.0.1. Environmental step: <u>Euro 4</u></p> <p>4.0.6. Sound level measured according to: <u>ECE R41.04</u></p> <p>4.0.6.1. Stationary: <u>87</u> dB(A) (CV: <u>N/A</u> dB(A)) at engine speed: <u>3150</u> min<sup>-1</sup> (CV: <u>N/A</u> min<sup>-1</sup>)</p> |