



Indian Motorcycle Company
P.O. Box 47700
Medina, MN 55340-9960

IMPORTANT NOTICE
This notice applies to your vehicle
Subject: Ride Command Screen Protectors

VIN: I-20-04
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

Thank you for being an Indian Motorcycle owner. We strive to deliver best in class performance and durability in every motorcycle we make. This notice is to inform you that your vehicle's Ride Command screen is not meeting our product quality and durability standards.

The reason for this notice:

Indian Motorcycle is releasing custom screen protectors (similar to those used for phones or tablets) that provide additional UV protection as well as scratch and damage resistance.

What you should do:

Option 1: Two screen protector kits are included with this letter. If you'd like to perform the update, follow the instructions included with the kit to install the screen protector on your vehicle's Ride Command screen. 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 navigating to the provided link.

Challenger, Chieftain and Roadmaster

<https://vimeo.com/392974125/824b27b169>



FTR

<https://vimeo.com/392973992/61c9c4750a>



Option 2: Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the update performed. This repair should take approximately 10 minutes. Please bring your two screen protector kits to your dealership if you are having them perform the work.

What your dealership will do:

If you select **Option 2**, your Indian Motorcycle dealer has been authorized to complete the screen protector installation on your vehicle. This work will be performed by your dealer at no cost to you.

This notice was mailed to you according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within 10 days.

If you need assistance contacting or locating an Indian Motorcycle dealer, or if you have questions your Indian Motorcycle dealer is not able to address, contact our Indian Motorcycle Owner Connections Department at 1-877-204-3697, scan the QR code, or go to <https://www.indianmotorcycle.com/en-us/self-help/>.



We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world-class products for riders to enjoy.

Sincerely,

Indian Motorcycle Company

CUT AND TAPE INSIDE FRONT COVER OF YOUR OWNER'S MANUAL

****This addendum should be added to the Owner's Manuals for your Indian Motorcycle.**

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.