



SERVICE ADVISORY

Release Date: June 07, 2022

Communication #: ISA-22-02

Expiration Date: June 07, 2023

IND

Model Year(s): 2022

— Confidential and Proprietary —

VERSION: R01 (June 07, 2022)

IMPORTANT

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

SUBJECT: VCM UPDATE AND ELECTRONIC REAR SUSPENSION DISABLEMENT

PURPOSE

Indian Motorcycle has identified a VCM calibration issue affecting some MY22 Challenger motorcycles. In some instances, the Ride Command display shows the "Shock Preload" settings for the Electronically Adjustable FOX Rear Suspension Preload accessory. This is only an accessory for MY22 Challenger and did not come installed from the factory.

To address this, Indian Motorcycle has released an updated VCM calibration and a disable procedure. The new VCM calibration followed by a disable procedure will remove the "Shock Preload" settings from the Ride Command display.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2022	Challenger	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.

CUSTOMER NOTIFICATION

Dealers are not required to contact consumers regarding this Service Advisory. Indian Motorcycle will NOT be mailing a notification letter to consumers affected by this Service Advisory.

WARRANTY CLAIM INFORMATION

2022 CHALLENGER	
Advisory #	ISA-22-02
Claim Type	SA (Service Advisory)
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

Claim Submission:

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Advisory> Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® ISA-22-02 and Send Claim.

DEALER - WHAT TO DO?

Indian Motorcycle recommends this **Service Advisory** be performed on any affected Model Year 2022 Challenger models before sale or delivery.

COVERAGE PERIOD

Coverage will begin on June 07, 2022. Coverage will expire on June 07, 2023.

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. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



VCM REPROGRAMMING PROCEDURE

TOOLS REQUIRED

- Digital Wrench® II
- Multilink XP cable
- Battery Tender (minimum 2 amps)

PROGRAMMING PROCEDURE

IMPORTANT

This procedure requires the use of Digital Wrench® II. Connect a battery tender to the vehicle during the programming.

1. Park motorcycle on a flat surface, fully extend kickstand, and make sure vehicle is stable.
2. Turn off the motorcycle.
3. Verify that Digital Wrench II version 1.0.24 or later has been installed on your PC or laptop.

Also confirm that your multilink has been set up to Direct to USB.

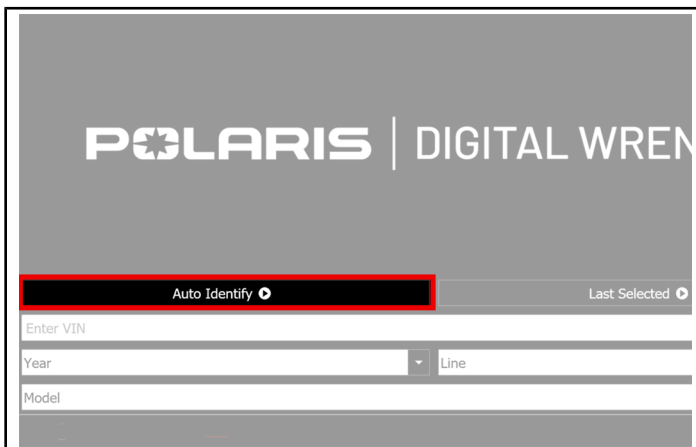
For installation instructions, Click [HERE](#) to view the Digital Wrench II user manual or visit “Other Publications” on the left navigation menu of the DEX STOP site.

4. Connect MultiLink XP cables to PC and motorcycle. Then power on the motorcycle. Do **NOT** start.

CAUTION

Make sure the vehicle has sufficient battery voltage and is connected to a battery tender before the reflash. Failure to do so may result in a reflash crash and damage the VCM.

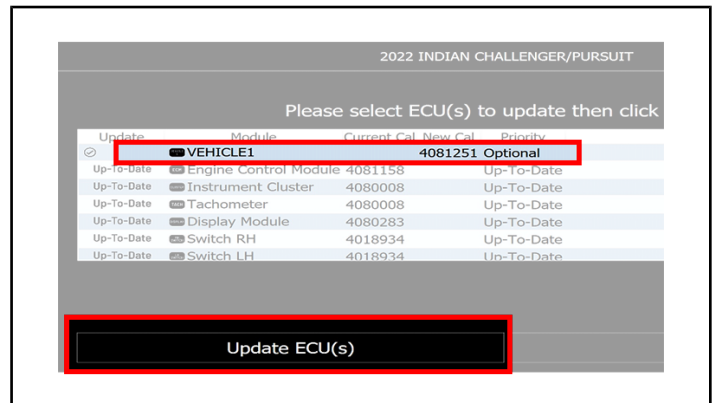
5. Open the Digital Wrench II application.
6. Select **Auto Identify**.



7. Select **Vehicle Update**.



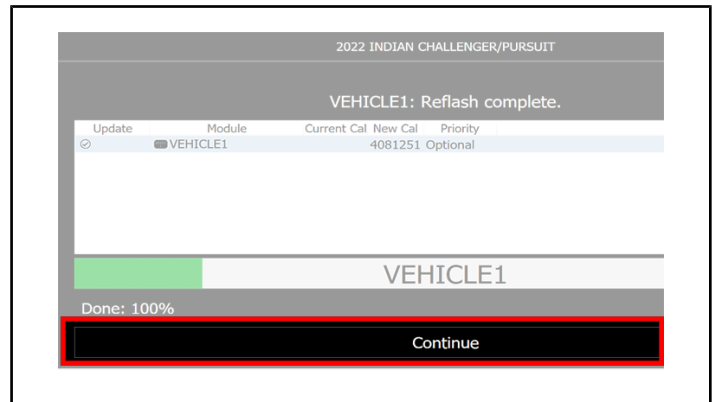
8. Select **VEHICLE1**. Then select **Update ECU**.



NOTICE

Digital Wrench II will automatically identify current software and determine if an update is required.

9. Select **Continue**.



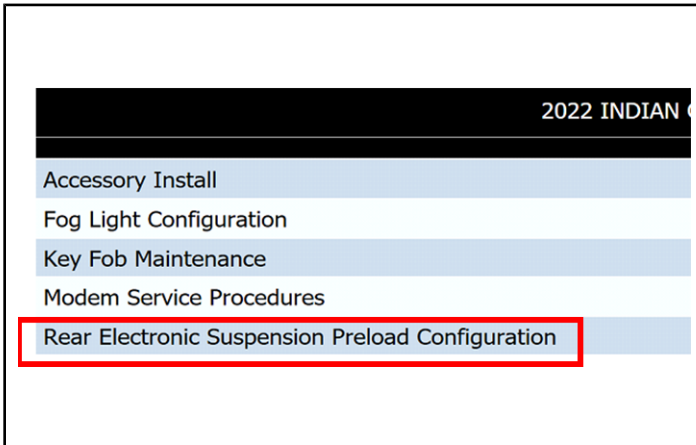
10. Once the update is complete, select the continue button then clear any trouble codes and power cycle the motorcycle.

ELECTRONIC REAR SUSPENSION CONFIGURATION PROCEDURE

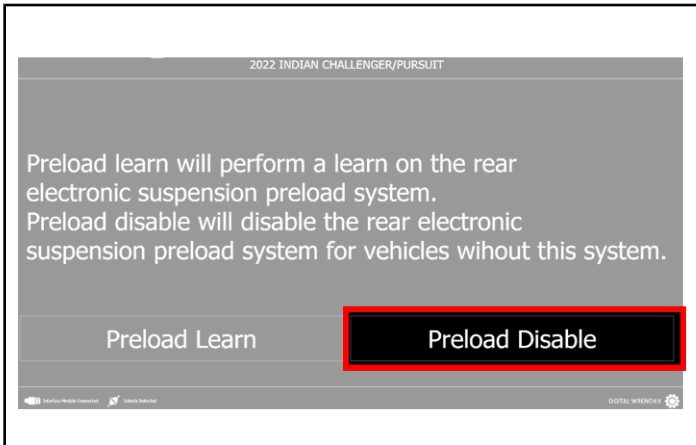
1. Verify the VCM has been updated.
2. Select **Procedures**.



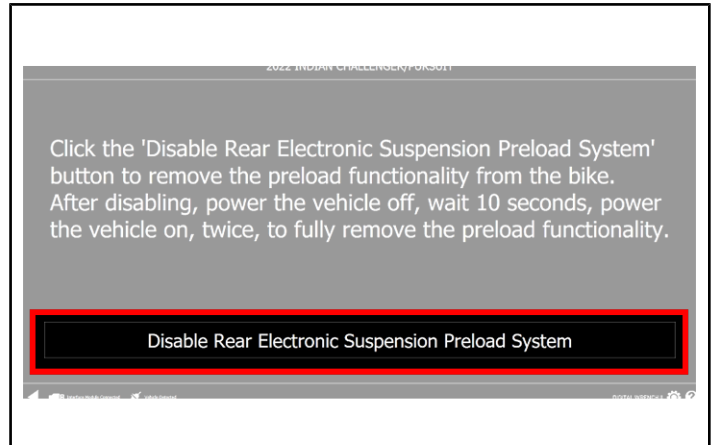
3. Select **Rear Electronic Suspension Preload Configuration**.



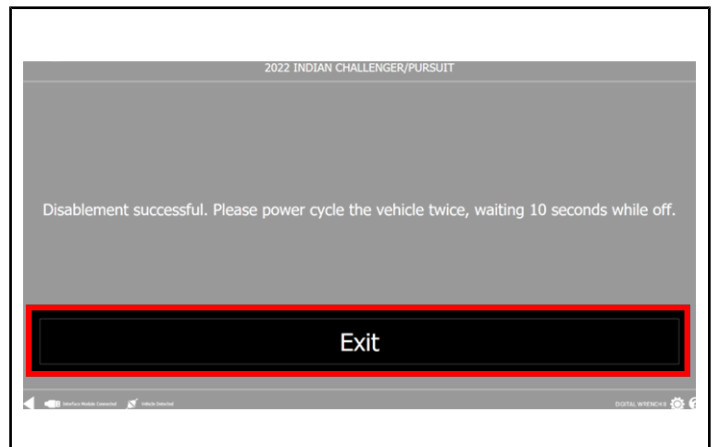
4. Select **Preload Disable**.



5. Select **Disable Rear Electronic Suspension Preload System**.



6. Once the disable procedure is complete, select **exit**.



7. Check / clear any stored fault codes. Power cycle the motorcycle 2-3 times. Make sure you wait a minimum of 20 seconds in between off/on.

NOTICE

The VCM will be updated instantly, but the display will take at least three power cycles before the settings in the Ride Command display are removed.

8. Check on the display that the settings for electronic rear suspension are now removed.
9. Submit a Service Advisory Warranty Claim for Indian Motorcycle® ISA-22-02.