



SERVICE ADVISORY

Release Date: July 27, 2023

Expiration Date: July 27, 2026

IND

Communication #: ISA-23-01

Model Year(s): 2020-2023

— Confidential and Proprietary —

VERSION: R01 (July 27, 2023)

IMPORTANT

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

SUBJECT: POWER WINDSHIELD MOTOR REPLACEMENT

PURPOSE

Indian Motorcycle has developed a new power windshield motor which is now used on some MY23 Indian Motorcycles.

In an effort to deliver consistent quality, Indian Motorcycle has released this Service Advisory to address worn power windshield motor bushings on some MY20-MY23 Indian Motorcycles.

Symptom: Power windshield motor can be heard when activated, however the windshield will not travel up/down.

Potential Cause: Failed bushing within the power windshield motor.

Troubleshooting/Resolution: Activate the power windshield switch in both directions. If the windshield motor is heard, but the windshield does not travel up or down, the power windshield motor should be replaced with the updated part. If the windshield motor is not heard, further diagnostics of the power windshield switch and motor will be required prior to motor replacement.

Warranty Coverage: Indian Motorcycle will offer extended coverage for power windshield motors with a failed bushing for one year outside of the factory warranty period.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020-2023	Chieftain, Chieftain Dark Horse, Chieftain Limited, Chieftain Elite	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.
	Roadmaster, Roadmaster Dark Horse, Roadmaster Limited	
	Challenger, Challenger Dark Horse, Challenger Limited, Challenger Elite	
2022-2023	Pursuit Dark Horse, Pursuit Limited, Pursuit Elite	

WARRANTY CLAIM INFORMATION

2020-2023 CHIEFTAIN, ROADMASTER	
Advisory #	ISA-23-01-A
Claim Type	SA (Service Advisory)
Labor Allowance	1.0 hours (60 minutes)
Part Number / Description	4081090, ASM-MOTOR, WINDSCREEN
Parts Availability	Available to order
University of Polaris Video Training Required	NO

2020-2023 CHALLENGER, 2022-2023 PURSUIT	
Advisory #	ISA-23-01-B
Claim Type	SA (Service Advisory)
Labor Allowance	0.8 hours (48 minutes)
Part Number / Description	4081090, ASM-MOTOR, WINDSCREEN
Parts Availability	Available to order
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-23-01 and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty > Warranty Claims > Start a New Warranty Claim. Select Service Advisory > Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® ISA-23-01 and Send Claim.

STOP!

Indian Motorcycle will **ONLY** offer extended coverage for power windshield motors with a failed bushing for one year outside of the factory warranty period.
Failure to follow instructions outlined above may result in your claim being debited back.

COVERAGE PERIOD

Indian Motorcycle will **ONLY** offer extended coverage for power windshield motors with a failed bushing for one year outside of the factory warranty period. See the VIN's registration dates in Unit Inquiry to ensure the motorcycle will be covered by ISA-23-01.

IMPORTANT

Unit Inquiry will not indicate an extended coverage date related to this campaign, and the Service Advisory may remain active. Coverage expires 1 year after the listed factory warranty expiration date in Unit Inquiry.

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 disposed of properly or returned to Polaris (if required).

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](#).



REPAIR PROCEDURE

PART A: TOOLS REQUIRED (CHIEFTAIN / ROADMASTER)

- Safety Glasses
- Torque Wrench
- Hex Key Set, Metric
 - 4mm, 5mm, 6mm
- Socket Set, Metric
 - 10 mm
- Wrench Set, Metric
 - 10 mm
- Non-marring Pry Tool

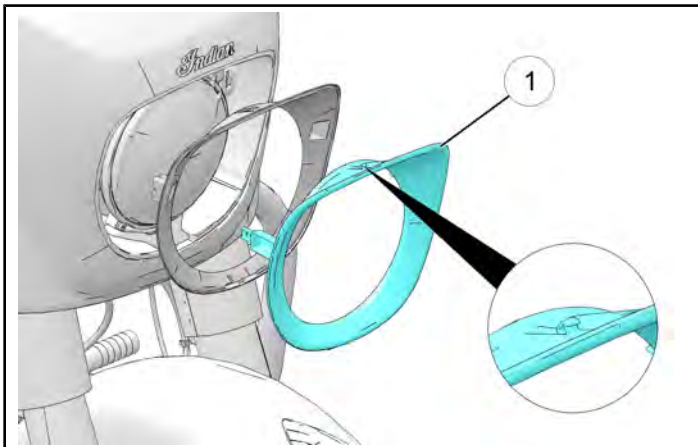
PART A: POWER WINDSHIELD MOTOR PROCEDURE (CHIEFTAIN / ROADMASTER)

OUTER FAIRING REMOVAL

NOTICE

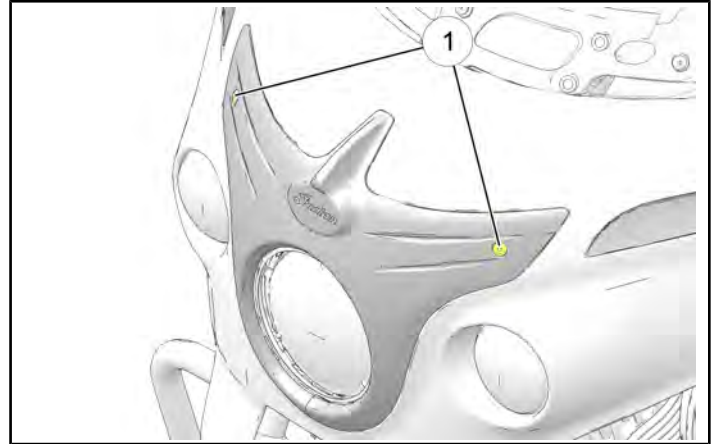
Place the power windshield in the full up position prior to fairing removal. You may have to pull on the power windshield up while using the motor switch.

1. Place the motorcycle on a flat surface resting on it's side stand.
2. **Normal Fairing:**
 - Using a small non-marring tool, pry down at the top center of headlight trim ① to release tab, pull headlight trim ① and rubber surround from fairing and carefully set aside.

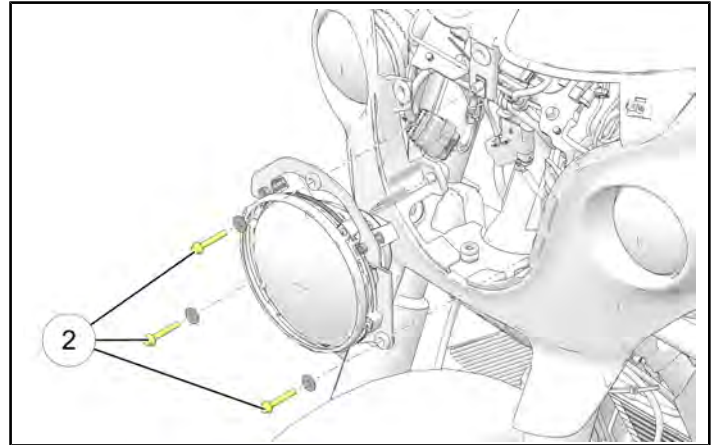


Classic Fairing:

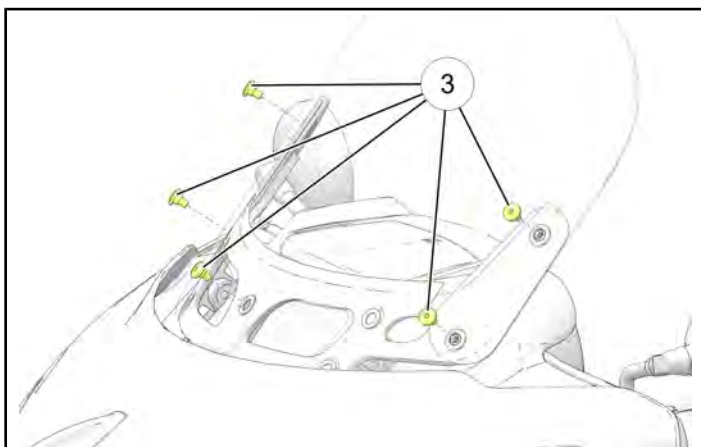
- Remove two fasteners ① and remove headlight bezel from fairing.



3. Remove three fasteners ② and withdraw the headlight assembly far enough to disconnect electrical connector.

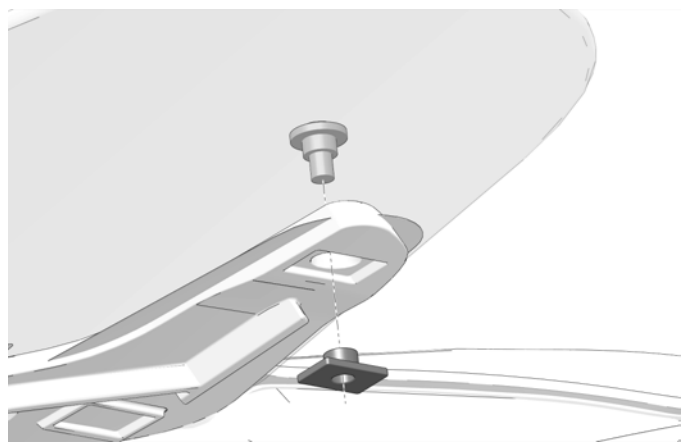


4. Remove the five fasteners ③ from the windshield and remove windshield.

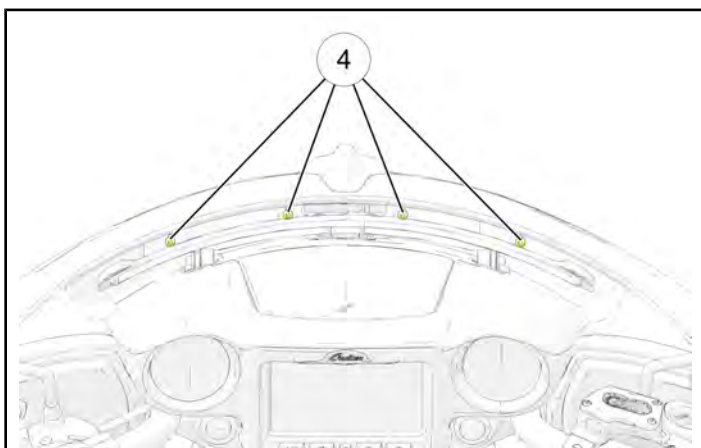


NOTICE

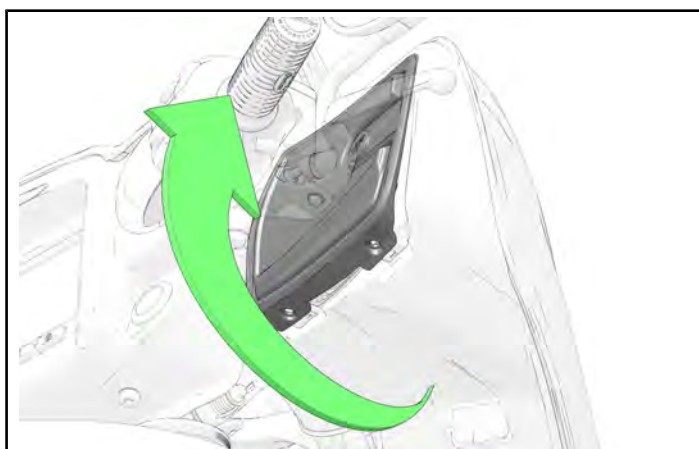
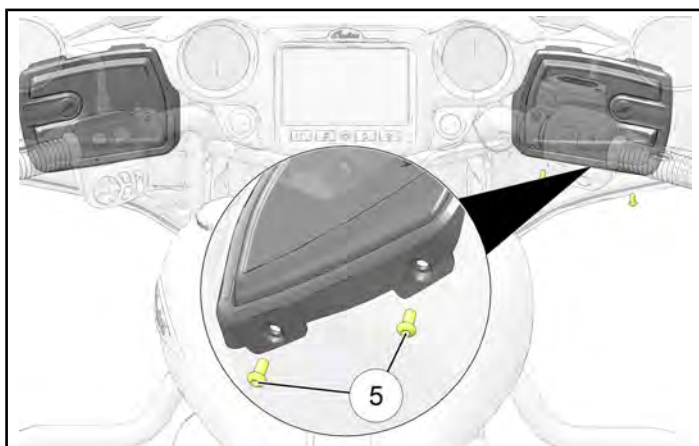
When removing the five windshield fasteners be sure to capture the T-nuts as they are not captive.



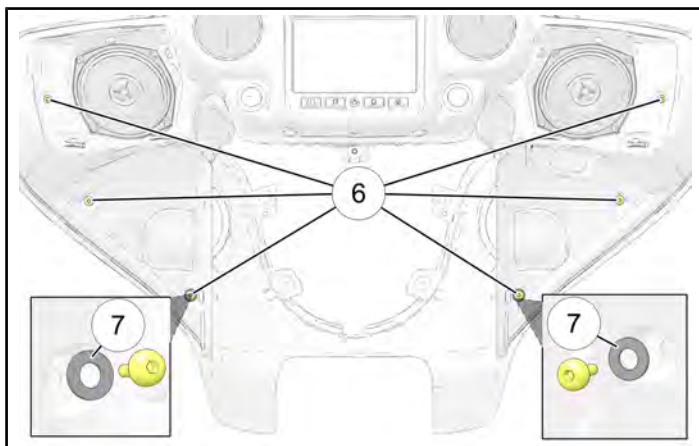
5. Remove the four fasteners ④ from the top of the fairing assembly.



6. Remove two fasteners from both the left and right side speaker grills ⑤. Using the Body Panel tool (PV-49955), gently pry the left-hand and right-hand speaker grill out of the inner fairing assembly.



7. Remove two short fasteners, four longer fasteners ⑥ and two washers ⑦ from the inner fairing assembly.



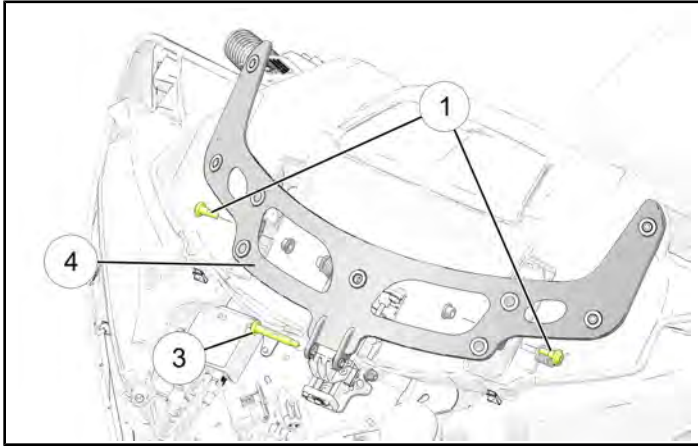
NOTICE

Some fasteners are longer than others, make sure to note placement of fasteners when removing.

8. Remove fairing assembly.

POWER WINDSHIELD MOTOR REMOVAL

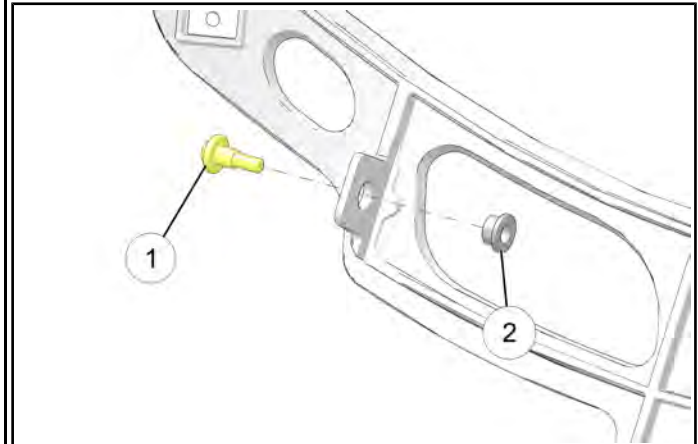
1. Remove the hex-head fasteners ① and fastener ③ securing the windshield lift bracket to the motor.



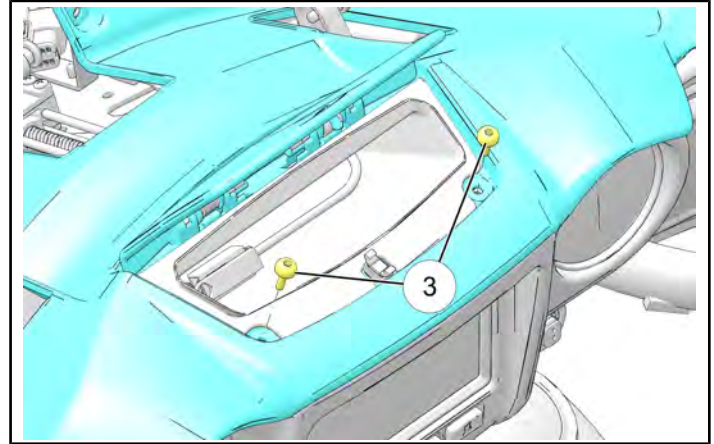
2. Remove the windshield lift bracket ④.

NOTICE

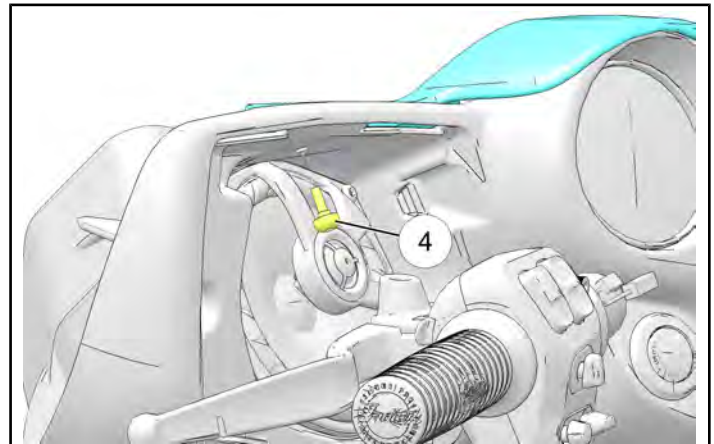
There are two small spacers ② located in the windshield lift bracket. One spacer for each fastener at the lift arms. Recover the spacers when the fasteners are removed.



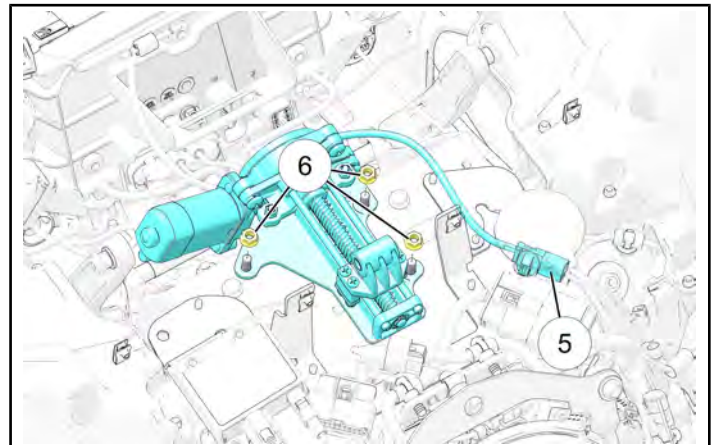
3. Remove the rubber insert and remove the two fasteners ③ securing the windshield cowl panel to the front storage insert.



4. Remove the two fasteners ④ securing the windshield cowl panel to both sides of the inner fairing assembly and remove the windshield cowl panel.

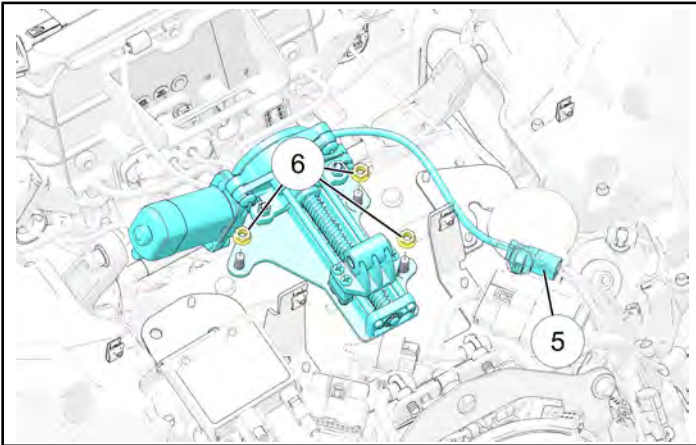


5. Disconnect the electrical connector ⑤ and remove the three nuts ⑥ securing the windshield lift motor to the mounting bracket. Remove motor assembly.



POWER WINDSHIELD MOTOR INSTALLATION

1. Plug the electrical connector ⑤ into the windshield lift motor assembly and lower onto the mounting studs.
2. Torque nuts ⑥ to specification.



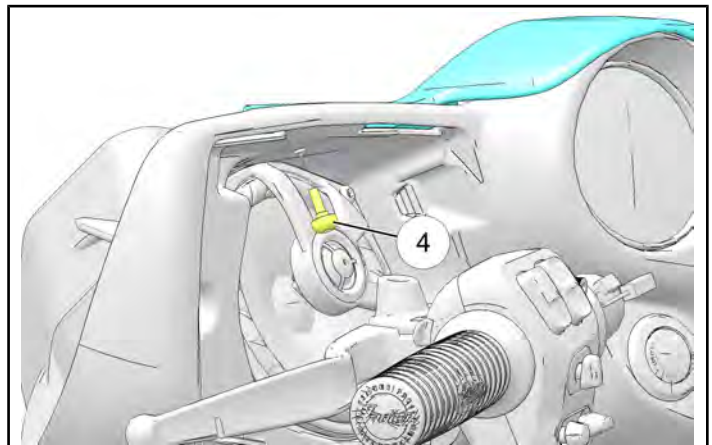
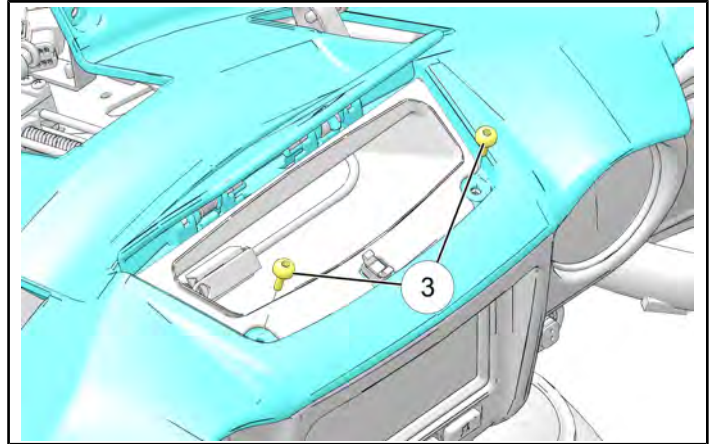
TORQUE

Windshield Motor Nuts:
35 in-lbs (4 N·m)

3. Remove the rubber insert, fit the windshield cowl panel into position and install the four fasteners ③ and ④ securing the panel to the inner fairing. Torque fasteners to specification.

NOTICE

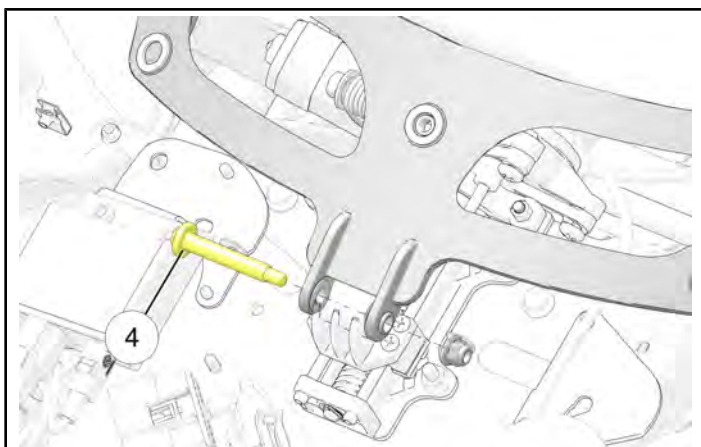
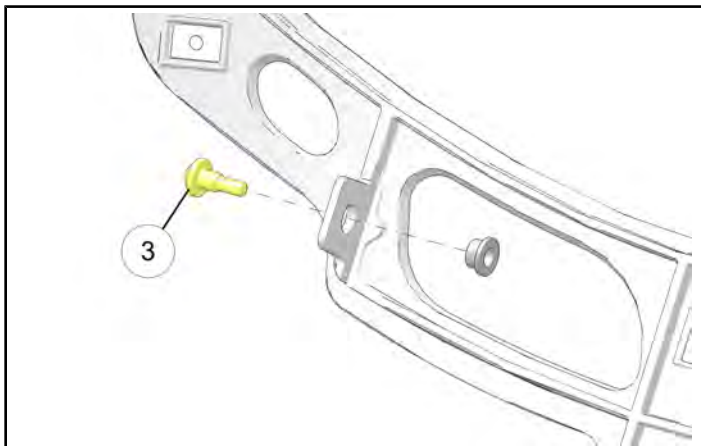
It is necessary to move the windshield lift arms toward the front of the vehicle when fitting the cowl panel.



TORQUE

Windshield Cowl Panel Fasteners:
35 in-lbs (4 N·m)

4. Install the two Lift Arm Fasteners ③ into the lift arms and Drive Motor Hinge Fastener ④ onto the drive motor. Torque all fasteners to specification.



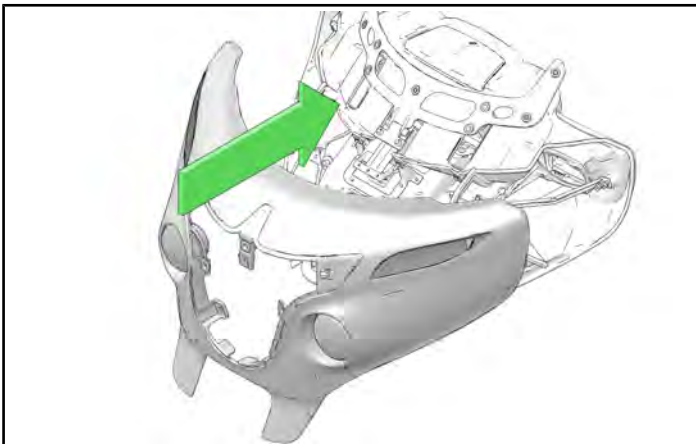
TORQUE

Lift Arm Fasteners:
88 in-lbs (10 N·m)

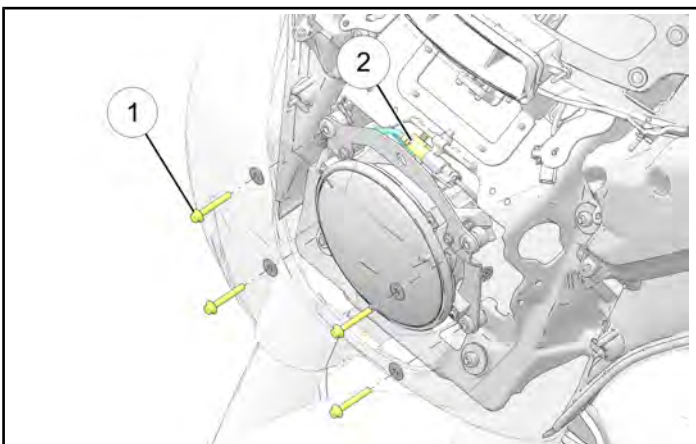
Drive Motor Hinge Fastener:
88 in-lbs (10 N·m)

OUTER FAIRING INSTALLATION

1. Install outer fairing assembly onto fairing subframe as shown.



2. Install the headlight assembly ①, reconnect the headlight ② and torque fasteners to specification.

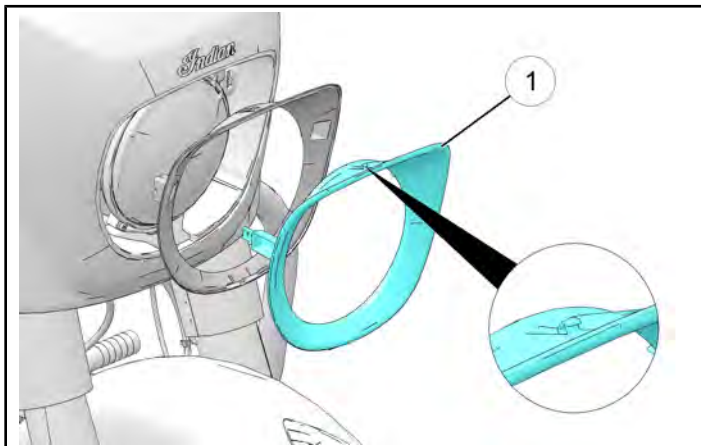


TORQUE

headlight Bracket Fasteners:
12 in-lbs (1 N·m)

3. Normal Fairing:

- Install rubber surround and headlight trim ① into fairing and carefully press into place.

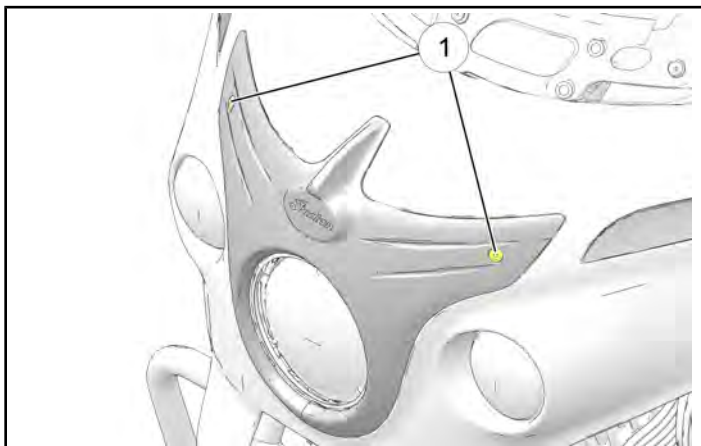


Classic Fairing:

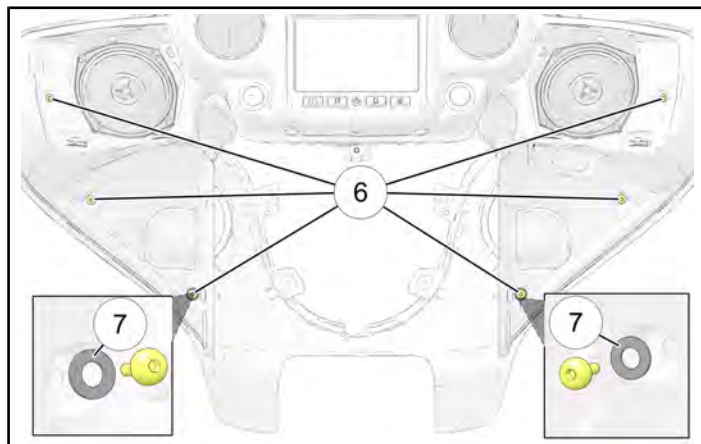
- Install trim piece into fairing and install with two retained screws ①. Torque screws to specification.

TORQUE

Bezel Fasteners:
36 in-lbs (4 N·m)



4. Install two short fasteners and four longer fasteners ⑥ into the inner fairing assembly. Install one washer ⑦ per side between the lower fasteners and the fairing. Torque fasteners to specification.



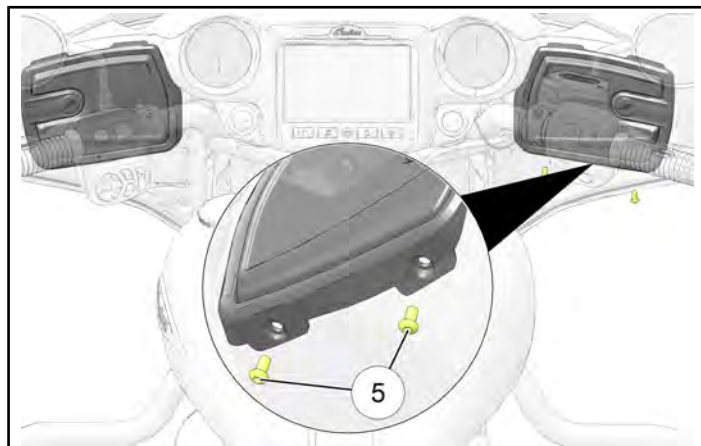
NOTICE

Some fasteners are longer than others, make sure to note placement of fasteners when removing.

TORQUE

Inner Fairing Fasteners:
35 in-lbs (4 N·m)

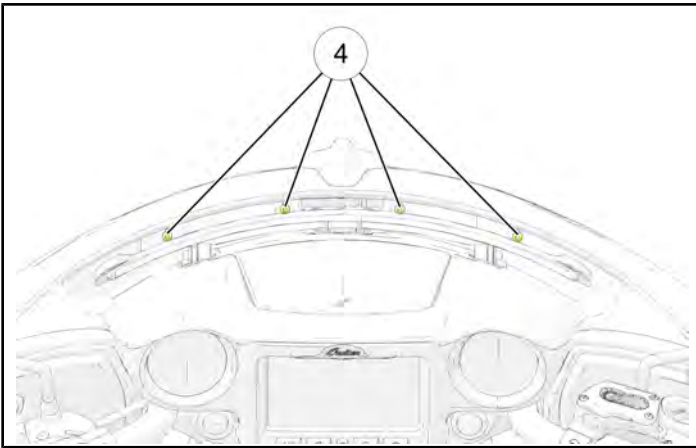
5. Install two fasteners into both the left and right side speaker grills ⑤. Torque to specification.



TORQUE

Speaker Fasteners:
35 in-lbs (4 N·m)

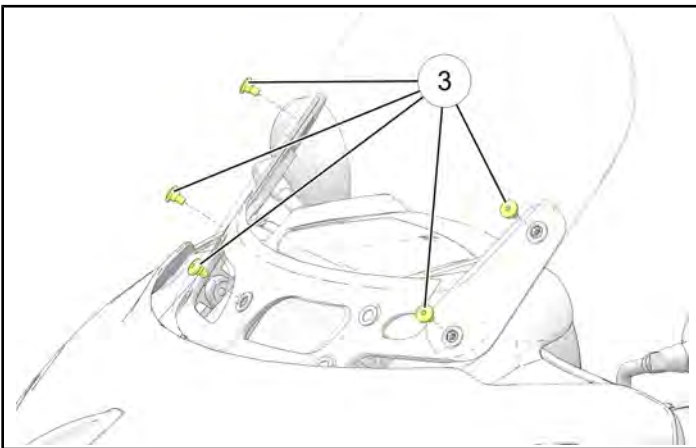
6. Install the four fasteners ④ into the top of the fairing assembly and torque to specification.



TORQUE

Upper Fairing Fasteners:
35 in-lbs (4 N·m)

7. Install the windshield and torque fasteners ③ to specification.



TORQUE

Windshield Fasteners:
35 in-lbs (4 N·m)

8. Verify the windshield moves up and down through the travel range.
9. Confirm proper operation of the headlight.
10. Submit a Service Advisory Warranty Claim for ISA-23-01-A.

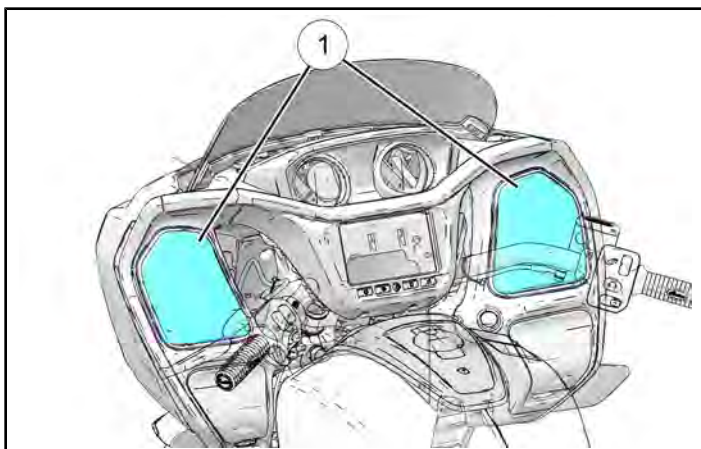
PART B: TOOLS REQUIRED (CHALLENGER / PURSUIT)

- Safety Glasses
- Torque Wrench
- Hex Key Set, Metric
 - 4mm, 5mm, 6mm
- Socket Set, Torx® Bit
 - T40
- Wrench Set, Metric
 - 10 mm
- Non-marring Pry Tool

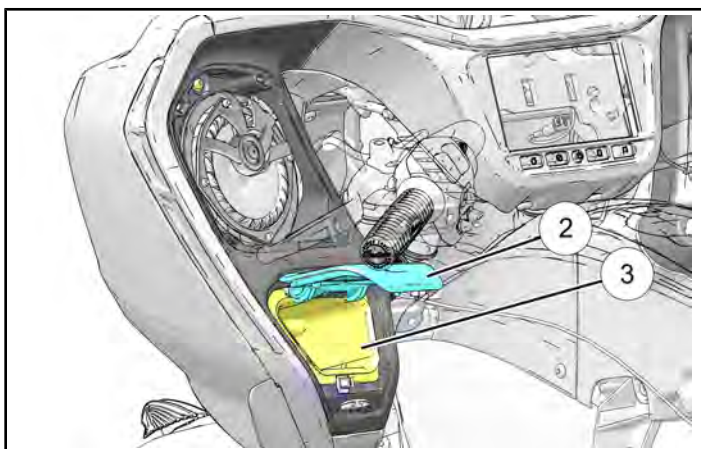
PART B: POWER WINDSHIELD MOTOR PROCEDURE (CHALLENGER / PURSUIT)

OUTER FAIRING REMOVAL

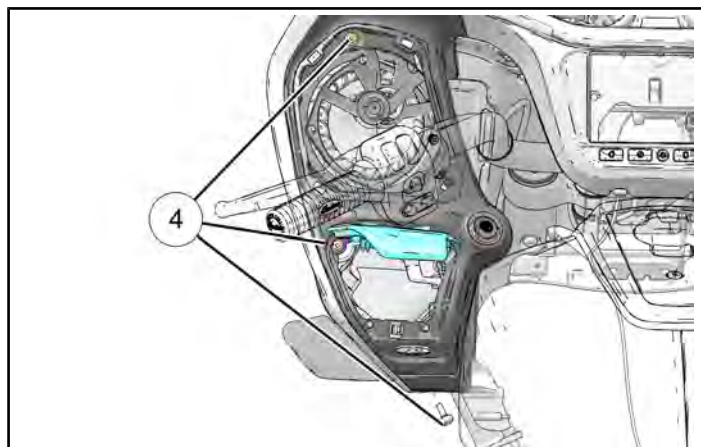
1. Using the body panel tool (PV-49955) gently remove speaker bezels ①.



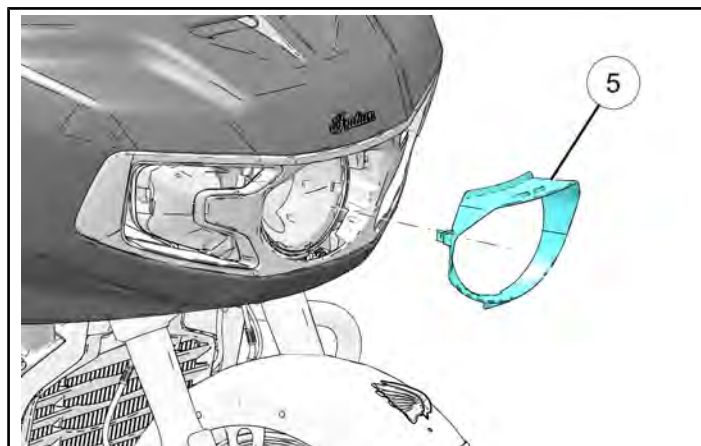
2. Open storage door ② and remove storage liner ③.



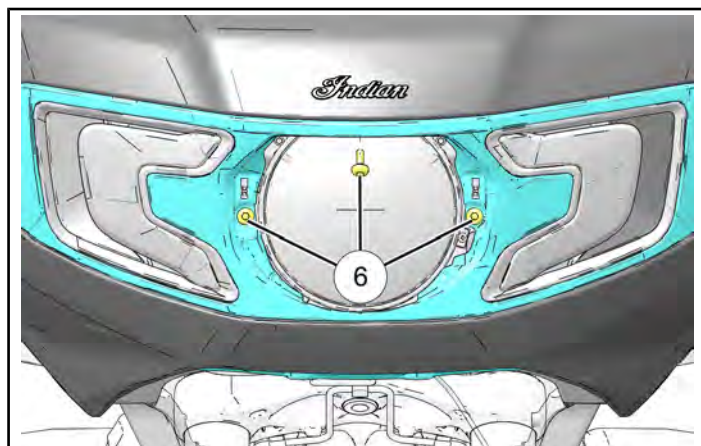
3. Remove outer fairing fasteners ④.



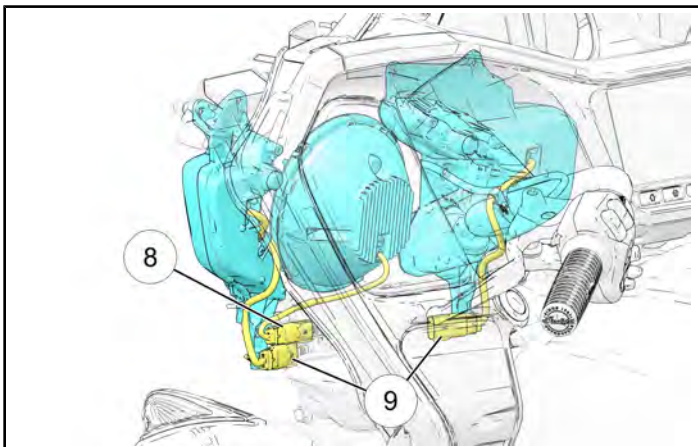
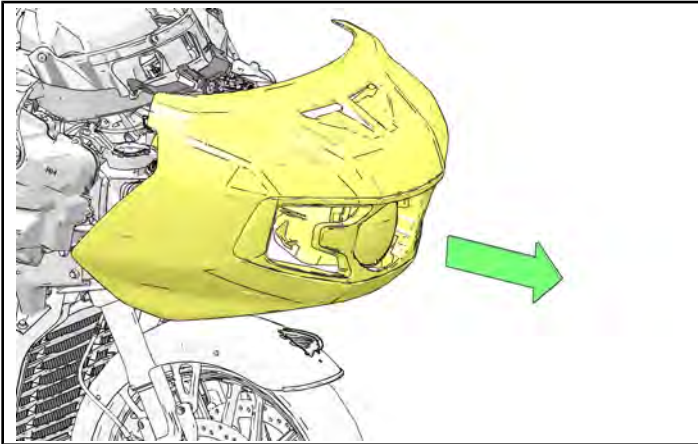
4. Repeat steps 2–3 for the remaining side.
5. Using the body panel tool (PV-49955) gently remove headlight bezel ⑤ by prying down at the top center to release the snap and then pull forward to release the side body clips.



6. Remove outer fairing fasteners ⑥.

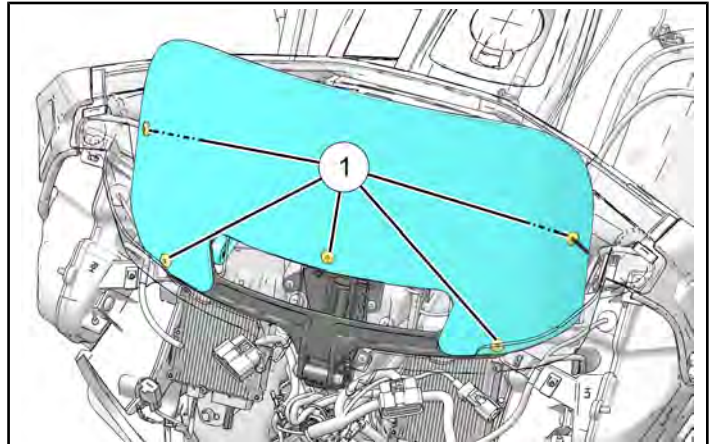


7. Carefully move the outer fairing forward and unplug the headlight ⑧ and turn signal electrical connection ⑨.



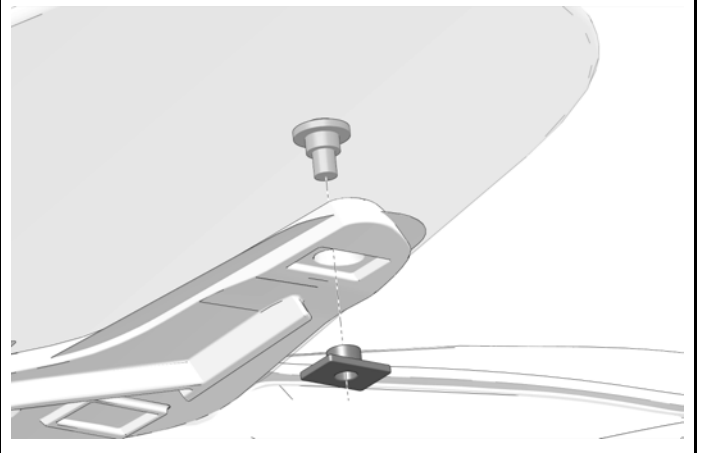
POWER WINDSHIELD MOTOR REMOVAL

1. Raise the windshield to expose the hex-head fasteners on the lift arms.
2. Remove windshield by removing its fasteners ①.

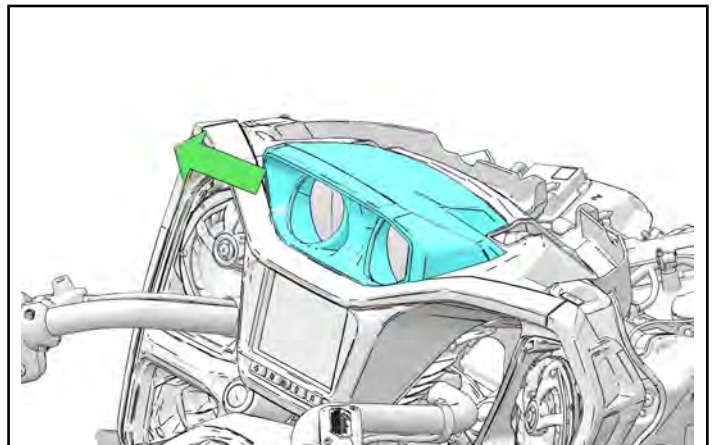


NOTICE

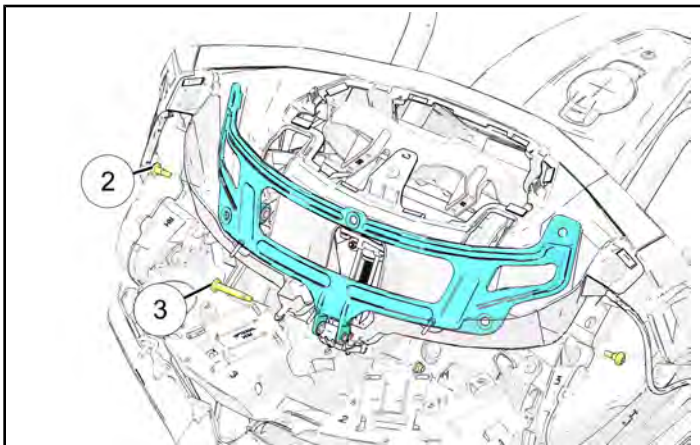
When removing the five windshield fasteners be sure to capture the T-nuts as they are not captive.



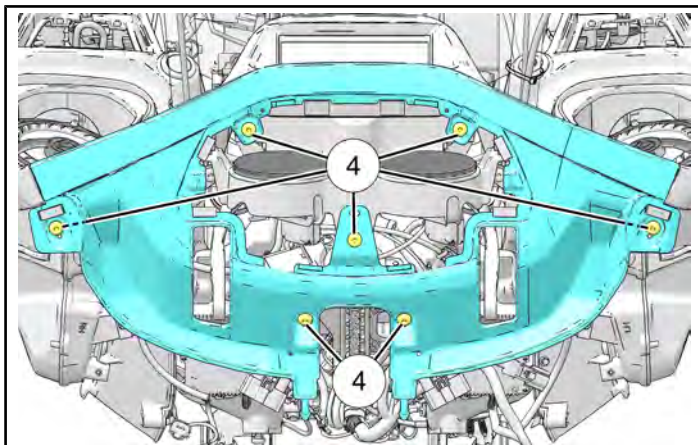
3. Push up at the top rear of the gauge hood and remove.



4. Remove windshield support by removing link fasteners ② and windshield motor fastener ③.

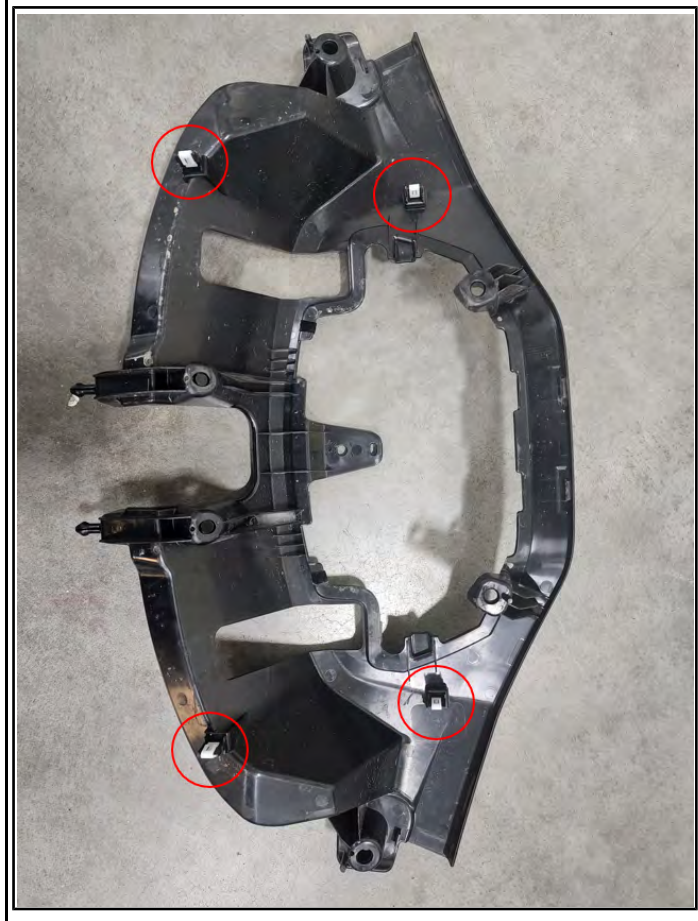


5. Remove fasteners ④ securing visor top and remove.

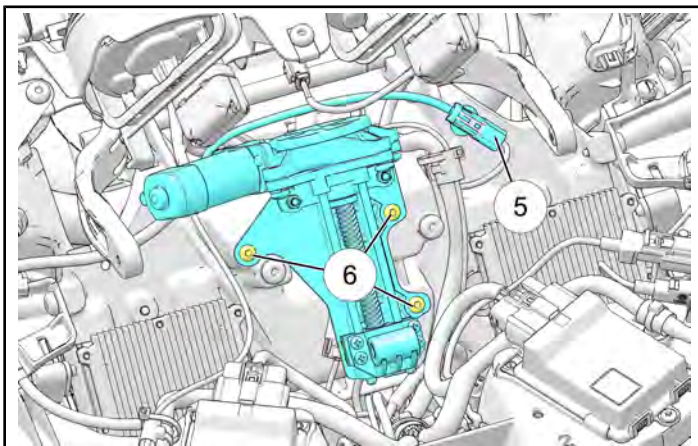


⚠ CAUTION

Visor top is held in by plastic push clips as shown below. Carefully remove to avoid damage.

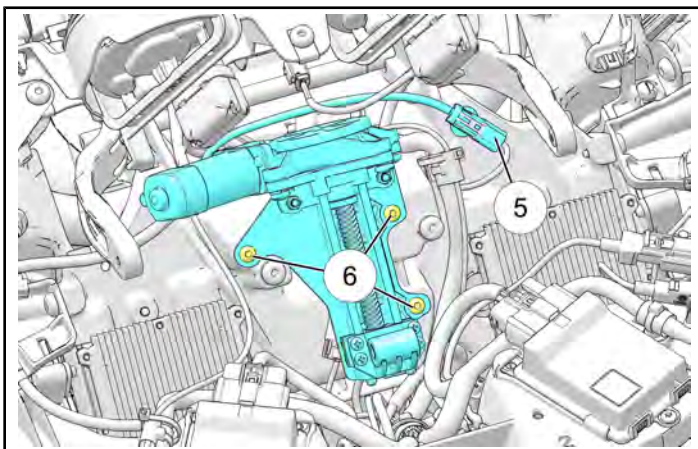


6. Disconnect the electrical connector ⑤. Remove the three fasteners ⑥ securing the windshield lift motor to the mounting bracket, and remove motor assembly.



POWER WINDSHIELD MOTOR INSTALLATION

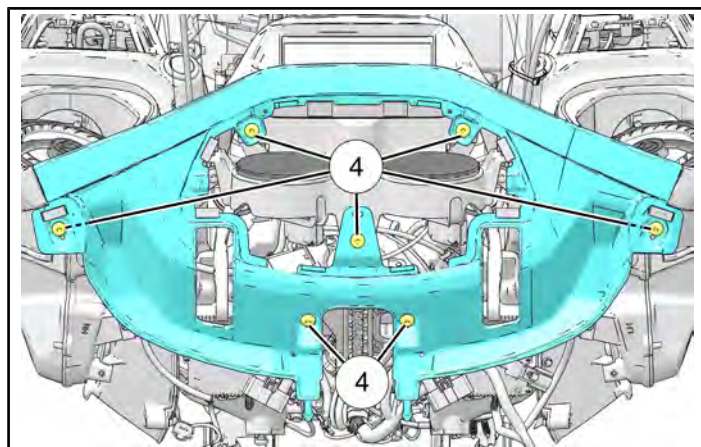
1. Plug the electrical connector ⑤ into the windshield lift motor assembly and lower into position.
2. Install motor fasteners ⑥ and torque to specification.



TORQUE

Windshield Motor Fasteners:
88 in-lbs (10 N·m)

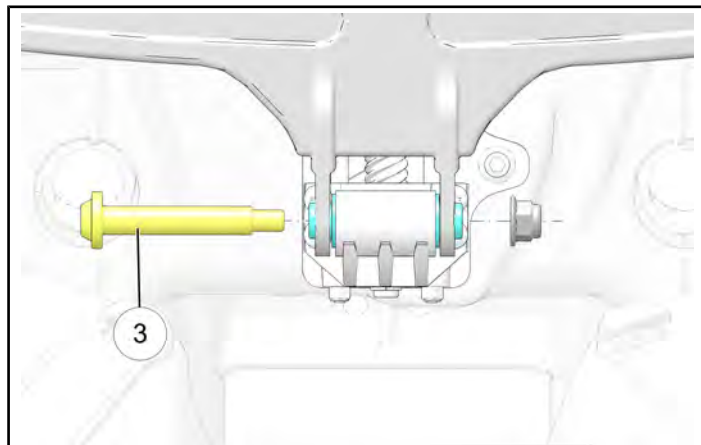
3. Install windshield support and seven fasteners ④. Torque fasteners to specification.



TORQUE

Windshield Support to Motor Fasteners:
88 in-lbs (10 N·m)

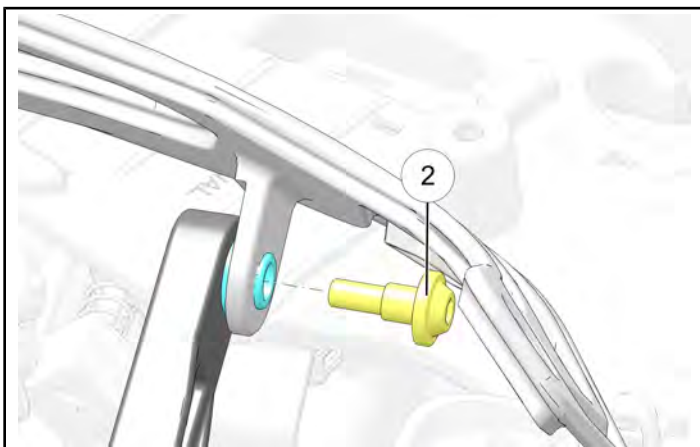
4. Loosely install windshield support to windshield motor fastener ③.



NOTICE

Make sure the spacers are retained in place between the bracket and windshield motor during installation.

5. Loosely install windshield support to link fasteners ②.



NOTICE

Make sure the spacer is retained in place between the bracket and support link during installation.

6. Torque fasteners windshield support to link fasteners

TORQUE

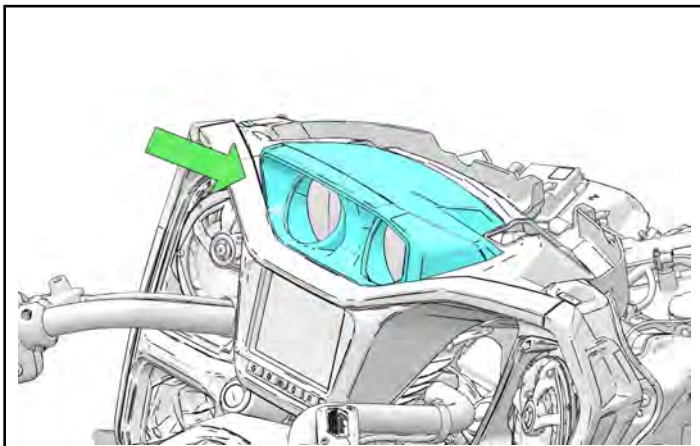
Windshield Support to Link Fasteners ②:

88 in-lbs (10 N·m)

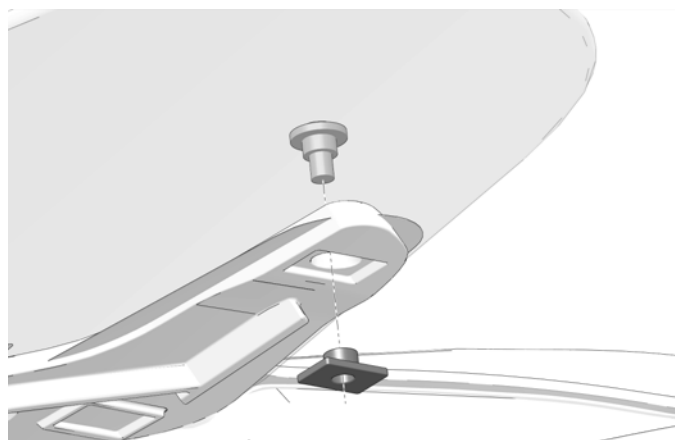
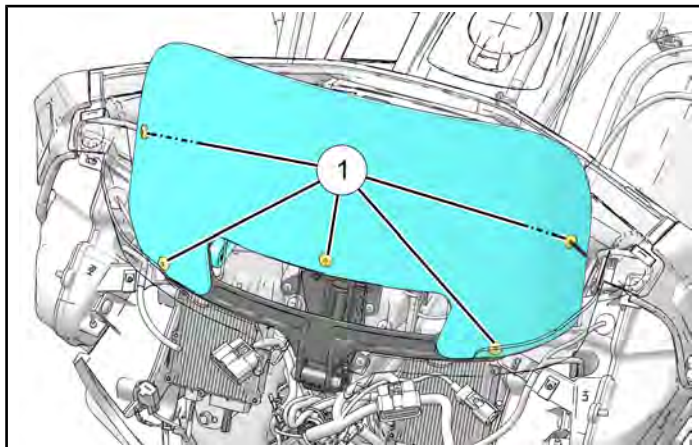
Windshield Support to Motor Fastener ③:

88 in-lbs (10 N·m)

7. Install the gauge hood.



8. Install the windshield, T-nuts and its fasteners ①.



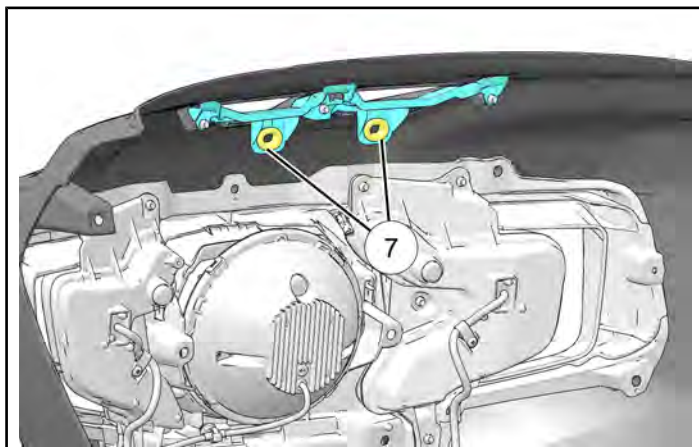
TORQUE

Windshield Fastener:

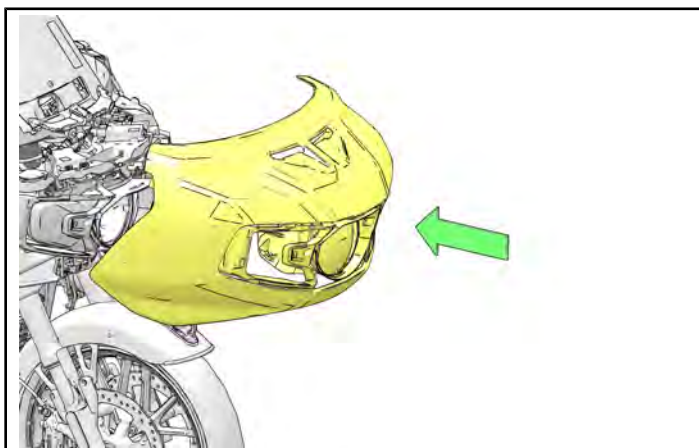
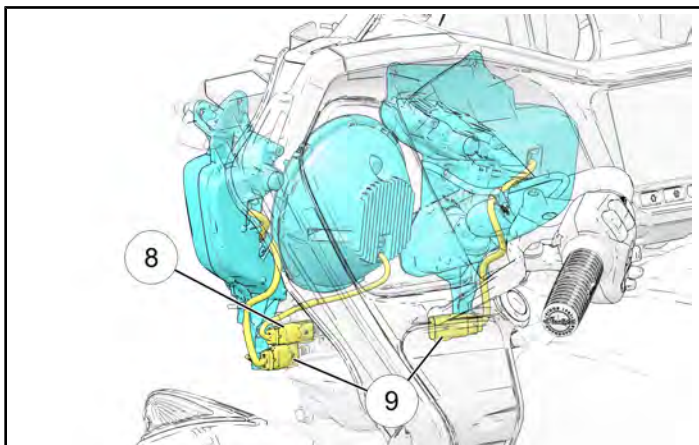
35 in-lbs (4 N·m)

OUTER FAIRING INSTALLATION

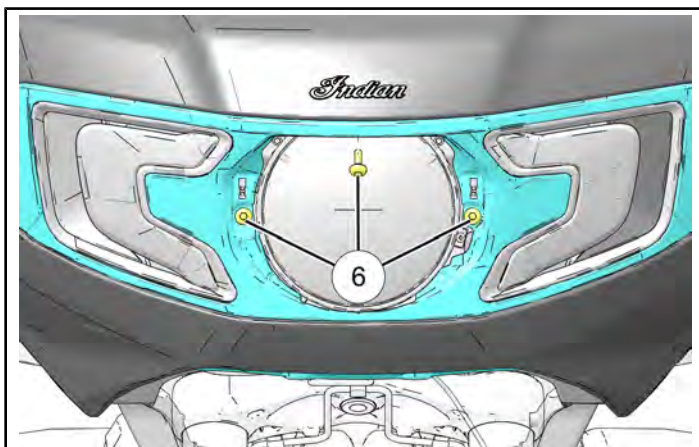
1. Lubricate rubber grommets ⑦ in upper duct upon installation.



2. Plug in the headlight ⑧ and turn signal electrical connections ⑨, and carefully install the outer fairing.



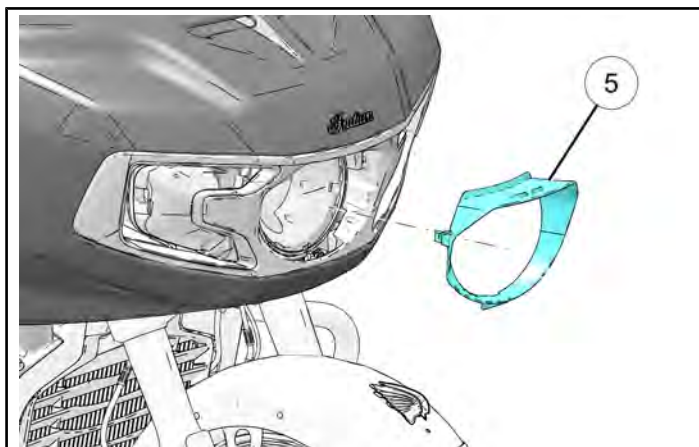
3. Install headlight bezel assembly fasteners ⑥. Torque to specification.



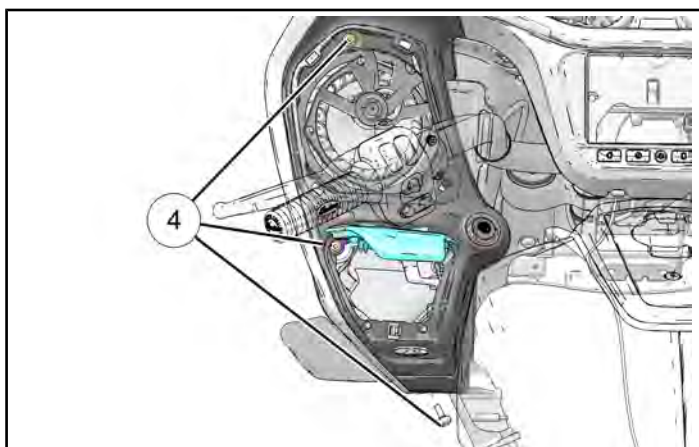
TORQUE

Headlight Bezel Assembly Fastener:
35 in-lbs (4 N·m)

4. Carefully install headlight bezel ⑤.



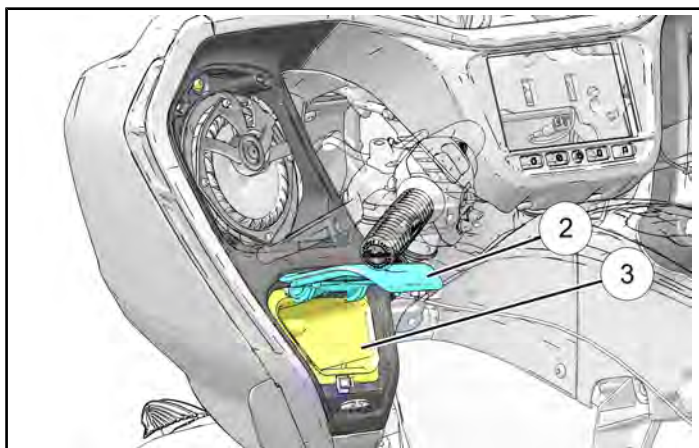
5. Install outer fairing fasteners ④. Torque to specification.



TORQUE

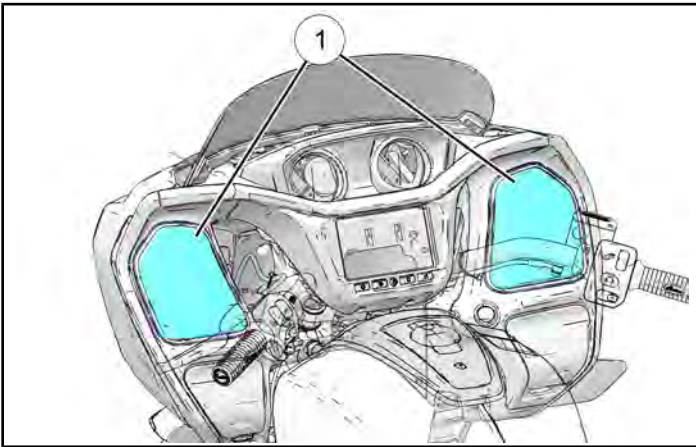
Outer Fairing Fasteners:
35 in-lbs (4 N·m)

6. Open storage door ② and install storage liner ③.



7. Repeat steps 5–6 for the remaining side.

8. Carefully install the speaker bezels ①.



9. Verify the windshield moves up and down through the travel range.

10. Confirm proper operation of the headlight and turn signals.

11. Submit a Service Advisory Warranty Claim for ISA-23-01-B.