



# SERVICE ADVISORY

**Release Date:** December 21, 2023

**Communication #:** ISA-23-02

**Expiration Date:** December 21, 2024

# IND

**Model Year(s):** 2023

— Confidential and Proprietary —

**VERSION: R01 (December 21, 2023)**

## IMPORTANT

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

## SUBJECT: CHIEF SPEEDOMETER ERROR PURPOSE

Indian Motorcycle has determined that on MY23 Chief, Chief Bobber, Super Chief, and Sport Chief the speedometer may not display the correct vehicle speed until the engine speed first exceeds 1200 RPM while in gear following the initial key cycle.

To address this concern, Indian Motorcycle has released this Service Advisory to instruct dealers to reflash affected vehicles with an updated Engine Control Module (ECM) Calibration.

## AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2023	Chief	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.
	Chief Bobber	
	Super Chief	
	Sport Chief	

## 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

MY23 CHIEF, CHIEF BOBBER, SUPER CHIEF, SPORT CHIEF	
Advisory #	ISA-23-02
Claim Type	SA (Service Advisory)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	No Parts Required
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-23-02 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-23-02 and Send Claim

## DEALER - WHAT TO DO?

Indian Motorcycle recommends this **Service Advisory** be performed on any affected Model Year 2023 Chief, Chief Bobber, Super Chief and Sport Chief models before sale or delivery.

## COVERAGE PERIOD

Coverage will begin on December 21, 2023. Coverage will expire on December 21, 2024.

## 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

## TOOLS REQUIRED

- Digital Wrench II®
- Battery Tender (Minimum 1 Amp)
- MultiLink XP Cables

## ECM REPROGRAMMING PROCEDURE

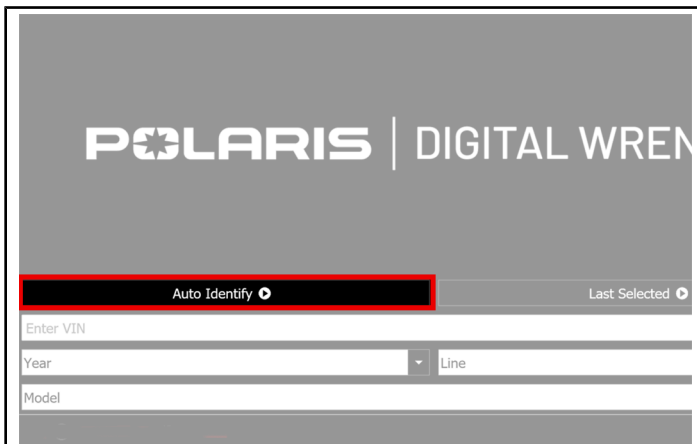
### PROGRAMMING PROCEDURE

1. Park motorcycle on a flat surface, fully extend side stand, and make sure vehicle is stable.
2. Turn off the motorcycle.
3. Verify that Digital Wrench II version 1.0.56 or later has been installed on your PC or laptop. 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.

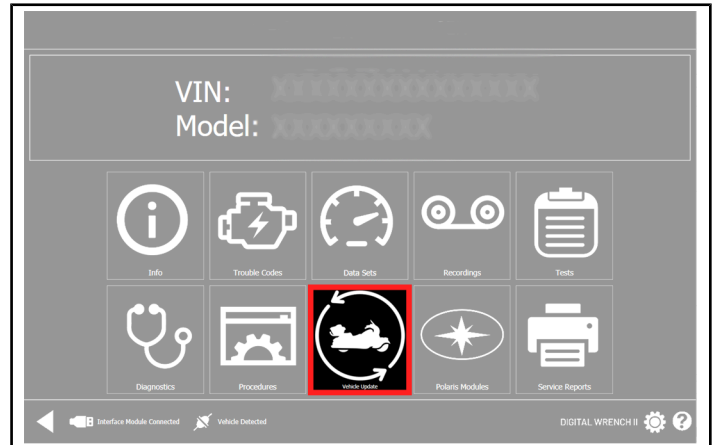
#### ⚠ CAUTION

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 ECM.

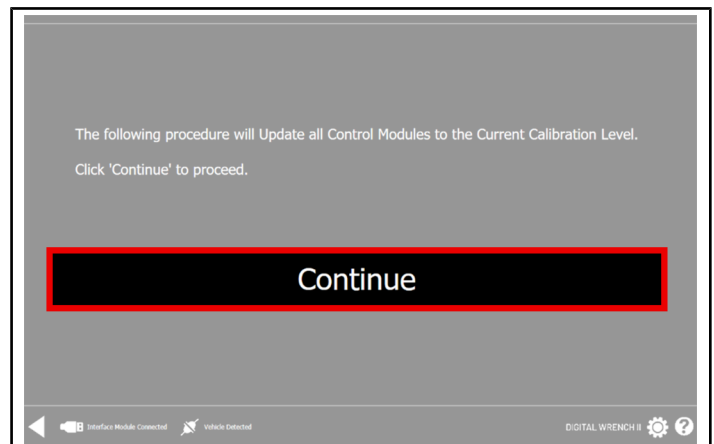
5. Open the Digital Wrench II application.
6. Select **Auto Identify**.



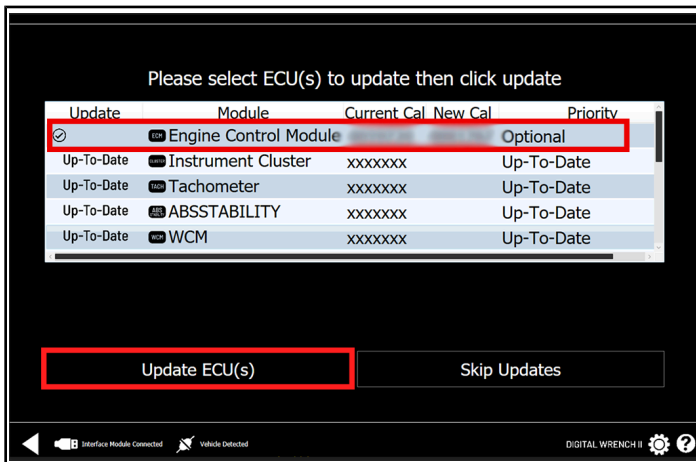
7. Select **Vehicle Update**.



8. Select **Continue**.



9. Select **Engine Control Module**, Then select **Update ECU**.



**NOTICE**

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

**NOTICE**

**Stage Calibrations:** If a motorcycle is equipped with an Indian Motorcycle stage calibration, Digital Wrench II will identify and update to the latest stage calibration.

10. Once the update is complete, select the continue button and leave Digital Wrench II connected and the ignition powered ON. Do NOT touch the motorcycle for 40 seconds.

11. Power the ignition off and wait 130 seconds.

**IMPORTANT**

Do not touch the power or controls during this time.

12. Power ON and Check / clear any stored fault codes, disconnect Digital Wrench II.

13. Submit a Service Bulletin Warranty Claim for Indian Motorcycle® ISA-23-02.



**Date:** December 22, 2023

**ATTN:** All Service Personnel

**Subject:** Service Advisory IND-23-02 Released

### Service Advisory ISA-23-02

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To address this concern, Indian Motorcycle has released this Service Advisory to instruct dealers to reflash affected vehicles with an updated Engine Control Module (ECM) Calibration.

[View ISA-23-02 Service Advisory](#)

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### Affected Units

2023 Chief, Chief Bobber, Super Chief, and Sport Chief

Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.

Please contact Indian Motorcycle Service by phone at 800-330-9407 or through Ask Polaris with any questions or concerns.

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Thank you for your attention.

Sincerely,

- Indian Motorcycle Service



## ISA-23-02 Service Advisory DEX Alert

### **DEX Alert**

**Group:** Communication

**Start Date:** 12/21/2023

**Removal Date:** 2/21/2024

**Title:** Service Advisory ISA-23-02 Released

### **Alert Text:**

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