



SERVICE BULLETIN

Release Date: February 06, 2024

IND

Communication #: I-24-01

Model Year(s): 2022

— Confidential and Proprietary —

VERSION: R01 (February 06, 2024)

IMPORTANT

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

SUBJECT: HEAVYWEIGHT LIQUID COOLED CAVITY PLUG

PURPOSE

Indian Motorcycle has determined that some 2022 Challenger and Pursuit motorcycles may have been built without a silicone plug in the chassis-to-fairing electrical harness connector (components) which may result in water intrusion and corrosion of said components.

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to inspect the chassis-to-fairing electrical harness connector for damage and install cavity plugs. If corrosion is present, both the chassis and fairing electrical harness replacement may be required.

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.
	Pursuit	

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Indian Motorcycle will be mailing a notification letter to consumers affected by this Bulletin. Indian Motorcycle will also send an email to owners for whom Indian Motorcycle has a valid email address.

CONTACT POLARIS

If you have questions that are not addressed in this document, contact Indian Motorcycle Service through Ask Polaris or by phone at 800-330-9407 (US/Canada Dealers Only) / +48 775 48 1234 (International).

DEALER - WHAT TO DO?

As of February 06, 2024, **YOU MUST NOT SELL OR DELIVER** any **NEW OR USED Model Year 2022 Challenger or Pursuit models** affected by this Service Bulletin until it is repaired.

WARRANTY CLAIM INFORMATION

2022 CHALLENGER AND PURSUIT CHASSIS TO FAIRING HARNESS CONNECTOR INSPECTION / CAVITY PLUG INSTALLATION	
Bulletin #	I-24-01-AA
Claim Type	SB (Service Bulletin)
Labor Allowance	0.7 hours (42 minutes)
Part Number / Description	2417965 - Cavity Plug (QTY 2)
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 Bulletin > Enter the VIN / PIN and Retrieve Registration. Select I-24-01-AA and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty> Warranty Claims>Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select I-24-01-AA and Send Claim

2022 CHALLENGER AND PURSUIT CHASSIS AND FAIRING HARNESS REPLACEMENT	
Bulletin #	I-24-01-AB
Claim Type	SB (Service Bulletin)
Labor Allowance	10.0 hours (600 minutes)
Part Number / Description	<i>Additional parts and labor required to complete I-24-01-AB to be authorized through an ASK Polaris case.</i>
Parts Availability	Available to order when directed by ASK Polaris
University of Polaris Video Training Required	NO

Claim Submission:

Submit photos of the corrosion present on the male and female end of the chassis harness connector to an ASK Polaris>Diagnostics case, add I-24-01-AB to the case description, and wait for further instructions from Indian Motorcycle Technical Service.

COVERAGE PERIOD

Coverage will begin on February 06, 2024. This bulletin 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. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



INSPECTION PROCEDURE

TOOLS REQUIRED: I-24-01-AA

- Safety Glasses
- Socket Set, Metric
 - Allen Socket Size: 4, 6 mm
- Pliers, Side Cutting
- Torque Wrench
- **Special Service Tool:**
 - Body Panel Removal Tool: 5456907 (or equivalent)

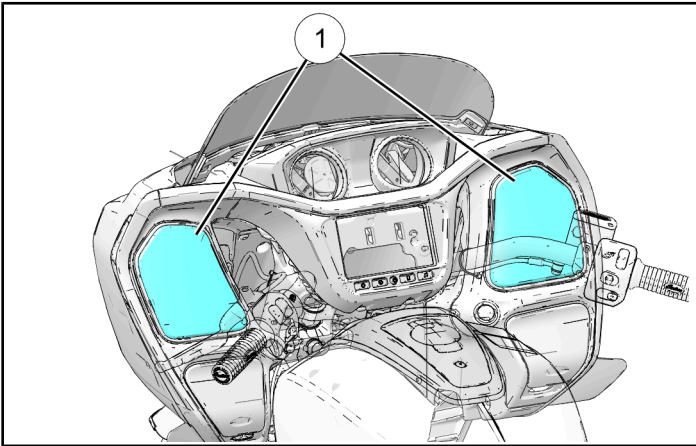
I-24-01-AA: INSPECTION PROCEDURE

VEHICLE PREPARATION

1. Park motorcycle on a flat surface, fully extend side stand, and make sure vehicle is stable.
2. Turn key or ignition switch to OFF position and remove key. If equipped with keyless fob, remove fob from proximity of vehicle.

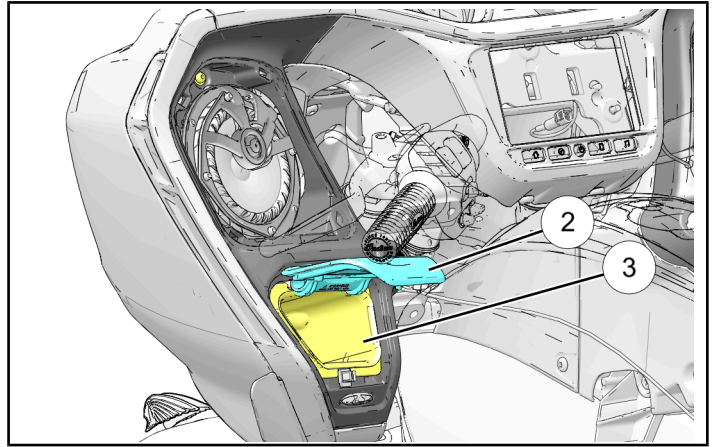
OUTER FAIRING REMOVAL

1. Carefully pry off speaker bezels ①.

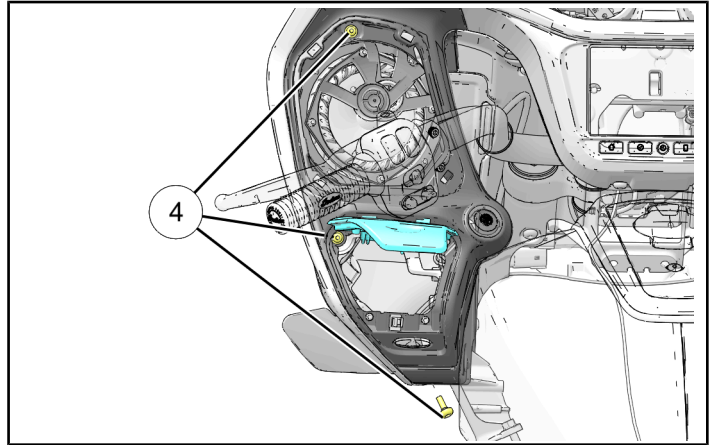


Use Special Tool:
Non-marring Pry Tool, P/N 5456907 (or equivalent)

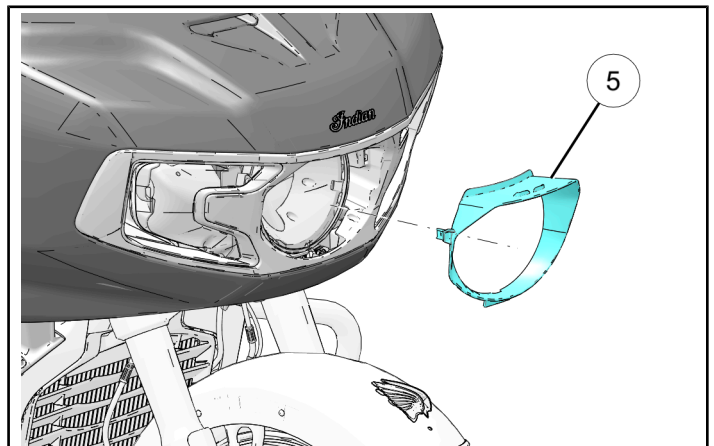
2. Open storage door ② and remove storage liner ③.



3. Remove outer fairing fasteners ④.

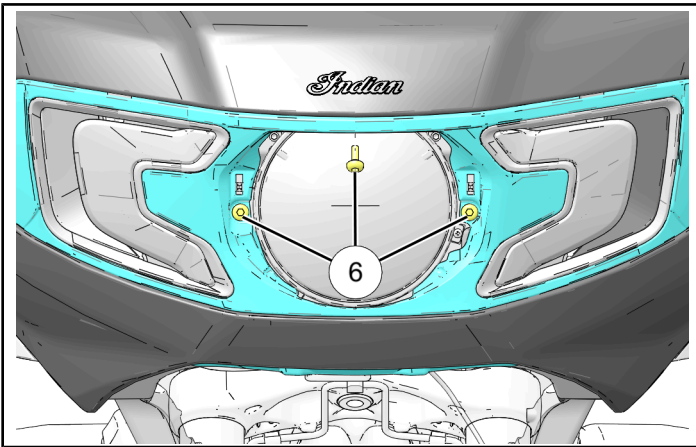


4. Repeat steps 2–3 for the remaining side.
5. Remove headlight bezel ⑤ by prying down at the top center to release the snap and then pull forward to release the side body clips.

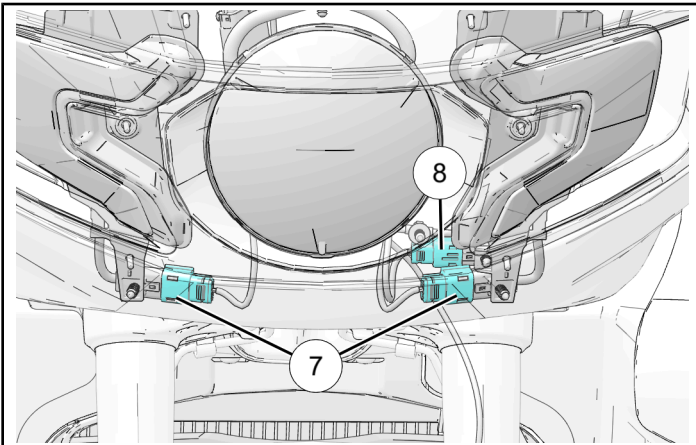
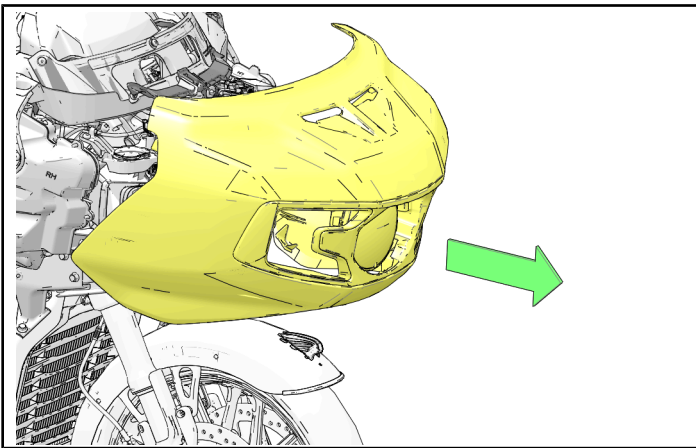


Use Special Tool:
Non-marring Pry Tool, P/N 5456907 (or equivalent)

6. Remove outer fairing fasteners ⑥.



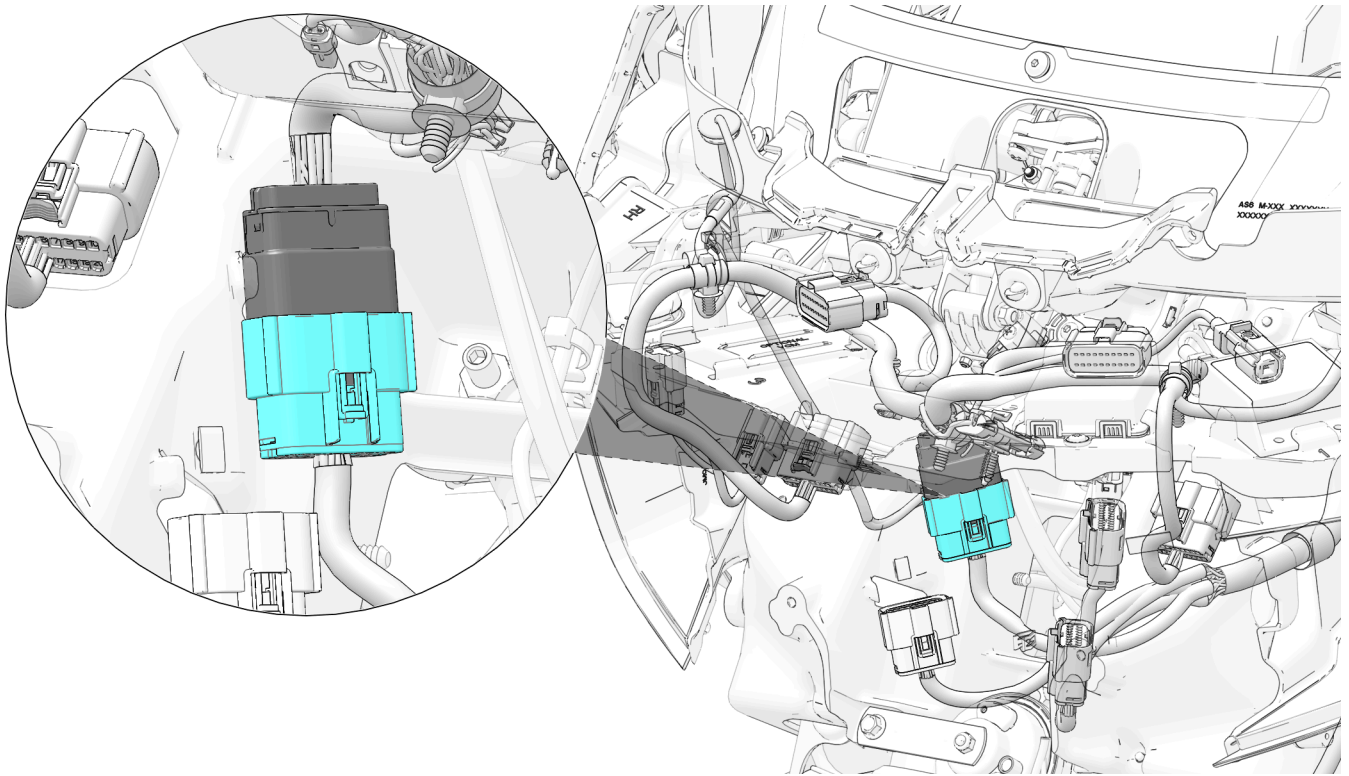
7. Pull fairing outward at top to disengage. Pull fairing out a short distance and disconnect connectors for headlight ⑧ and turn signals ⑦.



8. Carefully pull outer fairing off motorcycle and set aside.

CHASSIS HARNESS INSPECTION

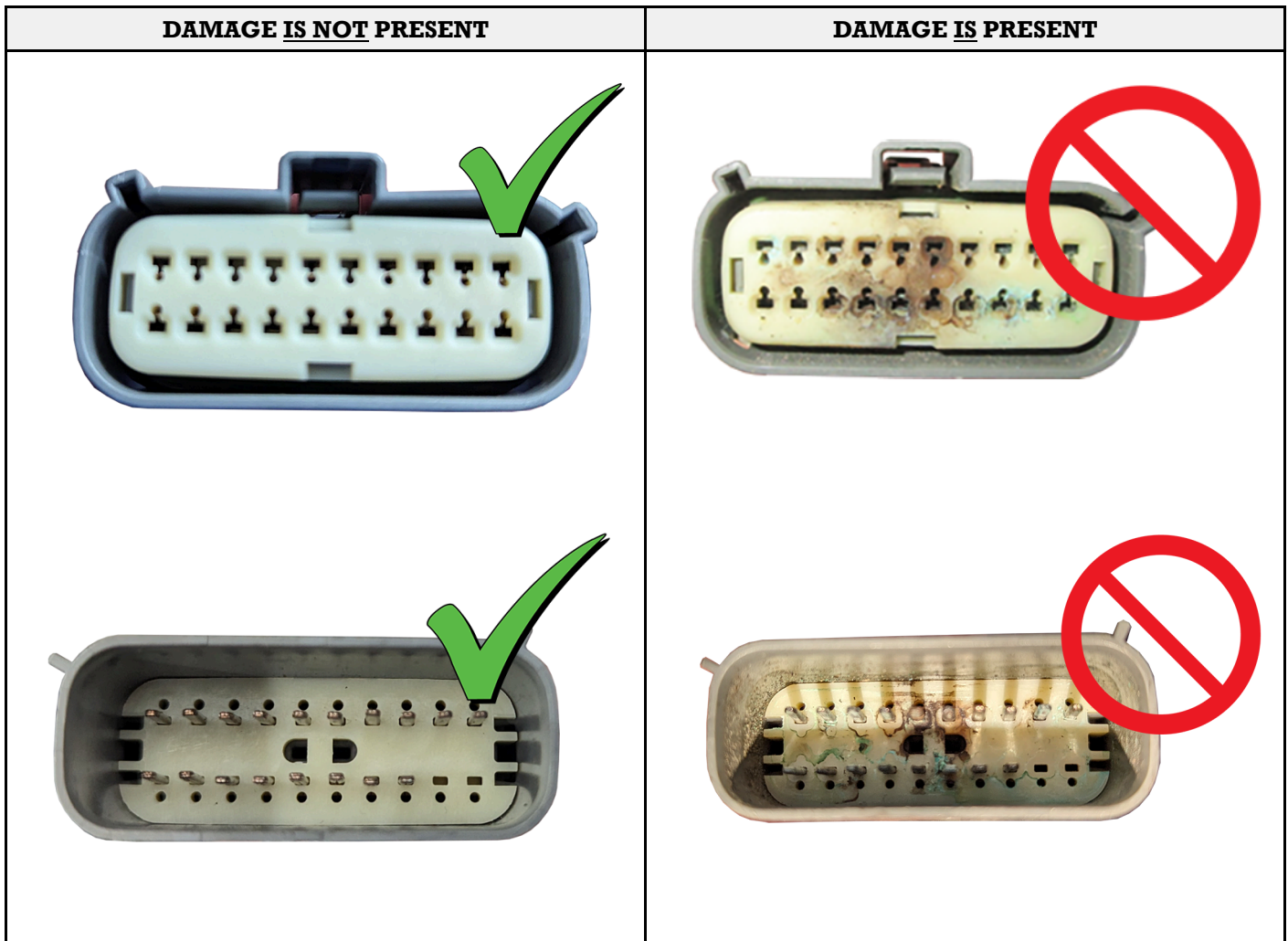
1. Disconnect the 20-pin chassis harness to fairing harness connector located on the left-hand side of the fairing as shown below.



IMPORTANT

Do not use anything other than fingers to disconnect the electrical connector. The use of tools can damage the connector.

2. Inspect **BOTH** ends of the connector for damage.



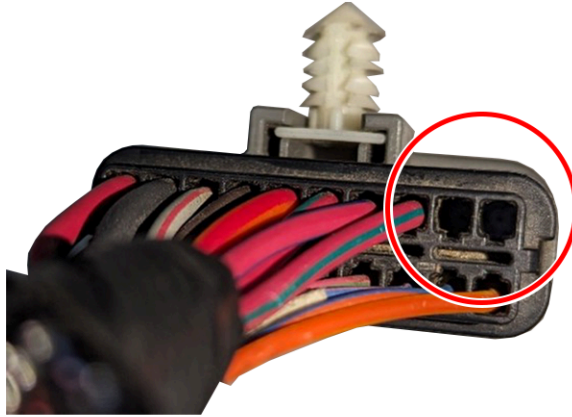
NOTICE

Damage = Any sign of corrosion damage on the chassis harness connector (e.g. the corrosion damage shown in the right image above).

STOP!

- If damage **IS** present, take pictures of the connector damage, missing cavity plugs, and proceed to I-24-01-AB US/CAN: Submit an Ask Polaris Service & Warranty Question> All Vehicle Diagnostic case. Add "I-24-01-AB corrosion present" in the concern statement.
INT'L: Contact your Country Service Department.
- If damage is **NOT** present, proceed to Cavity Plug Installation to complete I-24-01-AA.

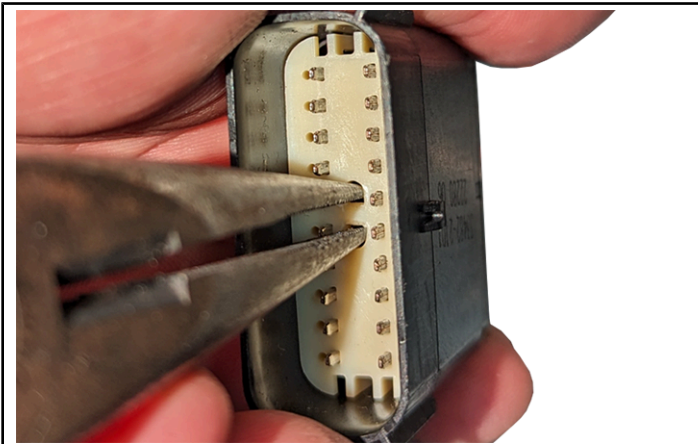
STOP!



- If cavity plugs are **NOT** present in the male connector, proceed with the **Cavity Plug Installation step 1**.
- If cavity plugs **ARE** present in the male connector, proceed to **Outer Fairing Installation**.

CAVITY PLUG INSTALLATION

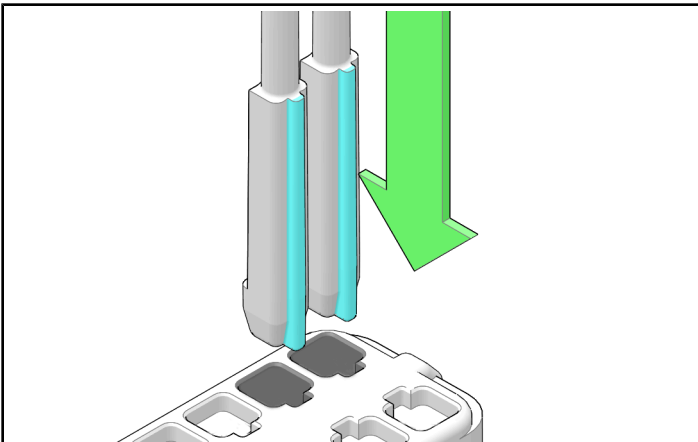
1. Using small needle nose pliers, insert the pliers into the primary lock and pull out to the first click.



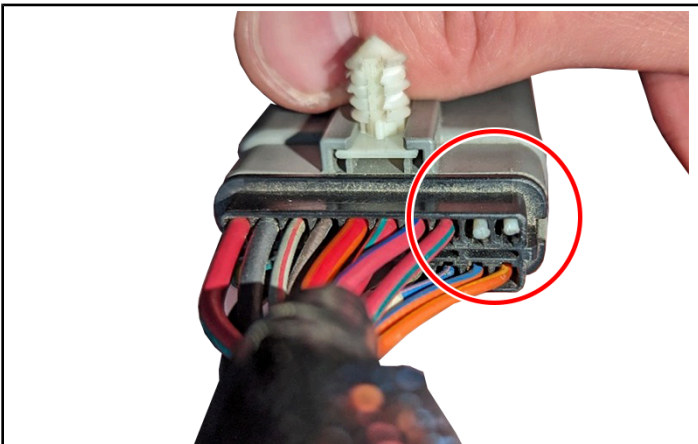
IMPORTANT

Be careful not to pull the lock all the way out of the connector.

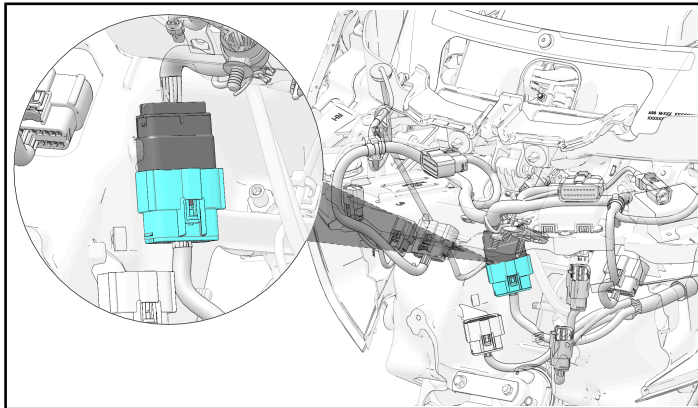
2. Align the keyway on the cavity plug to the keyway in the connector. Install the larger end of the plug first. Push in until you hear an audible "click".



3. Install cavity plugs (2417965) into the back side of the male side of the connector as shown.



4. Once both plugs are installed, push the primary lock back into place until you hear an audible "click".
5. Connect chassis harness to fairing harness connector.

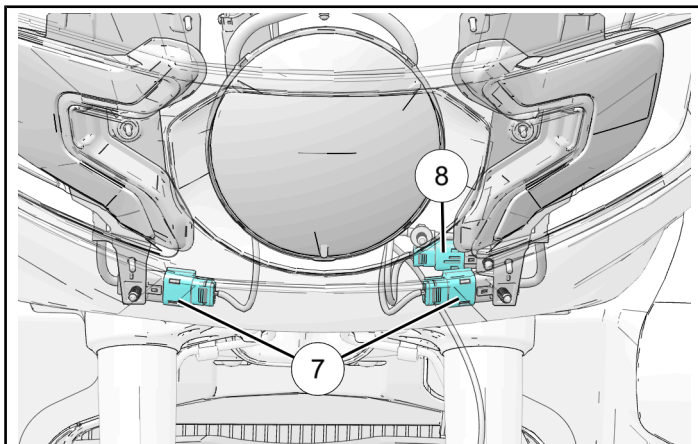


IMPORTANT

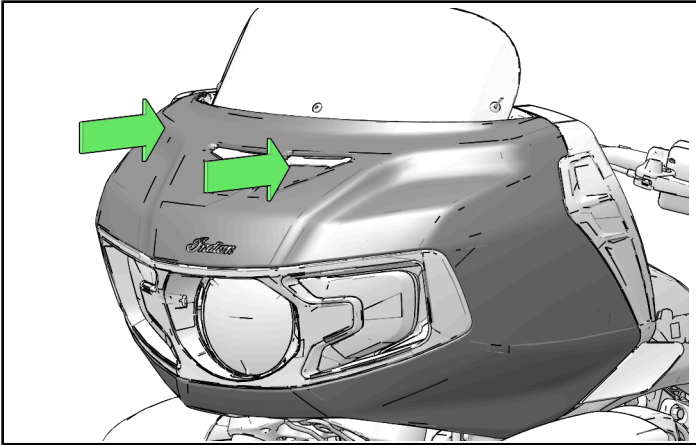
Listen for audible "click" when pressing into place. Pull gently on connector once seated to ensure a proper connection has been made.

OUTER FAIRING INSTALLATION

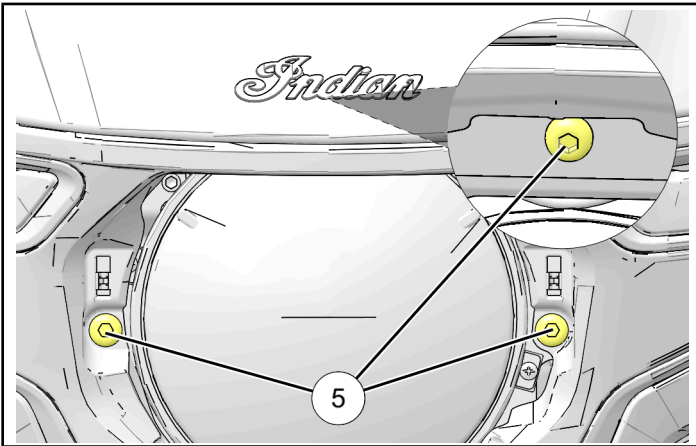
1. Set outer fairing in place and connect turn signal ⑦ and headlight ⑧ wire connectors.



2. Press fairing into place and at top edge to engage locating pins.



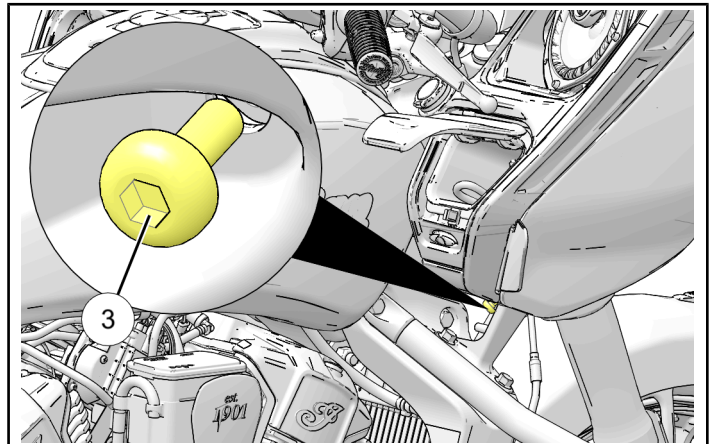
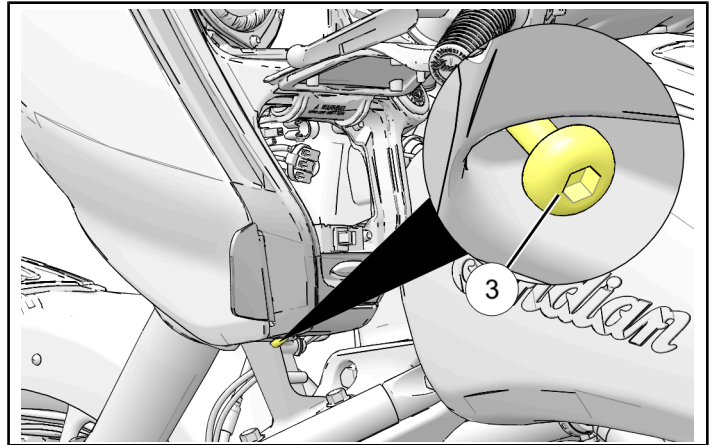
3. Loosely install three screws ⑤ around headlight bezel as shown.



4. Loosely install one screw ③ into hole under edge of each side of fairing as shown.

IMPORTANT

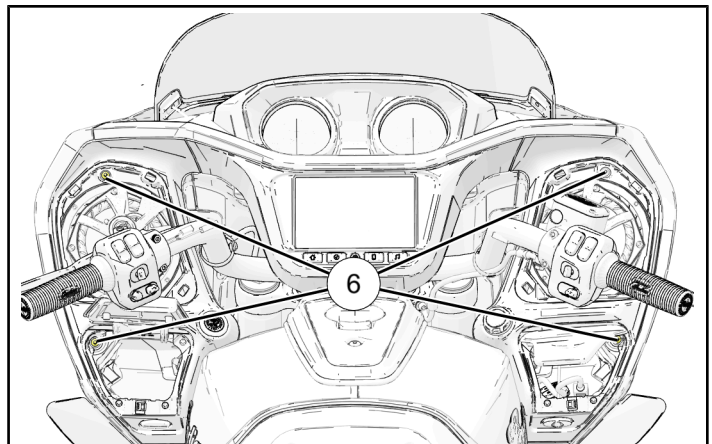
DO NOT torque fasteners at this time.



5. Loosely install two screws ⑥ into top outer corner of storage openings and two screws ⑥ into top center of speaker openings.

IMPORTANT

DO NOT torque fasteners at this time.



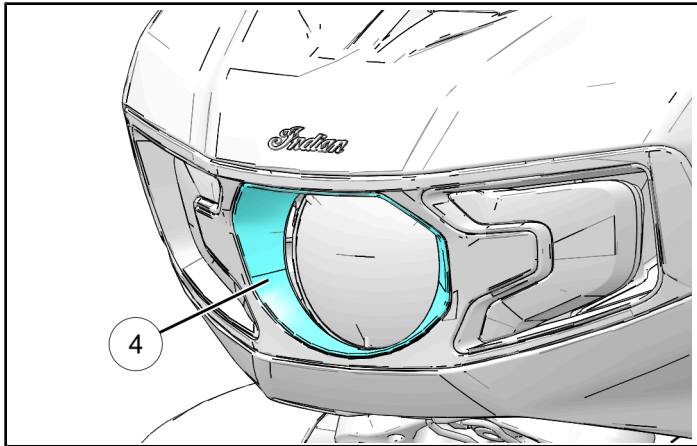
6. Torque all outer fairing screws to specification.

TORQUE

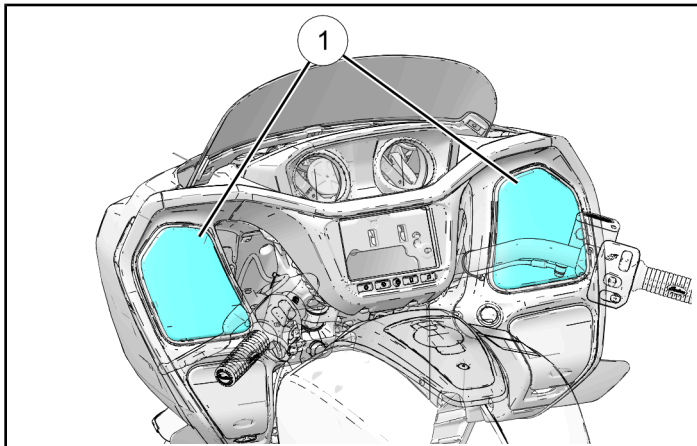
Outer Fairing Screws ⑤, ⑥, ③:
36 in-lbs (4 N·m)

7. Carefully reinstall headlight bezel ④ into outer fairing opening starting with bottom tab. Press down on bezel (or use non-marring tool as shown) to insert upper tabs without damaging finish.

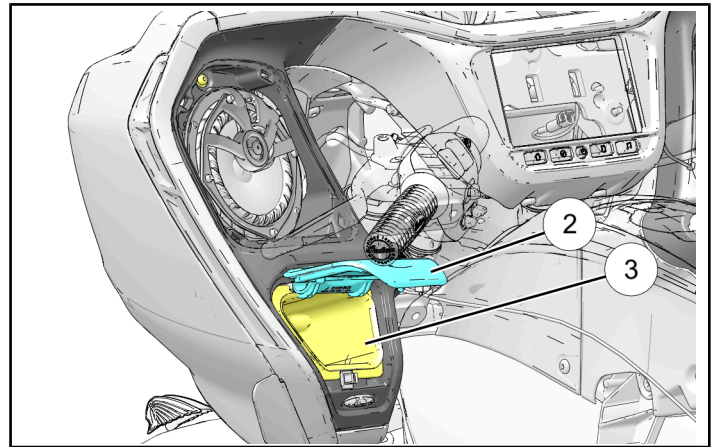
Use Special Tool:
Non-marring Pry Tool, P/N 5456907 (or equivalent)



8. Carefully press speaker bezels ① into position.



9. Open storage door ② and install storage liners ③.



10. Submit a Service Bulletin Warranty Claim for I-24-01-AA.

STOP!

US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Vehicle Diagnostic Question case.

INT'L Dealers: Contact your Country Service Department.

Submit photos of the corrosion present on the male and female end of the chassis harness connector to an ASK Polaris case and wait for further instructions from Indian Motorcycle Technical Service.

Do not allow the machine to be operated until you have repaired the machine as directed by Technical Service.

If corrosion is present, do not file a warranty claim until directed by Indian Motorcycle Technical Service.



IMPORTANT NOTICE

This notice applies to your vehicle

Subject: 2022 Challenger / Pursuit Chassis Harness Cavity Plug

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

VIN: I-24-01
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

Thank you for purchasing an Indian Motorcycle. This notice is to inform you that an issue identified with your motorcycle does not meet Indian Motorcycle product quality standards. Our records show you have purchased an affected vehicle.

The reason for this notice:

Indian Motorcycle has determined that some 2022 Challenger and Pursuit motorcycles may have been built without a silicone plug in the chassis-to-fairing electrical harness connector (components) which may result in water intrusion and corrosion of said components.

What you should do:

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the repairs performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle.

What your dealership will do:

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to inspect the chassis-to-fairing electrical harness connector for damage and install cavity plugs. If corrosion is present, both a chassis and fairing electrical harness replacement may be required. 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 working days after the day on which the notice is received.

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.polaris.com/en-us/help-center/>.



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

External Email Think Before You Click.



Date: February 6, 2024
ATTN: All Service Personnel
Subject: Service Bulletin I-24-01 Released

Service Bulletin I-24-01

Indian Motorcycle has determined that some 2022 Challenger and Pursuit motorcycles may have been built without a silicone plug in the chassis-to-fairing electrical harness connector (components) which may result in water intrusion and corrosion of said components.

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to inspect the chassis-to-fairing electrical harness connector for damage and install cavity plugs. If corrosion is present, both the chassis and fairing electrical harness replacement may be required.

[View I-24-01 Service Bulletin](#)

Affected Units

2022 Challenger / Pursuit Models

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.

Thank you for your attention.

Sincerely,

- Indian Motorcycle Service

External Email Think Before You Click.



February 6, 2024

Steve,

Indian Motorcycle has determined that some 2022 Challenger and Pursuit motorcycles may have been built without a silicone plug in the chassis-to-fairing electrical harness connector (components) which may result in water intrusion and corrosion of said components.

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to inspect the chassis-to-fairing electrical harness connector for damage and install cavity plugs. If corrosion is present, both the chassis and fairing electrical harness replacement may be required. This work will be performed by your dealer at no cost to you.

Our records indicate that you are the owner of a **TEST** with VIN **TEST** affected by Service Bulletin **TEST**.

Owner Next Steps:

- Schedule an appointment with an authorized Indian Motorcycle dealer. Do not attempt repairs yourself. Repairs must be done by an authorized Indian Motorcycle dealer. Your local dealer can be found on our [Dealer Locator](#) web page.
 - Your Indian Motorcycle dealer is in the best position to answer your questions, but you may also contact our Polaris Owners Connections Department at **1-800-765-2747** to speak with a representative.
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Dealership Next Steps:

Authorized dealers will inspect the chassis-to-fairing electrical harness connector for damage and install cavity seals. If corrosion is present, both the chassis and fairing electrical harness replacement may be required. This work will be performed by your dealer at no cost to you.

We apologize for this inconvenience and assure you that we are committed to customer satisfaction for riders to enjoy.

- Indian Motorcycle

Received This Notice In Error?

This notice was sent according to our most current registration information. If you no longer own this vehicle, 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 working days after the day on which the notice is received.

You've received this email from Indian Motorcycle because you are a registered owner of a motorcycle affected by a recent service bulletin.

Please do not reply to this email. To contact us, please call us at **1-800-POLARIS** or visit our [help page](#).

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