



SERVICE ADVISORY

Release Date: February 06, 2024

Communication #: ISA-24-01

Expiration Date: February 06, 2025

IND

Model Year(s): 2022–2023

— 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: CHIEF FORK NOISE 2.0

PURPOSE

Indian Motorcycle found that some 2022 and 2023 Chief models can exhibit a noise in the front of the motorcycle when operating slowly on rough or bumpy road conditions. The sound can be difficult to properly diagnose as it may resemble a metallic clicking in the front headlight area. The sound is coming from the rebound check valve within the front suspension and occurs when switching between compression and rebound.

To address this, Indian Motorcycle has released this Service Advisory with instructions to install a new fork service kit that has an updated rebound check valve to correct the noise. This Service Advisory replaces ISA-21-01.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2022–2023	Chief	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected VINs.
	Chief Bobber	
	Super Chief	

CUSTOMER NOTIFICATION

Dealers should ONLY contact consumers who have logged a concern with their motorcycle exhibiting the issue(s) defined in this Service Advisory. Consumers that are not reporting these concerns do not need to have this Service Advisory completed. Indian Motorcycle will NOT be contacting consumers affected by this Service Advisory.

WARRANTY CLAIM INFORMATION

Advisory parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this advisory. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

2022-2023 CHIEF	
Advisory #	ISA-24-01
Claim Type	SA (Service Advisory)
Labor Allowance	2.0 hours (120 minutes)
Part Number / Description	2212025, (QTY 1) Kit, Fork Tube - Inner 2208093, (QTY 1) Fork Oil
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 and Retrieve Registration. Select Indian Motorcycle® ISA-24-01 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 and Retrieve Registration. Select Indian Motorcycle® ISA-24-01 and Send Claim

COVERAGE PERIOD

Coverage will begin on February 06, 2024. Coverage will expire on February 06, 2025.

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](#).



INVENTORY / STOCK PARK CLAIMS

Dealers should review their service parts inventory of the part number: **2203925**.

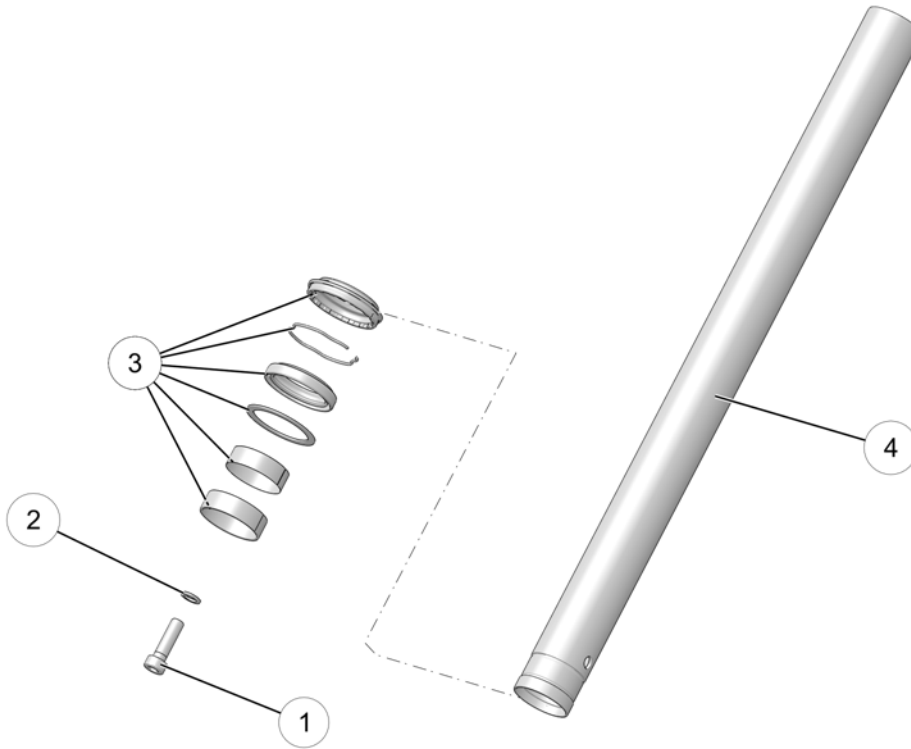
NOTICE

To remove these service parts from circulation, file a Part Stock claim as directed below.

Use the following process for filing a Part Stock warranty claim for any of the parts listed above.

1. Start a new Part Stock warranty claim.
2. Select Product Line: IND
3. Enter today's date into the Date Failed and Date Repair information fields
4. Enter Indian Motorcycle® ISA-24-01 into the CONCERN field.
5. Enter Indian Motorcycle® ISA-24-01 into the CAUSE field.
6. Enter Removed From Inventory into the CORRECTION field.
7. Enter the part number and quantity.
8. Enter warranty fail codes: 140/280/152
9. Validate the parts.
10. Save and submit the claim to Polaris.

ISA-24-01 UPDATED FORK SERVICE KIT CONTENTS (2212025)



ITEM	DESCRIPTION	PART NUMBER	QTY
①	Screw, Cartridge	7527865	2
②	Washer, Cartridge	2208096	2
③	Seals, Bushings	2208947	2
④	Inner Tube, Fork	2212026	2

The information contained within this document is confidential and protected by U.S. and international copyright laws, and is the property of Polaris Inc. This document is provided for the sole use of authorized Polaris dealers and distributors. This document is not to be distributed, duplicated, or copied, digitally or otherwise, without the written consent of Polaris Inc.

REPAIR PROCEDURE

TOOLS REQUIRED

- Safety Glasses
- PV-49494 - Fork Seal Install
- PF-53122 - Damper Hold Tool
- PV-59000A - Fork Oil Measurement Tool
- 5 mm, 6 mm, 14 mm Hex Driver
- T25 Torx Driver
- 24 mm Socket
- Torque Wrench

CONSUMABLES REQUIRED

- 2208093, Fork Oil

ISA-24-01 FORK REPLACEMENT

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.

FRONT FORK REMOVAL

⚠ WARNING

This procedure requires raising and supporting the motorcycle so that the front wheel is off the ground. Precautions should be taken to ensure the motorcycle is properly stabilized at all times. Failure to properly support motorcycle may result in personal injury or damage to the motorcycle.

⚠ CAUTION

Do not twist the brake hose or brake line. Do not allow calipers to hang from the brake hose. Secure calipers in such a way to avoid hose damage.

1. Secure the motorcycle in an upright position with tie-down straps and a platform jack positioned beneath the engine cases.

IMPORTANT

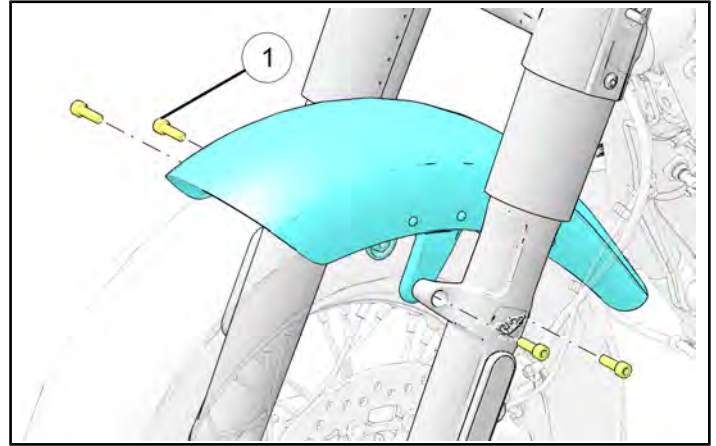
Do not operate the front brake lever with the calipers or wheel removed.

2. Turn key or ignition switch to OFF position and remove key. If equipped with keyless fob, remove fob from proximity of vehicle.
3. Remove front fender:

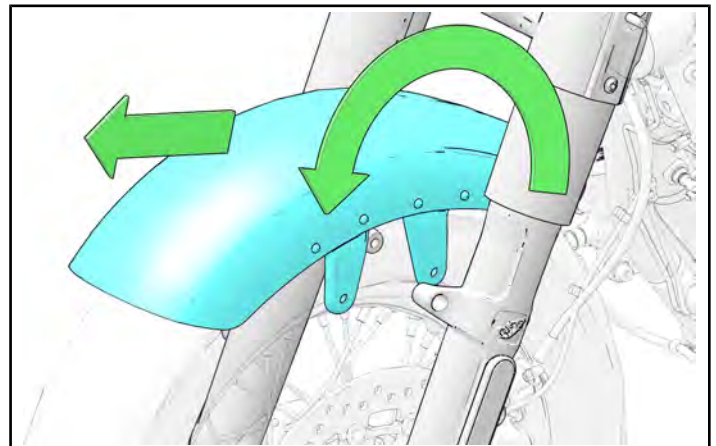
⚠ CAUTION

Use care not to scratch or damage painted surfaces during fender removal and / or installation.

- Remove fender mount fasteners ①.

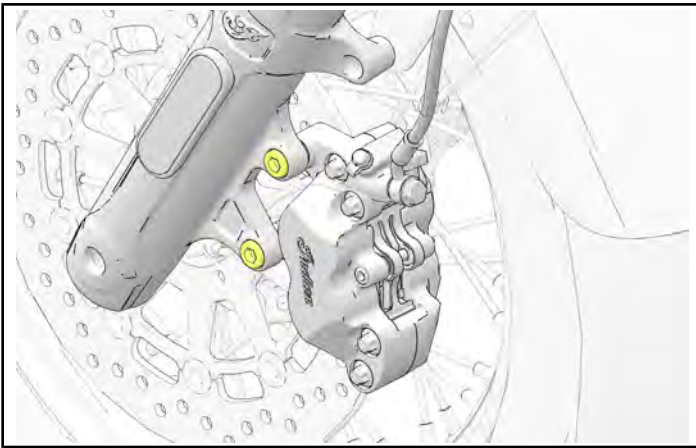


- Stand in front of the motorcycle facing the front fender and squeeze the sides together while “rolling” the fender out from between the fork legs.



Once fender has been removed from the motorcycle, make sure the fender is stored safely until it is reinstalled.

- 4. Remove front caliper mounting fasteners and remove the caliper.



IMPORTANT

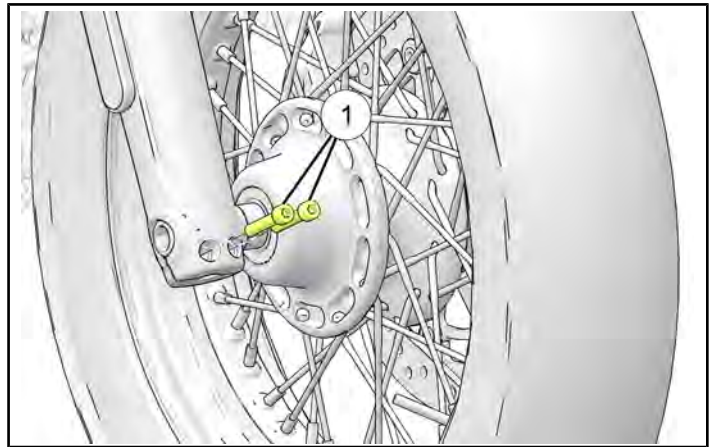
When removing caliper, use care not to damage brake line. Support caliper to avoid kinking or bending brake line.

- 5. Remove front wheel:

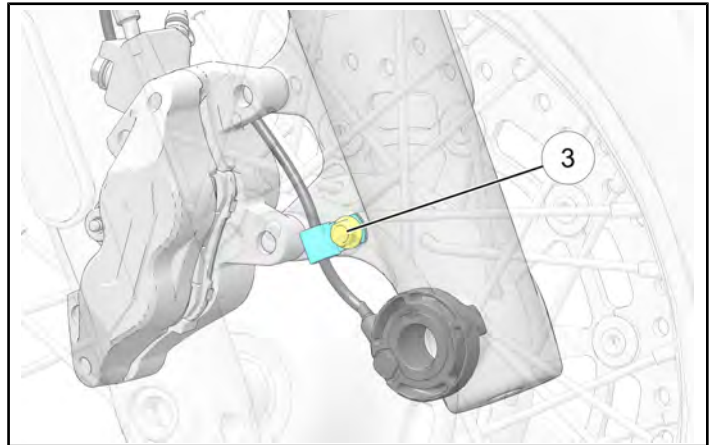
CAUTION

Do not twist the brake hose or brake line. Do not allow calipers to hang from the brake hose. Secure calipers in such a way to avoid hose damage.

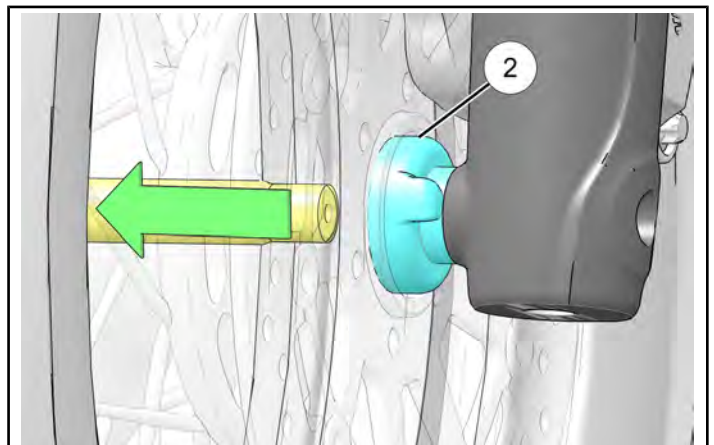
- Loosen axle pinch bolts ① on lower right fork leg.



- Remove wheel speed sensor p-clip fastener ③.



- Support wheel, remove axle, and wheel speed sensor ②.

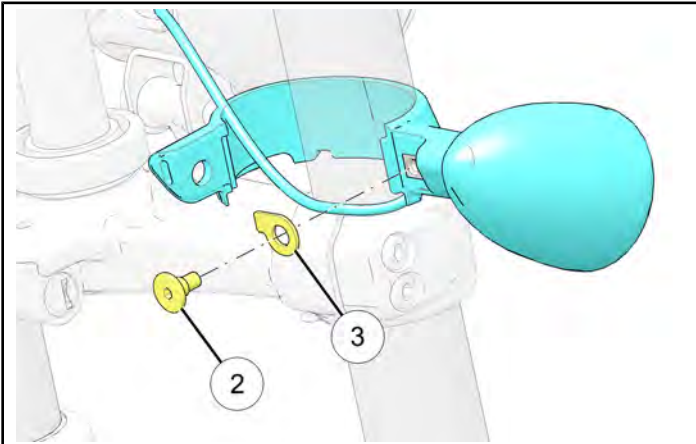


- Remove wheel spacer from non-brake side.

6.

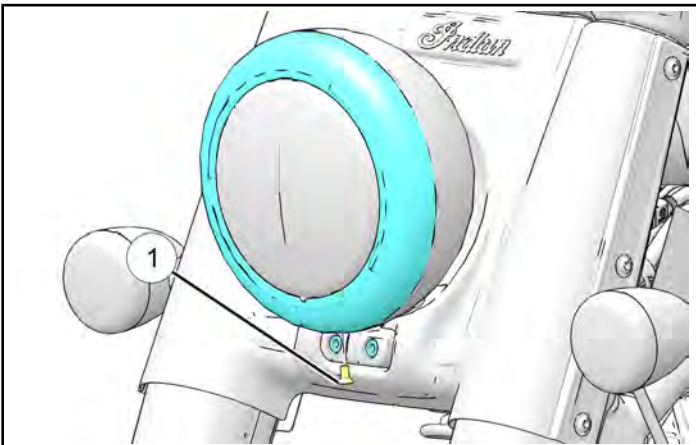
- **CHIEF MODELS** = Remove turn signals:

Remove turn signal fastener ② and signal bracket ③.



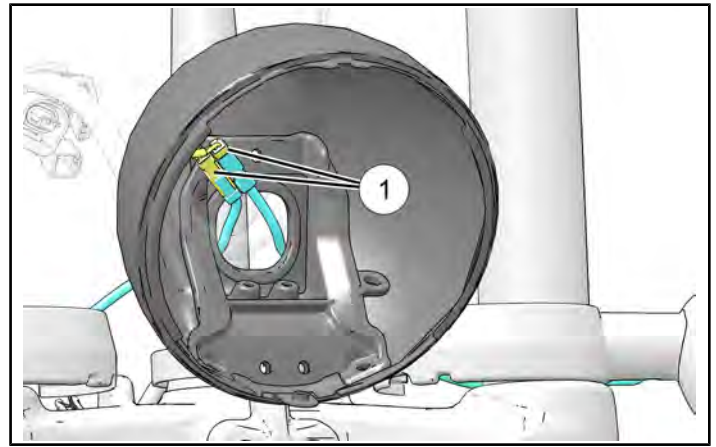
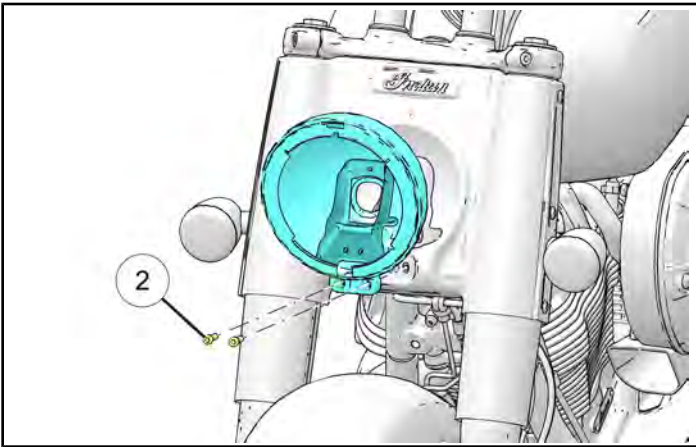
- **SUPER CHIEF / CHIEF BOBBER** = Remove front body work:

- Remove head light bezel by removing its fastener ①.



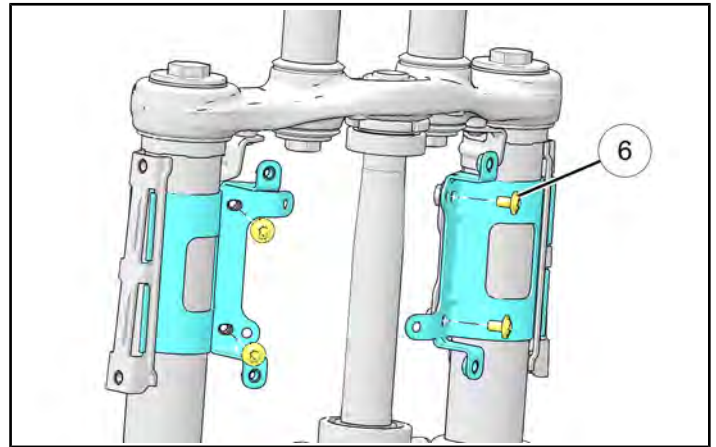
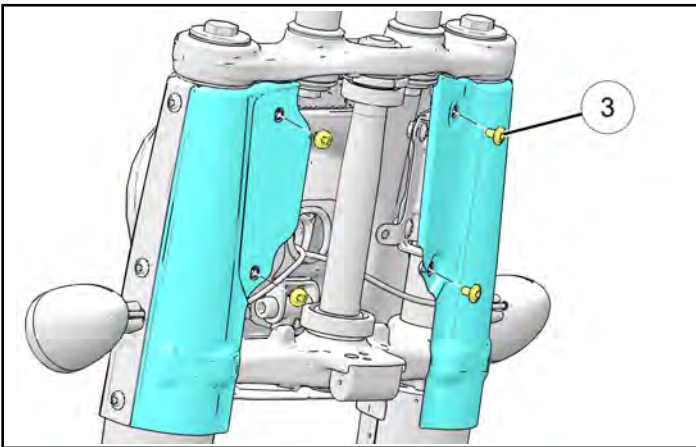
- Pull the head light out and disconnect the turn signals and head light electrical connectors.
- If equipped, disconnect harness retention feature from the head light bucket.

- Remove head light bucket by removing its fasteners ②.



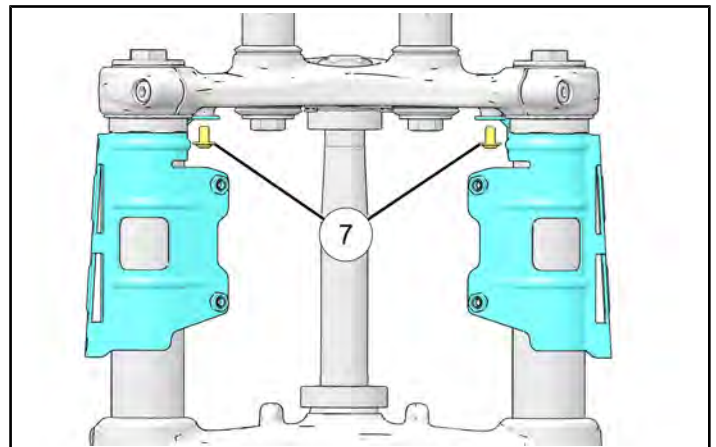
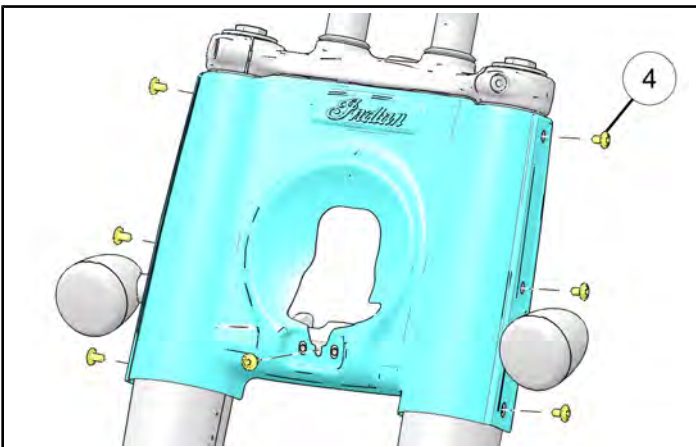
- Remove the rear clamp mounts by removing its fasteners ⑥.

- Remove rear cover fasteners ③.



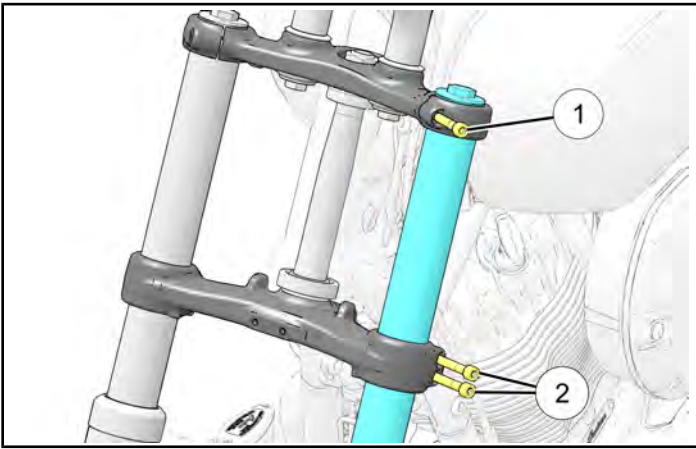
- Remove the front nacelle mounts by removing its fasteners ⑦.

- Remove the front cover fasteners ④ to remove the front and rear covers.



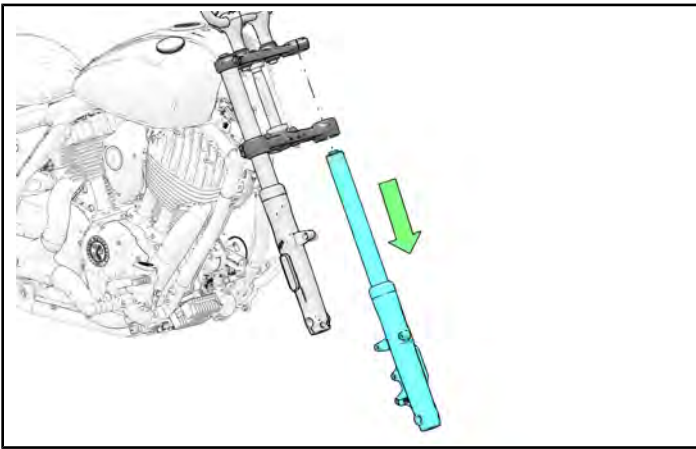
- Disconnect turn signal electrical connectors ①.

7. Loosen top triple clamp pinch bolt ①.



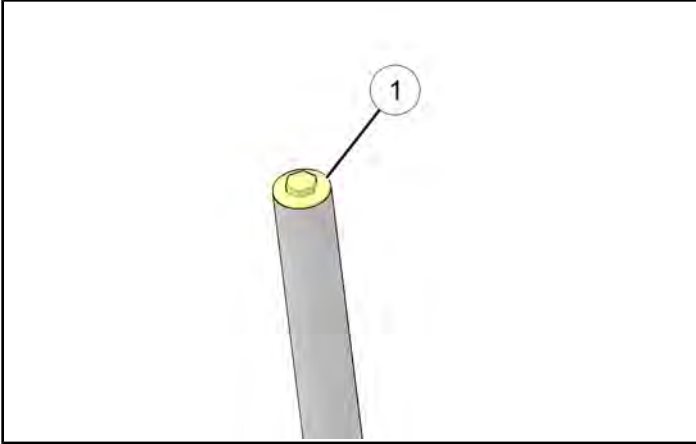
8. Loosen lower triple clamp pinch bolts ②.

9. Slide fork leg down and remove.



FORK DISASSEMBLY

1. Loosen the fork cap ①. Do not remove it at this time.



2. Loosen cartridge bolt. Do not remove it at this time.

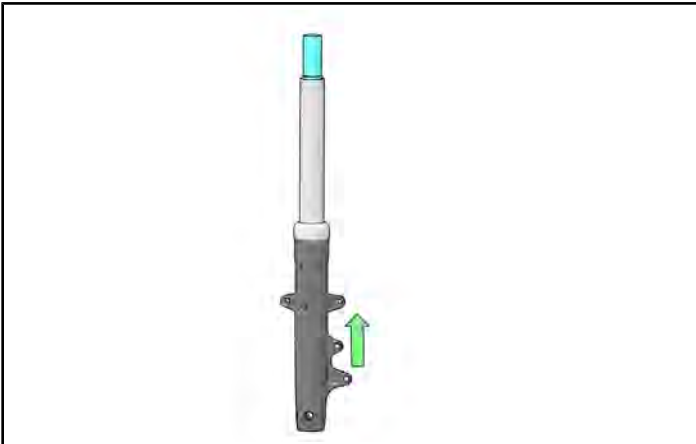


3. Finish removing fork cap.

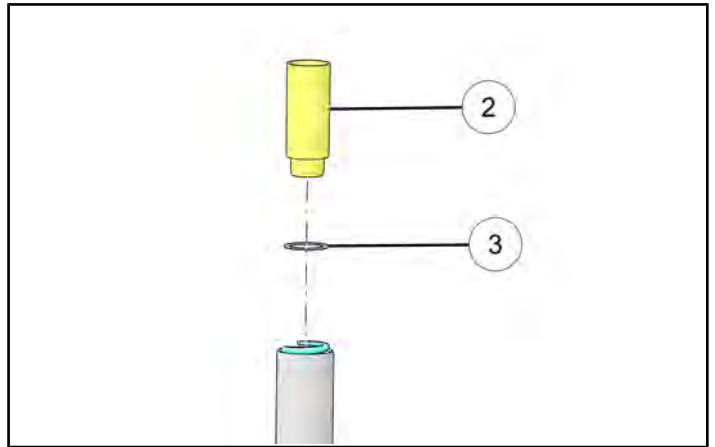
NOTICE

The top cap is under pressure but not enough to require compression.

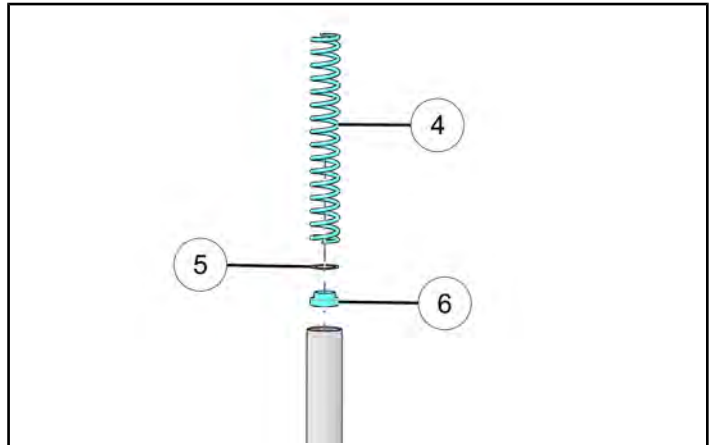
4. Compress the fork to expose the spring spacer.



5. Remove spring spacer ② and spring seat ③.



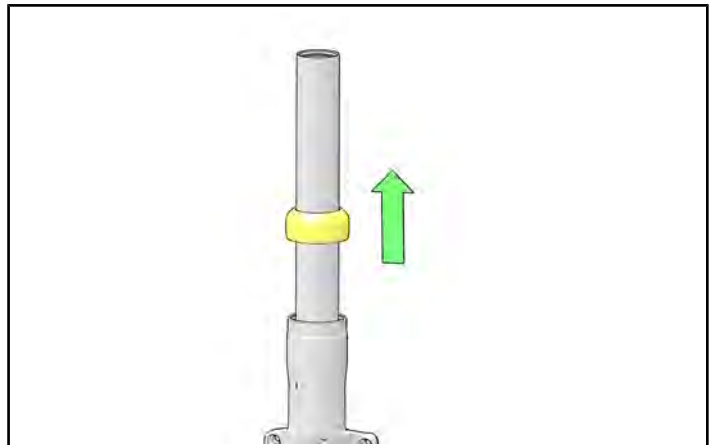
6. Remove main spring ④.



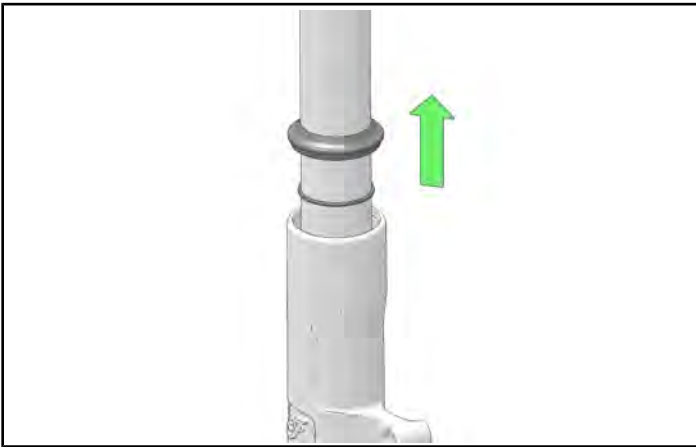
7. Remove spring seat ⑤ and spring mount ⑥.

8. Drain the oil from the fork in an appropriate receptacle.

9. **SUPER CHIEF / CHIEF BOBBER** = Gently pry Dust Cap upward and remove.

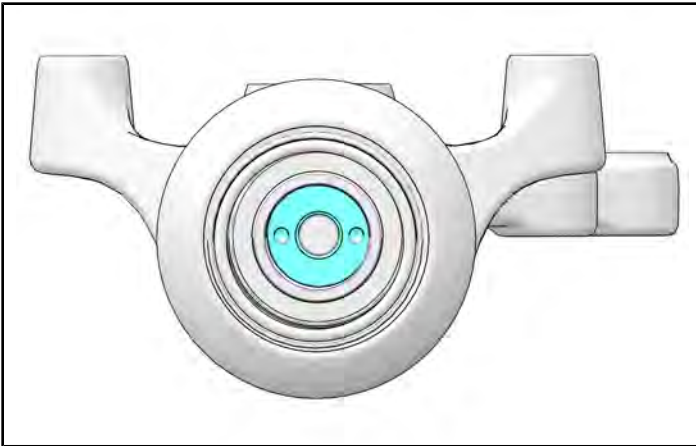


10. Gently pry out dust seal and clip.



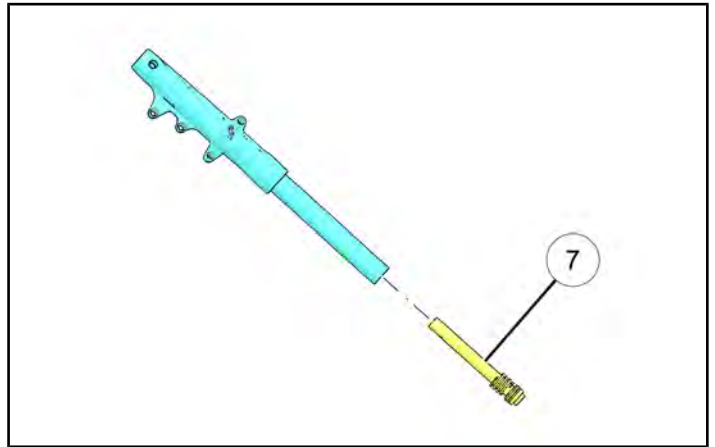
11. Compress the fork.

12. Looking down from the top of the fork, insert special tool PF-53122 to hold the damper tube.

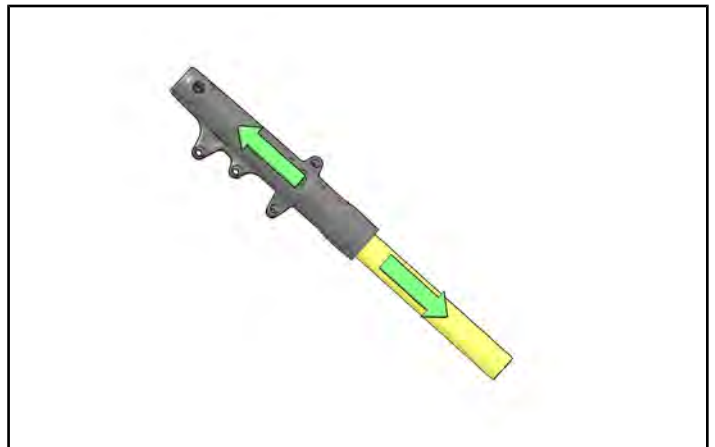


13. Finish removing bottom cartridge bolt and washer from step 2.

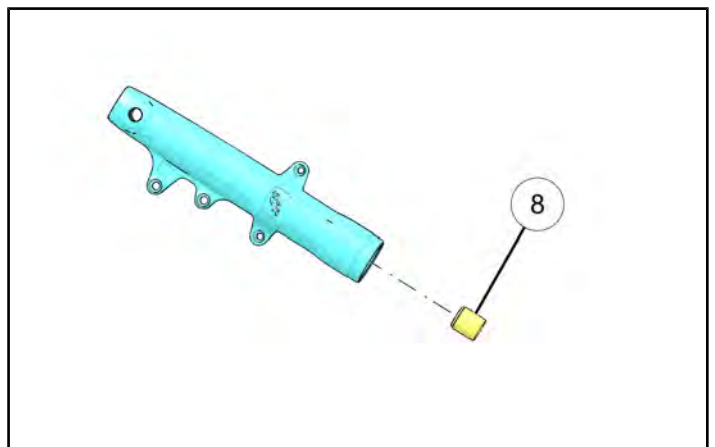
14. Tilt the tube down and remove the damper tube ⑦.



15. Using a slide hammer action, separate the inner fork tube from the outer leg.



16. Remove hydraulic lock ⑧ from the outer leg.



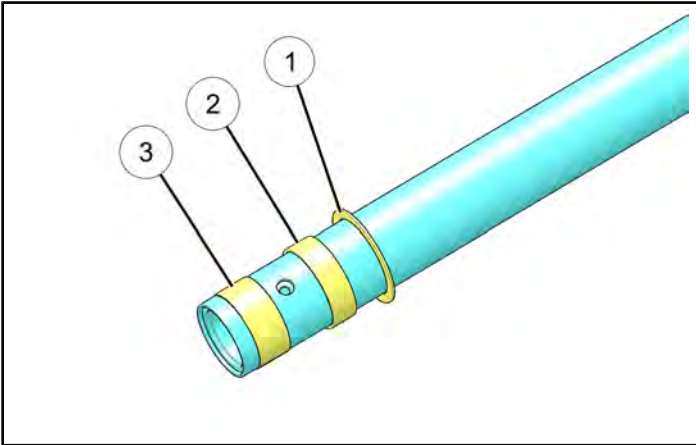
17. Discard inner fork tube and bushings.

FORK ASSEMBLY

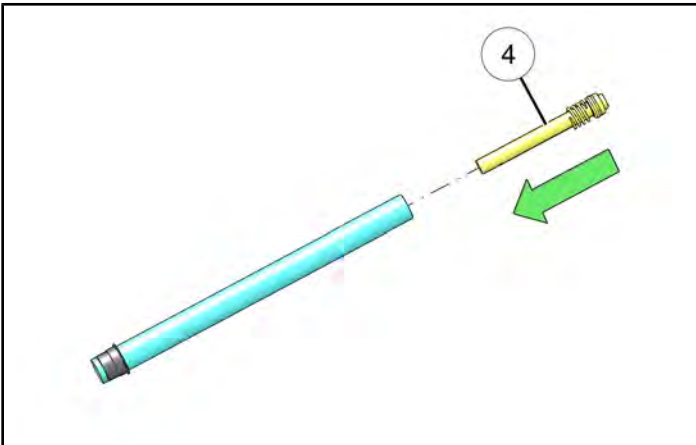
NOTICE

Clean all parts prior to assembly.

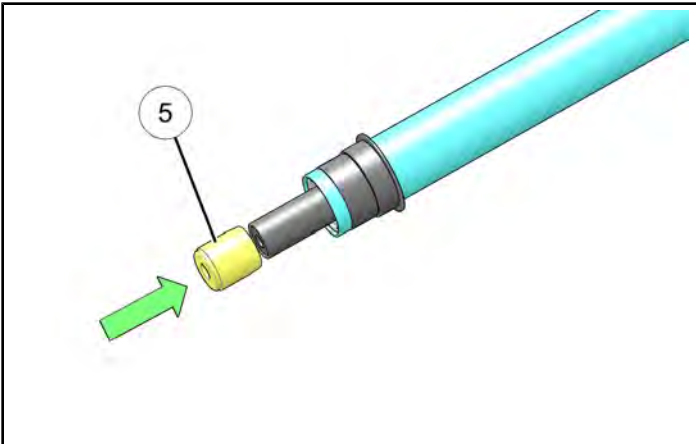
1. Install **NEW** washer ①, **NEW** upper bushing ②, and **NEW** lower bushing ③ onto **NEW** inner fork tube.



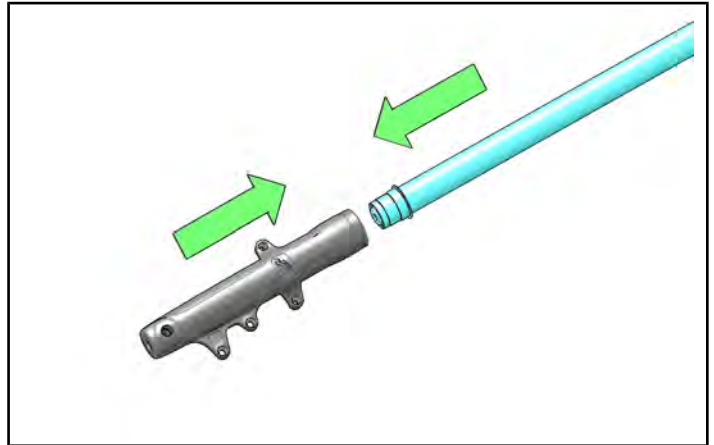
2. Install the damper tube ④ into the **NEW** inner fork tube (2212026).



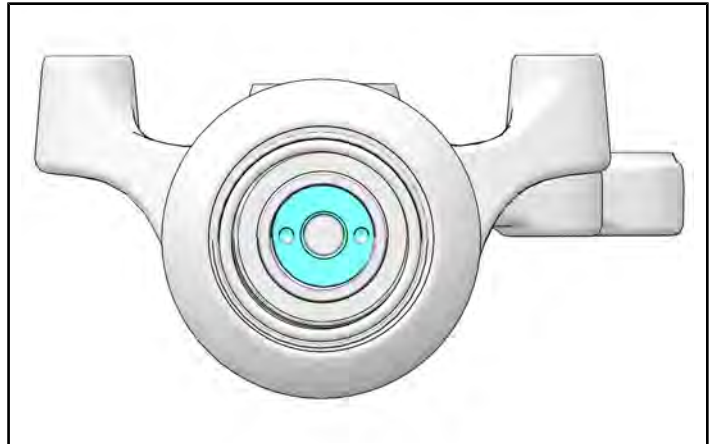
3. With the damper tube sticking out of the bottom of the inner fork tube, install the hydraulic lock ⑤.



4. Install the inner fork tube assembly into the lower tube.



5. Looking down from the top of the fork, insert special tool **PF-53122** to hold the damper tube.



6. Install *NEW* cartridge washer (2208096) and *NEW* cartridge bolt (7527865). Torque to specification.

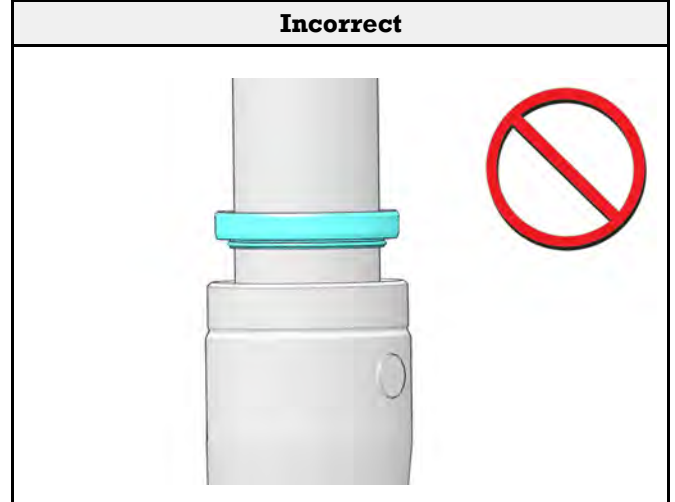
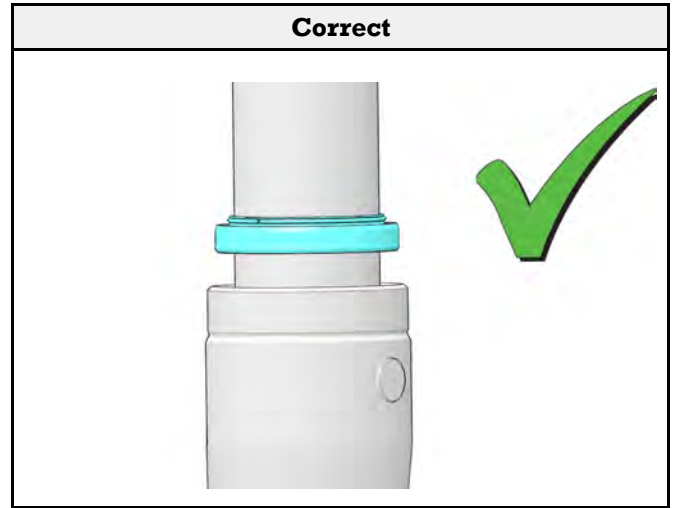
TORQUE
Fork Cartridge Fastener
22 ft-lbs (30 N·m)



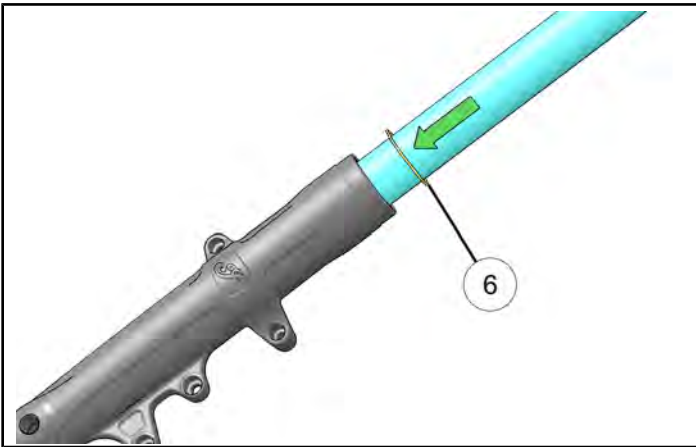
7. To properly seat the bushing and washer, use fork seal installer (**PV-49494**) to seat the bushing and washer.

8. Using the smaller diameter of fork seal installer (**PV-49494**), drive in the *NEW* main seal (2208947).

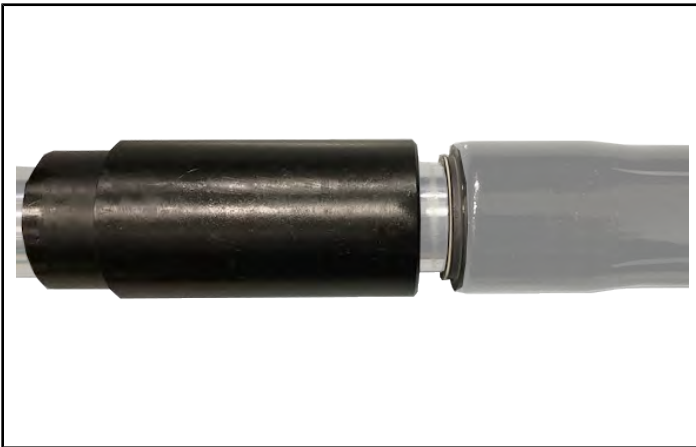
IMPORTANT
Note orientation of seal during installation.



9. Install spring clip ⑥



10. Using the larger diameter end of (PV-49494), install the *NEW* dust seal.



11. **SUPER CHIEF / CHIEF BOBBER** = Install the fork cap carefully by hand.

⚠ CAUTION

Do not use impact to install the cap as damage may occur.

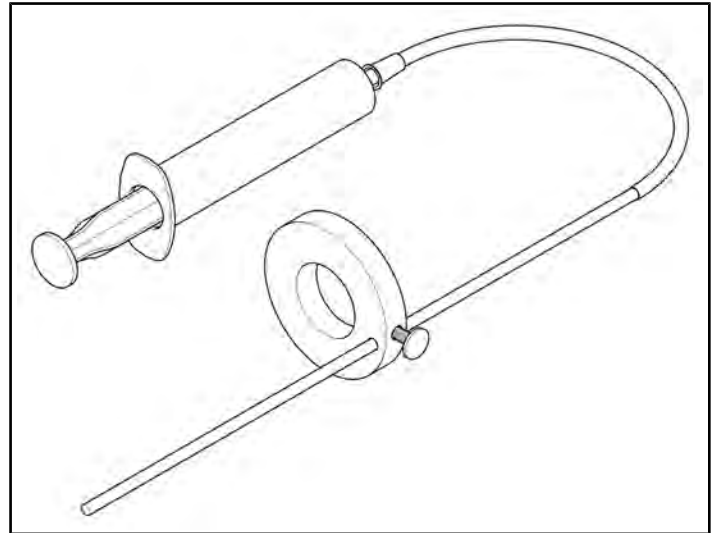
12. Compress the inner fork into the outer leg and stand the assembly upright.

13. Pour fork oil (PN: 2208093) into the inner fork and cycle to purge out any air.

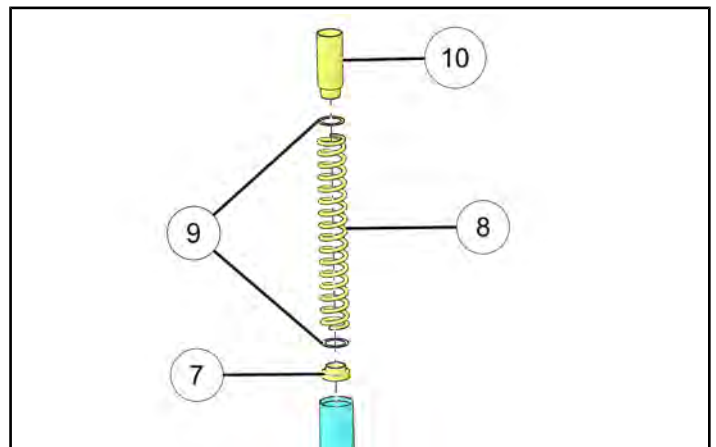
MEASUREMENT

starting oil volume = 550mL

14. With the fork compressed, the oil level should be **4.53 inches (115 mm)** from the top of the inner fork opening. Use special tool **PV-59000A** for an accurate measurement.



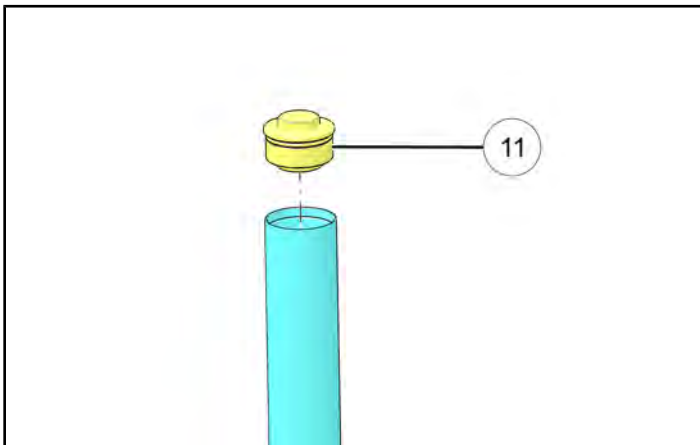
15. Install spring mount ⑦, main spring ⑧, upper and lower spring seats ⑨, and spring spacer ⑩.



16. Install fork cap ⑪.

TORQUE

Fork Cap:
15 ft-lbs (20 N·m)



17. Repeat removal and repair procedure for the second fork tube assembly.

FRONT FORK INSTALLATION

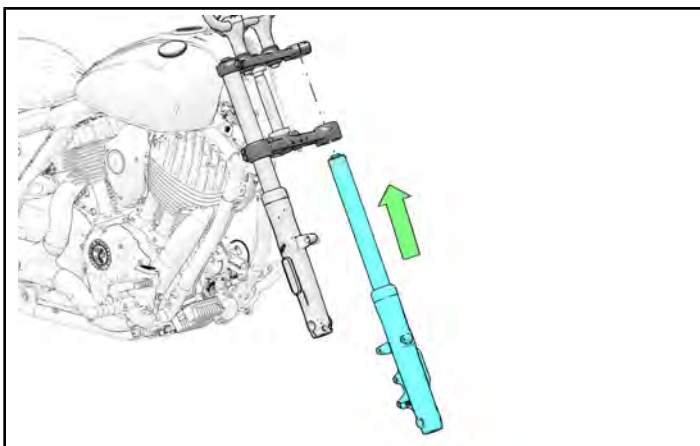
IMPORTANT

Clean the fork tubes and the clamping surfaces of the triple clamps to remove any oil or grease prior to installation.

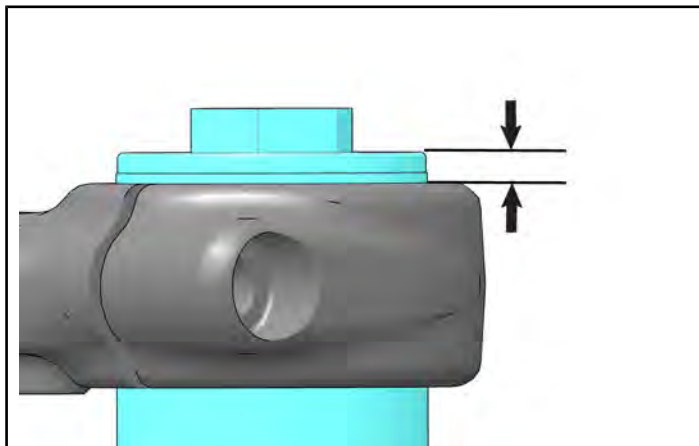
IMPORTANT

Do not operate the front brake lever with the calipers or wheel removed.

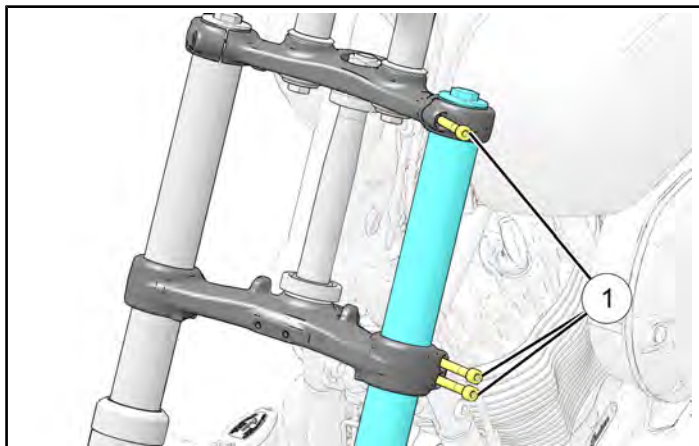
1. Install one fork tube assembly into lower triple clamp.



2. Continue to slide tube through lower triple clamp and into upper triple clamp. Stop when the top of the fork cap is protruding 0.098 inches (2.5 mm) with the top of the upper triple clamp.



3. Install and hand tighten the triple clamp pinch fasteners. ①.



4. Torque fasteners to specification.

TORQUE

Fork Triple Clamp Fasteners (Lower):
Step 1: Tighten bearing lock by following its tightening procedure.
Step 2: Tighten bottom bolts on lower triple clamp.
Step 3: Tighten top bolt on lower triple clamp.
Step 4: repeat step 2.
Step 5: Repeat step 3.
Step 6: Final Torque Pinch fasteners to 17 ft-lbs (24 N·m)

TORQUE

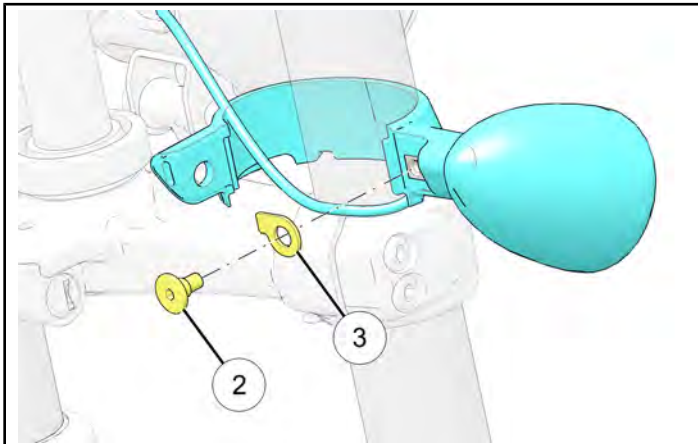
Fork Triple Clamp Fasteners (Upper):
17 ft-lbs (24 N·m)

5. Repeat steps for remaining fork tube.

6.

- **CHIEF MODELS** = Install turn signals:

Install turn signal fastener ② and signal bracket ③.
Torque fastener to specification.



TORQUE

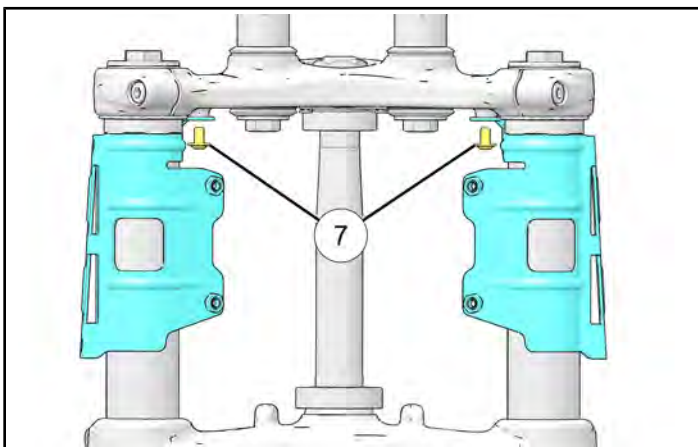
Turn Signal Fastener (Chief Front):
35 in-lbs (4 N·m)

- **SUPER CHIEF / CHIEF BOBBER** = Install front body work components:

IMPORTANT

During reassembly, push the front cover upward to close the gap to the upper triple clamps before securing with fasteners.

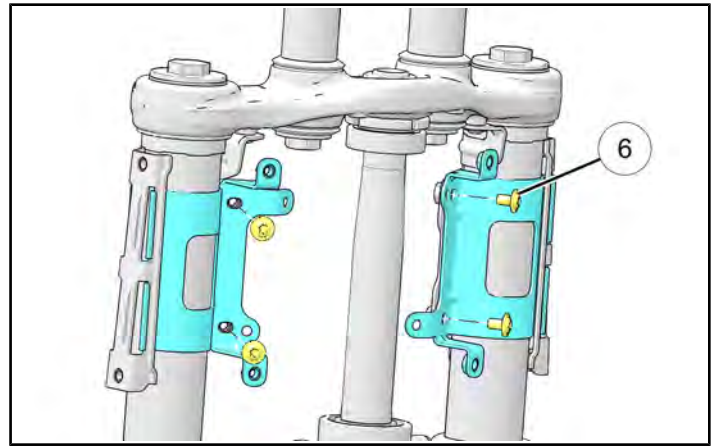
- Install the front nacelle mounts and its fasteners ⑦. Torque fasteners to specification.



TORQUE

Front Bodywork Fastener:
88 in-lbs (10 N·m)

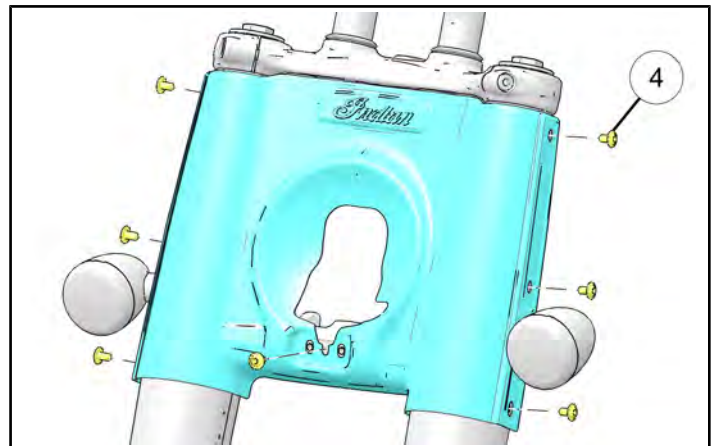
- Install the rear clamp mounts and its fasteners ⑥. Torque fasteners to specification.



TORQUE

Front Bodywork Fastener:
88 in-lbs (10 N·m)

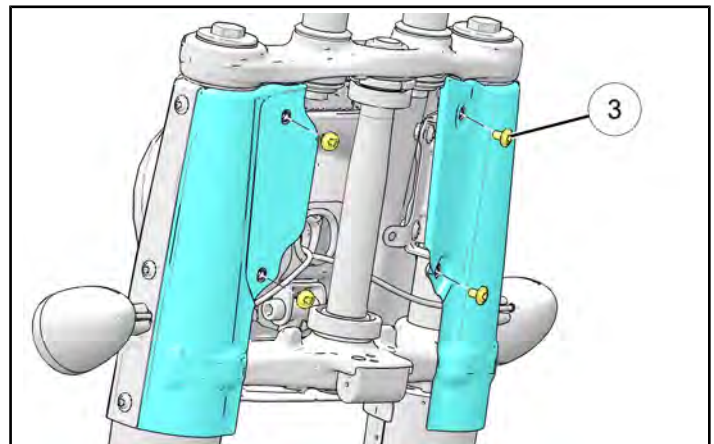
- Install the front cover and its fasteners ④. Torque fasteners to specification.



TORQUE

Front Bodywork Fastener:
88 in-lbs (10 N·m)

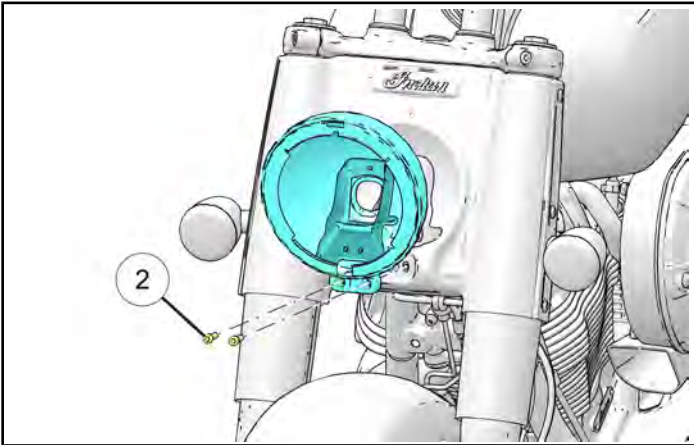
- Install the rear cover and its fasteners ③. Torque fasteners to specification.



TORQUE

Front Bodywork Fastener:
88 in-lbs (10 N·m)

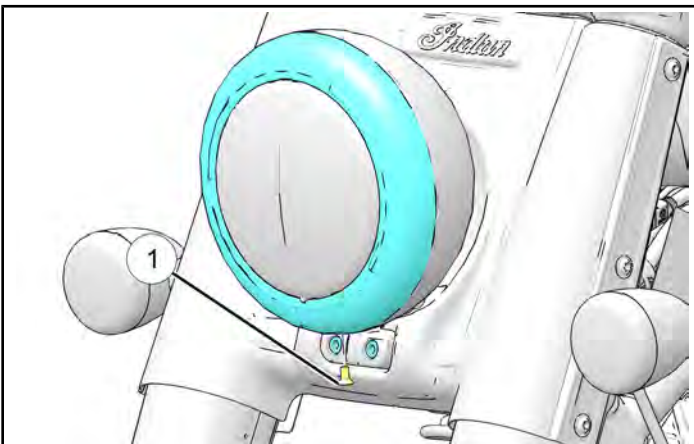
- Install head light bucket and its fasteners ②.
Torque fasteners to specification.



TORQUE

Head Light Mount Fastener:
88 in-lbs (10 N·m)

- If equipped, connect harness retention feature to the head light bucket.
- Install the head light and connect the turn signals and head light electrical connectors.
- Install head light bezel and its fastener ①.
Torque fastener to specification



TORQUE

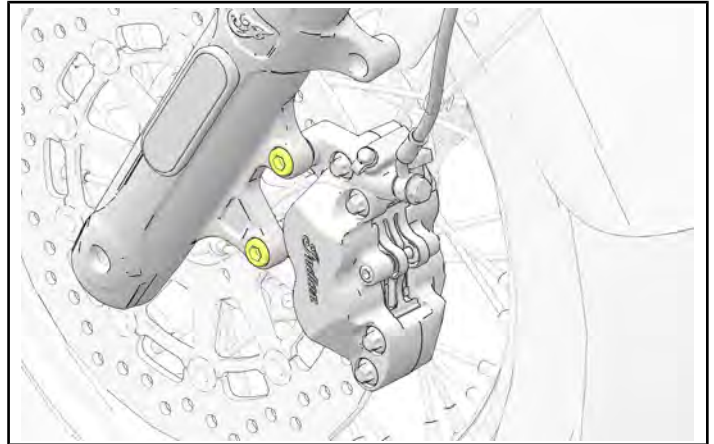
Head Light Bezel Fastener:
27 in-lbs (3 N·m)

IMPORTANT

During reassembly, push the front cover upward to close the gap to the upper triple clamps before securing with fasteners.

7. Install front wheel:

- Install wheel spacer to non-brake side.
- Apply brake cleaner or isopropyl alcohol to a clean shop towel and wipe brake discs clean.
- Separate brake pads and install caliper assembly over brake disc.
- Install caliper mounting fasteners and torque to specification.



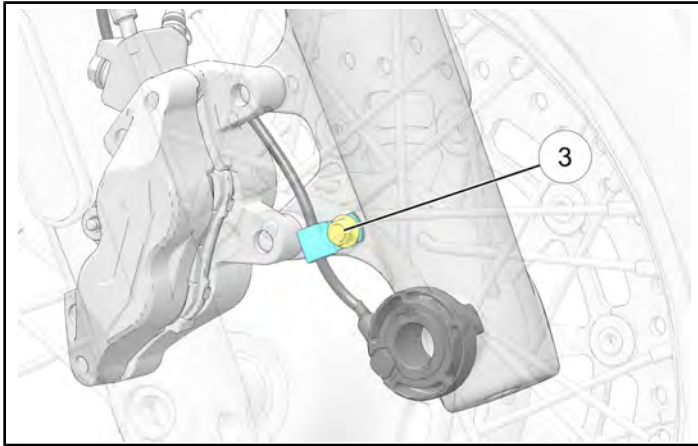
TORQUE

Caliper Mounting Fasteners (front):
29 ft-lbs (40 N·m)

- Route the wheel speed sensor wire as shown.



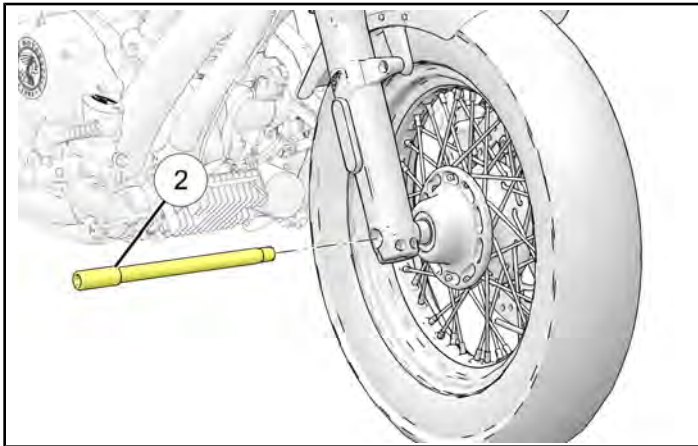
- Install wheel speed sensor to brake side. Secure the speed sensor wire with p-clip. Torque p-clip fastener ③ to specification.



TORQUE

P-Clamp Fastener:
80 in-lbs (9 N·m)

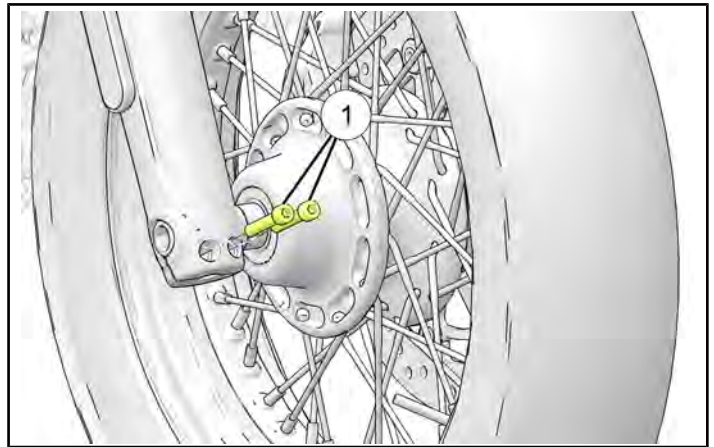
- Install wheel and install axle ②. Torque axle to specification.



TORQUE

Axle (front fork):
52 ft-lbs (70 N·m)

- Install axle pinch bolts ① on lower right fork leg.



TORQUE

Axle Pinch Fasteners:
18 ft-lbs (25 N·m) Tighten each screw once after initial torque

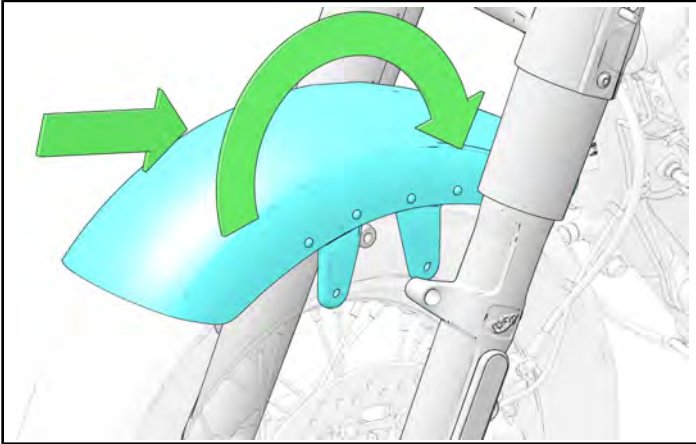
- Cycle the front suspension. Tighten axle pinch bolts to specification.

8. Install front fender:

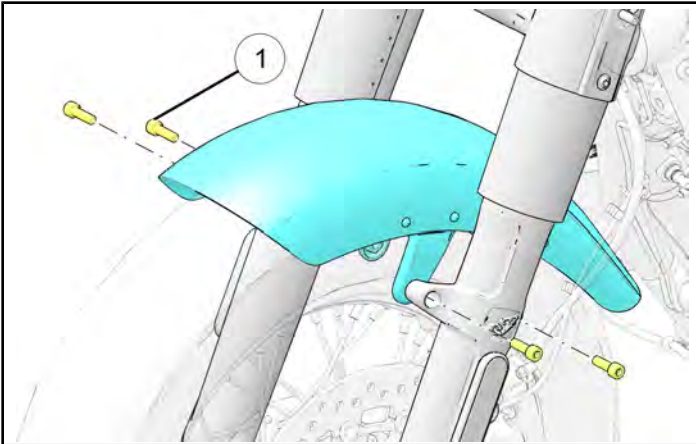
⚠ CAUTION

Use care not to scratch or damage painted surfaces during fender installation.

- Stand in front of the motorcycle facing the front fender and squeeze the sides together while “rolling” the fender in between the fork legs.



- Install fender mount fasteners ①. Torque fasteners to specification.



TORQUE

Front Fender Fastener:
17 ft-lbs (24 N·m)

9. Inspect all bolts for proper torque. Inspect hoses and wiring for proper routing.
10. Lower front end of motorcycle to the ground and test front suspension / fork operation.
11. Submit a Service Bulletin Warranty Claim for Indian Motorcycle® ISA-24-01.



Date: February 6, 2024
ATTN: All Service Personnel
Subject: Service Advisory ISA-24-01 Released

Service Advisory ISA-24-01

Indian Motorcycle found that some 2022 and 2023 Chief models can exhibit a noise in the front of the motorcycle when operating slowly on rough or bumpy road conditions. The sound can be difficult to properly diagnose as it may resemble a metallic clicking in the front headlight area. The sound is coming from the rebound check valve within the front suspension and occurs when switching between compression and rebound.

To address this, Indian Motorcycle has released this Service Advisory with instructions to install a new fork service kit that has an updated rebound check valve to correct the noise. This Service Advisory replaces ISA-21-01.

[View ISA-24-01 Service Advisory](#)

Affected Units

2022–2023 Chief, Chief Bobber, and Super 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.

Thank you for your attention.

Sincerely,

- Indian Motorcycle Service

© 2024 Polaris Industries Inc. | 2100 Highway 55, Medina, MN 55340