



# SERVICE BULLETIN

**Release Date:** February 08, 2024

# IND

**Communication #:** I-24-02

**Model Year(s):** 2020, 2022, 2024

— Confidential and Proprietary —

**VERSION: R01 (February 08, 2024)**

## IMPORTANT

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

## SUBJECT: POWERPLUS 108 CRANKCASE OIL DRAIN PASSAGE PURPOSE

Indian Motorcycle has determined that some 2020, 2022, 2024 Challenger and 2024 Pursuit models' left-hand crankcase oil drain passage may be plugged. If plugged, an incomplete oil volume drain may occur during an oil change. The oil passage is only used when oil is drained from the engine and presents no risk to normal engine operation.

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to inspect the left-hand crank case oil drain passages, and repair if needed.

## AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020, 2022, 2024	Challenger	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.
2024	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 INDIAN MOTORCYCLE

If you have questions that are not addressed in this document, contact Indian Motorcycle Service through Ask Polaris or by phone at 877-204-3697 (US/Canada Dealers Only) / +48 775 48 1234 (International).

## DEALER - WHAT TO DO?

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 inspect, and repair if needed, any affected units in their inventory.

## WARRANTY CLAIM INFORMATION

2020, 2022, 2024 CHALLENGER AND 2024 PURSUIT INSPECTION	
<b>Bulletin</b>	I-24-02-AA
<b>Claim Type</b>	SB (Service Bulletin)
<b>Labor Allowance</b>	0.8 hours (48 minutes)
<b>Part Number / Description</b>	2521421 (QTY 1) FILTER-OIL,INDIAN 2880187 (QTY 5) OIL-15W60,INDIAN,QUART 5812232 (QTY 1) WASHER-19X12X1.3,COPPER 5417503 (QTY 1) O-RING,DRAINPLUG, 6.07MMX1.78MM
<b>Parts Availability</b>	Available to order
<b>University of Polaris Video Training Required</b>	NO

2020, 2022, 2024 CHALLENGER AND 2024 PURSUIT REPAIR	
<b>Bulletin</b>	I-24-02-AB
<b>Claim Type</b>	SB (Service Bulletin)
<b>Labor Allowance</b>	1.5 hours (90 minutes)
<b>Part Number / Description</b>	<i>Additional parts and labor required to complete I-24-02-AB to be authorized through an ASK Polaris case.</i>
<b>Parts Availability</b>	Available to order
<b>University of Polaris Video Training Required</b>	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 Indian Motorcycle® I-24-02 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 Indian Motorcycle® I-24-02 and Send Claim.

## ACCESSORY LABOR

Polaris will review coverage of labor for the removal and installation of accessories required to complete the work in this communication. Follow the steps below to request reimbursement:

1. Start a new Ask Polaris Case, Service & Warranty Question.
2. Supply written description and pictures of the accessories to support the labor time requested.

## COVERAGE PERIOD

Coverage will begin on February 08, 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](#).



# I-24-02-AA INSPECTION PROCEDURE

## TOOLS REQUIRED

### TOOLS REQUIRED

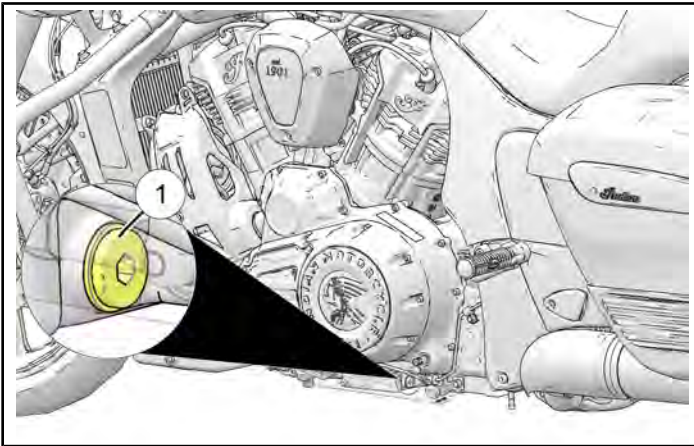
- Allen or Hex Sockets
  - 5 mm, 8 mm
- Wrench
  - 12 mm
- Ratchet
- Safety Glasses
- Torque Wrench
- Oil Drain Pan
- Oil Filter Wrench
- Funnel

## DRAIN THE OIL

### IMPORTANT

If the engine is cold, start the engine and allow it to run at idle for at least 5 minutes. This will allow the oil to warm up and flow easier while draining. It also will scavenge most oil to the oil tank.

1. Clean the area around the drain plug ①. Place a drain pan under the drain plug.



2. Remove the drain plug. Allow the oil to drain completely.
3. Proceed to Primary Cover Removal.

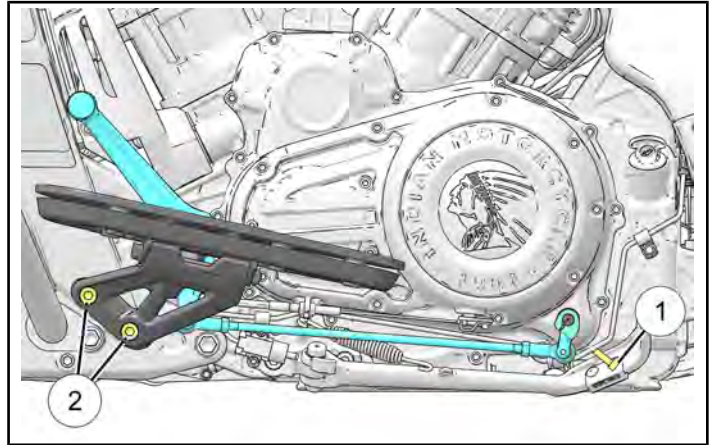
## PRIMARY COVER REMOVAL

### NOTICE

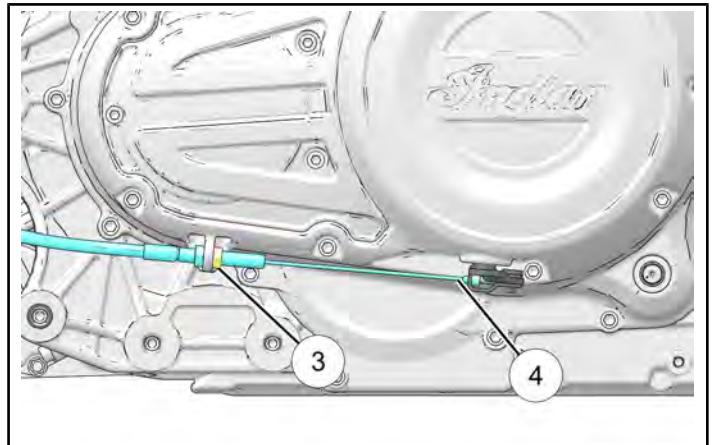
The cold start cover and outer primary cover can remain assembled.

1. Remove shift lever fastener ①.

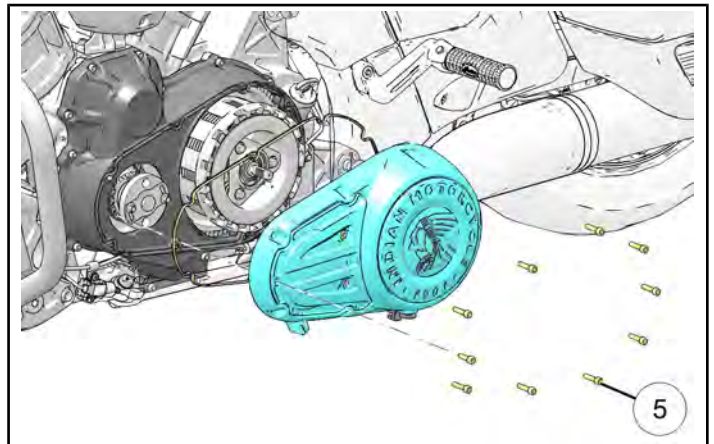
2. Remove Left Hand floor board assembly by removing its fasteners ②. Remove assembly from unit.



3. Loosen the clutch cable jam nut



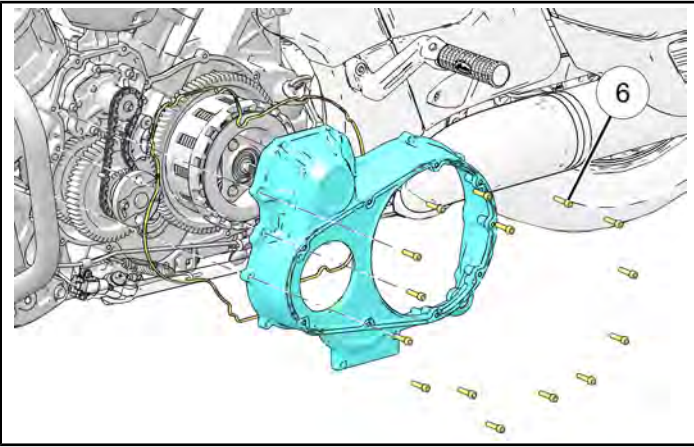
4. Disconnect the clutch cable ④ from the clutch pinion.
5. Remove clutch cable from primary cover.
6. Remove Outer primary cover fasteners ⑤.



### IMPORTANT

Clean the outer diameter of the ratchet shifter shaft before removing the inner primary cover.

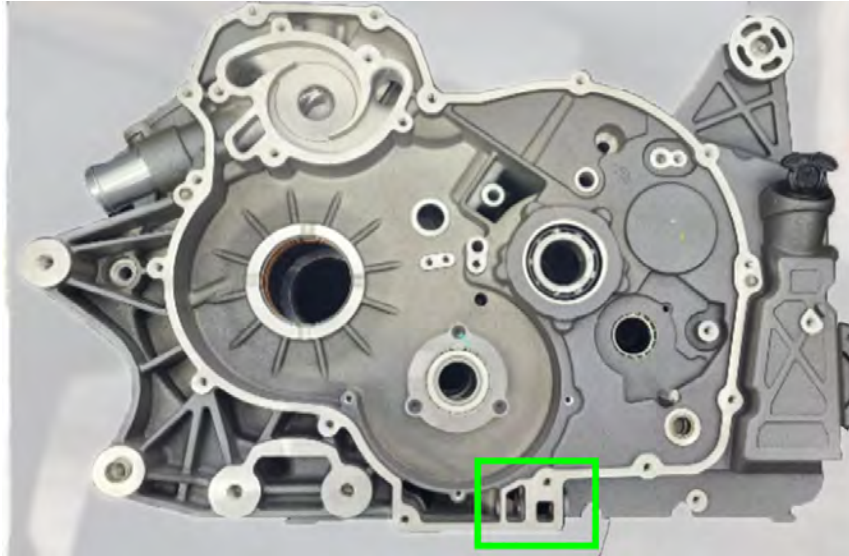
7. Remove inner primary cover fasteners ⑥.



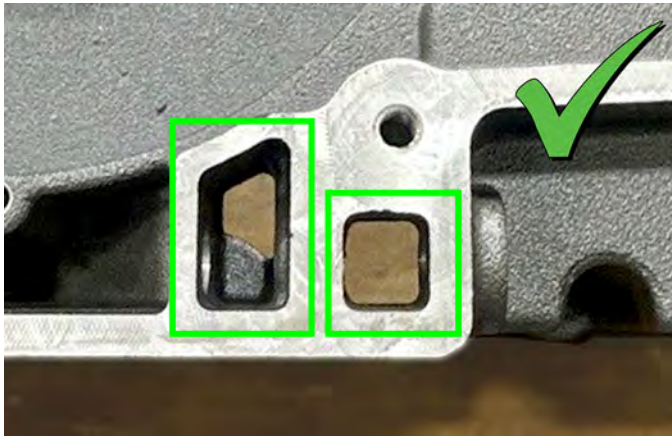
8. Proceed to Inspection. See [page 6](#).

## INSPECTION

1. Inspect the oil drain passages to determine if **GOOD** or **BAD**. The oil drain passages are located on the bottom right side of the left hand crankcase, behind the inner cover, as seen in the following image.



ENGINE WITH NO FLASH OPENINGS IN BOTH LOCATIONS – **GOOD**



ENGINE WITH EITHER FLASH PASS-THROUGH HOLE CLOSED – **BAD**



**STOP!**

- If inspection is **GOOD** (engine with no flash openings in both locations), proceed to Primary Cover Installation. See [page 7](#).
- If inspection is **BAD** (engine with either flash pass-through hole closed), take photos of the oil drain passages and proceed to I-24-02-AB Repair Procedure.

US/CAN: Submit an Ask Polaris Service & Warranty Question > All Vehicle Diagnostic case. Add "I-24-02 AB case inspection fail" in the concern statement.

INTL: Contact your Country Service Department.

## PRIMARY COVER INSTALLATION

1. Clean gasket surfaces of crankcase and cover.
2. Install inner primary cover gasket.

### NOTICE

Inspect the seal for any debris and damage. If damage is found, clean the seal groove of any oil, and replace the seal.

### NOTICE

Make sure the inner primary cover gasket is fully seated in the seal groove. If installing or re-seating the seal into the inner primary cover groove, use a pushing motion with a finger, working around the seal perimeter. Do not drag a finger or tool along the seal perimeter. This will lead to a “rolled” or damaged seal. Confirm the seal is fully seated prior to installing and torquing the inner primary cover.

3. Install inner primary cover and secure with fasteners  
⑥. Torque in sequence as shown.

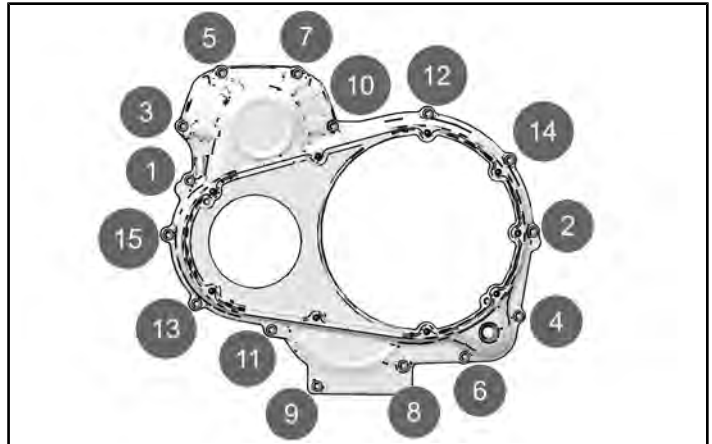
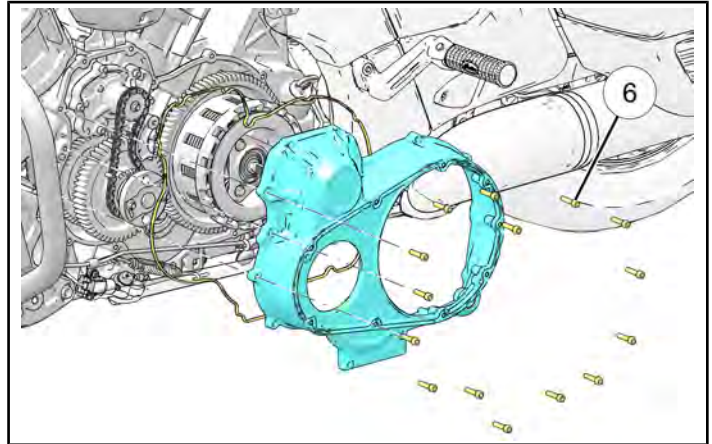
### IMPORTANT

Prior to installing the inner primary cover:

- Clean the outer diameter of the ratchet shifter shaft
- Clean the inner diameter of the ratchet shifter shaft seal
- Add white lithium grease to the inner diameter of the ratchet shifter shaft seal

### TORQUE

Primary Cover Fastener (Inner):  
**88 in-lbs (10 N·m)**



4. Install the outer primary cover gasket.

### NOTICE

Inspect the seal for any debris and damage. If damage is found, clean the seal groove of any oil, and replace the seal.

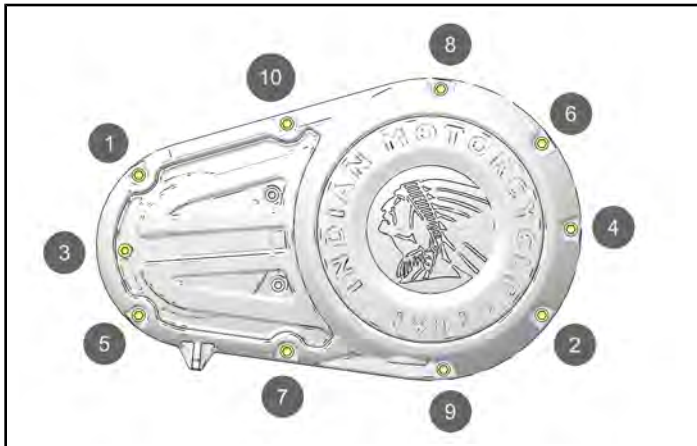
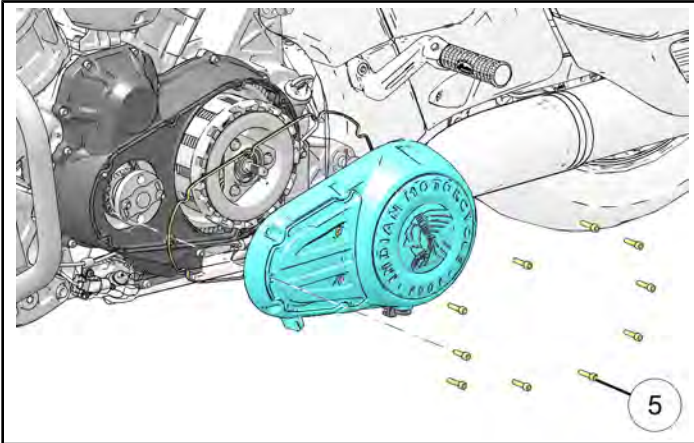
### NOTICE

Make sure the outer primary cover gasket is fully seated in the seal groove. If installing or re-seating the seal into the outer primary cover groove, use a pushing motion with a finger, working around the seal perimeter. Do not drag a finger or tool along the seal perimeter. This will lead to a “rolled” or damaged seal. Confirm the seal is fully seated prior to installing and torquing the outer primary cover.

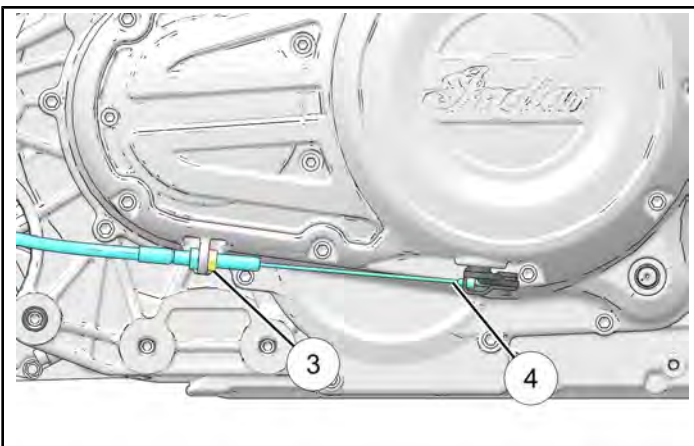
5. Install outer primary cover and secure fasteners ⑤. Torque in sequence as shown.

**TORQUE**

Primary Cover Fastener (Outer)  
**88 in-lbs (10 N·m)**

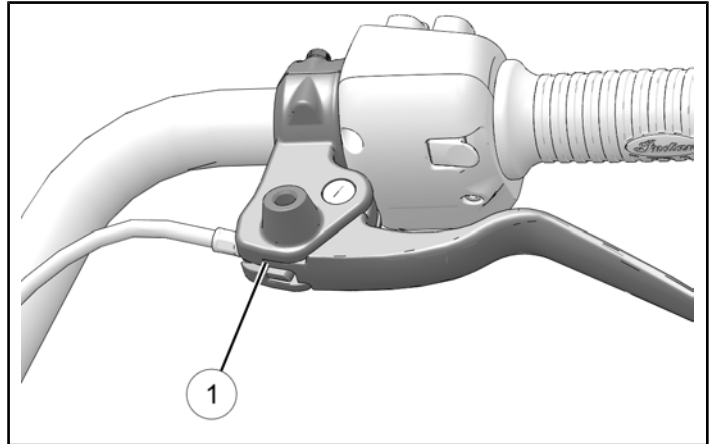


6. Connect the clutch cable ④ to the clutch pinion.



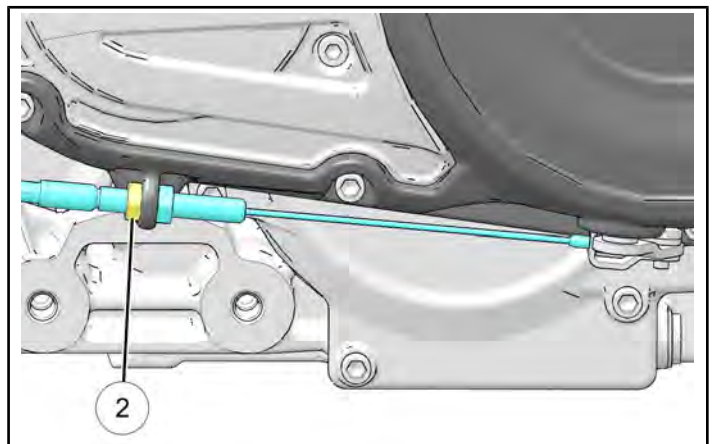
7. Clutch Adjustment:

- a. Adjust the clutch cable. With handlebars pointing straight ahead, measure the clutch lever free play at point shown ①



Clutch Lever Free Play:  
**.019-.059" (0.5-1.5 mm)**

- b. Compare measurement to specification. If adjustment is required, proceed to next step.  
 c. Locate the clutch cable adjuster nut ②.

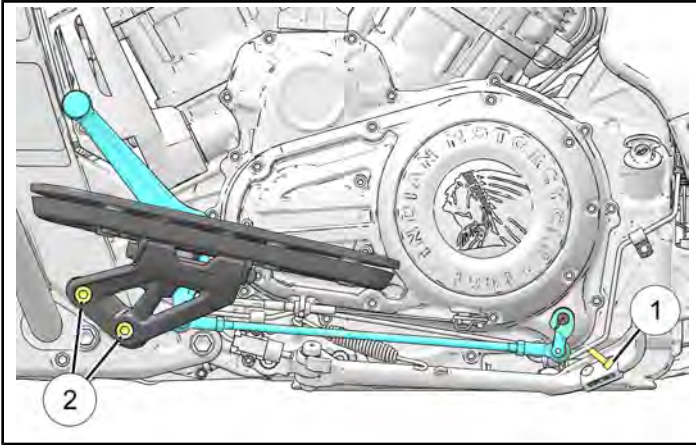


- d. Hold cable and loosen the adjuster jam nut.  
 e. Turn adjuster nut in or out until clutch free play is correct.  
 f. Tighten adjuster jam nut to specification.

**TORQUE**

Clutch Cable Nut:  
**48 in-lbs (5 N·m)**

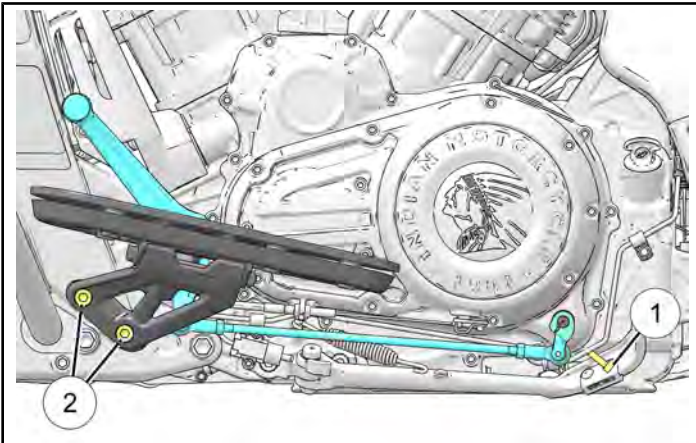
8. Install Left Hand floor board assembly fasteners ②.  
Torque to specification.



**TORQUE**

Floorboard Bracket Fasteners:  
**35 ft-lbs (47 N·m)**

9. Install shift lever fastener ①. Torque to specification.



**TORQUE**

Shift Lever Fastener:  
**88 in-lbs (10 N·m)**

10. Proceed to Engine Oil & Filter Change. See [page 10](#).

## ENGINE OIL & FILTER CHANGE

### IMPORTANT

The total amount of oil required for a oil and filter change is approximately 5 qts. (4.7 L). Follow all instructions carefully. Do not overfill.

### CAUTION

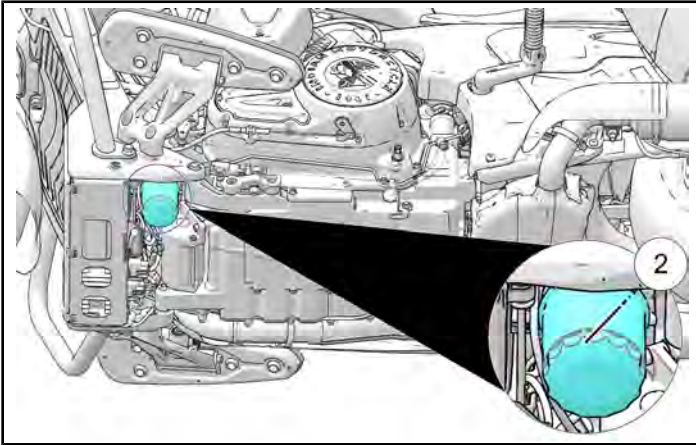
After an oil change, the low oil pressure indicator may illuminate when the engine is started. If this occurs, do not increase RPM above idle speed until the indicator turns off. Operating above idle speed could result in damage to the engine.

1. Clean and inspect the drain plug and sealing surfaces. Install *new* sealing washer (PN 5812232) and *new* o-ring (PN 5417503) on the drain plug. The sealing surfaces on drain plug and engine should be clean and free of burrs, nicks, or scratches.
2. Install the drain plug.

### TORQUE

Drain Plug:  
**15 ft-lbs (20 N·m)**

3. Place a drain pan beneath the oil filter ②. Use an oil filter wrench and remove the oil filter.



4. Use a clean dry cloth to clean the filter sealing surface on the engine.
5. Lubricate the o-ring on the new filter with a film of fresh engine oil. Check to make sure the o-ring is in good condition.
6. Install *new* oil filter (PN 2521421).

### TORQUE

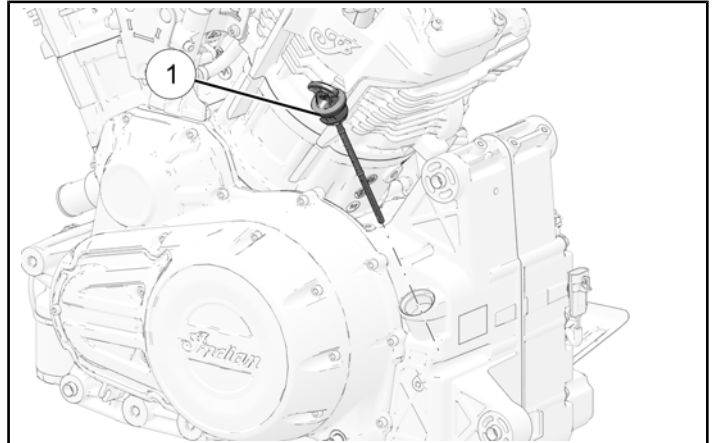
Oil Filter:  
**Approximately 3/4 turn after seal has contacted the filter adapter.**

7. Remove the dipstick. Add only 4 qts (3.8 L) of Indian Motorcycle 15-W60 oil (PN 2880187). Do NOT overfill.
8. Install the dipstick securely.
9. With the unit in an upright, centered position, start the engine and idle for 30 seconds.

### IMPORTANT

Shut engine off prior to removing the dipstick.

10. Remove the dipstick ① and wipe it clean.



11. Thread the dipstick until fully seated.
12. Remove the dipstick and view the oil level.

### IMPORTANT

The motorcycle must be on its center to accurately check the oil level

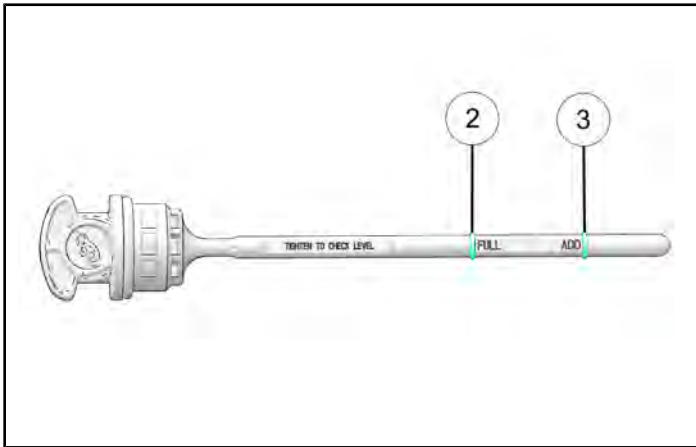
13. The approximate volume between the FULL ② and ADD ③ marks on the dipstick is 32 oz. (.94 L)

**⚠ CAUTION**

Do not overfill. Overfilling can result in loss of engine performance and an oil-saturated air filter. Use a suction device to remove excess oil if overfilled.

**NOTICE**

Oil should be added only if the proper oil check procedure is followed and the level is below the safe mark.



14. If the dipstick oil level is low, add additional oil until in the safe operating range. Add the recommended oil as needed to bring the level between the ADD and FULL marks. Do not add oil if between the ADD and FULL marks.
15. Reinstall the dipstick securely.
16. Check for any oil leaks around the oil plug and primary cover.

**⚠ CAUTION**

After an oil change, the low oil pressure indicator may illuminate when the engine is started. If this occurs, do not increase RPM above idle speed until the indicator turns off. Operating above idle speed could result in damage to the engine.

17. Dispose of used filter and oil properly.
18. Reset the oil change life in the instrument gauge.
19. Submit a Service Bulletin Warranty Claim for I-24-02-AA.

**STOP!**

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

**INTL Dealers:** Contact your Country Service Department.

**Submit photos of the oil drain passages 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.**



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

### IMPORTANT NOTICE

**This notice applies to your vehicle**

**Subject: 2020, 2022, 2024 Challenger and 2024 Pursuit  
Crankcase Oil Drain Passage**

VIN: I-24-02  
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 vehicle does not meet a quality standard set by Indian Motorcycle. Our records show you have purchased an affected vehicle.

***The reason for this notice:***

Indian Motorcycle has determined that some 2020, 2022, 2024 Challenger and 2024 Pursuit models' left-hand crankcase oil drain passage may be plugged. If plugged, an incomplete oil volume drain may occur during an oil change. The oil passage is only used when oil is drained from the engine and presents no risk to normal engine operation.

***What you should do:***

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have an inspection 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 authorized your dealer to inspect the left-hand crank case oil drain passages, and repair if needed. 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**



February 8, 2024

Steve,

Indian Motorcycle has determined that some 2020, 2022, 2024 Challenger and 2024 Pursuit models' left-hand crankcase oil drain passage may be plugged. If plugged, an incomplete oil volume drain may occur during an oil change. The oil passage is only used when oil is drained from the engine and presents no risk to normal engine operation.

To address this concern, Indian Motorcycle has authorized your dealer to inspect the left-hand crank case oil drain passages, and repair if needed. 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**.

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**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 left-hand crank case oil drain passages, and repair if needed. This work will be performed by your dealer at no cost to you.

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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.*

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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](#).



**Date:** February 8, 2024  
**ATTN:** All Service Personnel  
**Subject:** Service Bulletin I-24-02 Released

### Service Bulletin I-24-02

Indian Motorcycle has determined that some 2020, 2022, 2024 Challenger and 2024 Pursuit models' left-hand crankcase oil drain passage may be plugged. If plugged, an incomplete oil volume drain may occur during an oil change. The oil passage is only used when oil is drained from the engine and presents no risk to normal engine operation.

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[View I-24-02 Service Bulletin](#)

### Affected Units

2020, 2022, 2024 Challenger  
2024 Pursuit

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

## **Z-22-01 Service Bulletin DEX Alert and STOP Post**

### **DEX Alert / STOP Post**

**Group:** Communication

**Start Date:** 2/8/2024

**Removal Date:** 5/8/2024

**Title:** Service Bulletin I-24-02 Released

#### **Alert Text:**

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Click [HERE](#) to view I-24-02 Service bulletin.