



# SERVICE ADVISORY

**Release Date:** May 3, 2024

**Communication #:** ISA-24-02

**Expiration Date:** May 3, 2025

# IND

**Model Year(s):** 2020-2022

— Confidential and Proprietary —

**VERSION: R01 (May 3, 2024)**

## IMPORTANT

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

## SUBJECT: ECM CALIBRATION REFLASH

### PURPOSE

Indian Motorcycle has developed an updated Engine Control Module (ECM) calibration for 2020 - 2022 OEM, Stage 1 and Stage 2 North American Challenger / Pursuit motorcycles. The updated ECM calibration improves low speed operation, misfire detection, and idle performance. The updated ECM calibration will also increase the accuracy of the fuel level and expected range.

## NOTICE

This Service Advisory supersedes ISA-22-01

## AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020-2022	Challenger / Pursuit	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.

*\*Due to regional emissions requirements, the calibration update covered by this Service Advisory is only available for North America model numbers and regions at this time. Any changes for coverage of additional model numbers and regions will be communicated, if applicable, through future revisions of this Service Advisory.*

## 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

2020-2022 CHALLENGER / PURSUIT	
<b>Advisory #</b>	ISA-24-02
<b>Claim Type</b>	SA (Service Advisory)
<b>Labor Allowance</b>	0.3 hours (18 minutes)
<b>Part Number / Description</b>	0000541 (QTY 1) Bulletin Misc Labor
<b>Parts Availability</b>	NA
<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 Advisory> Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® ISA-24-02 and Send Claim.

## DEALER - WHAT TO DO?

Indian Motorcycle recommends this **Service Advisory** be performed on any affected Model Year 2020-2022 Challenger models before sale or delivery.

## COVERAGE PERIOD

Coverage will begin on May 3, 2024. Coverage will expire on May 3, 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](#).



# ECM REPROGRAMMING PROCEDURE

## TOOLS REQUIRED

- Digital Wrench® II
- Multilink XP cable
- Battery Tender (minimum 1 amp)

## PROGRAMMING PROCEDURE

### IMPORTANT

This procedure requires the use of Digital Wrench® II. Connect a battery tender to the vehicle during the 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 the most current version of Digital Wrench II 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.

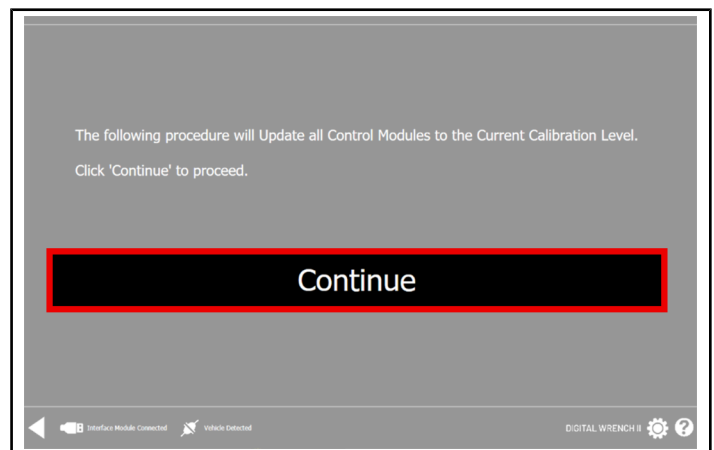
5. Open the Digital Wrench II application.
6. Select **Auto Identify**.



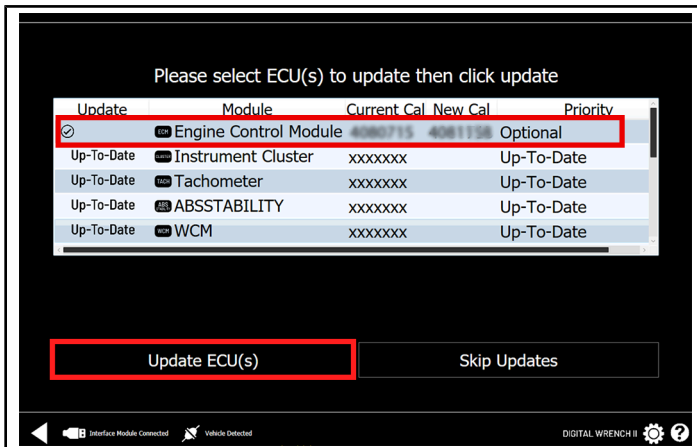
7. Select **Vehicle Update**.



8. Select **Continue**.



9. Select Engine Control Module (ECM). 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. Submit a Service Advisory Warranty Claim for Indian Motorcycle® ISA-24-02.

\*External Email\* Think Before You Click.



**Date:** May 3, 2024  
**ATTN:** All Service Personnel  
**Subject:** Service Advisory ISA-24-02 Released

### Service Advisory ISA-24-02

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[View ISA-24-02 Service Advisory](#)

### Affected Units

2020-22 Challenger / 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

## ISA-24-02 Service Advisory DEX Alert

### **DEX Alert**

**Group:** Communication

**Start Date:** 5/3/2024

**Removal Date:** 8/3/2024

**Title:** Service Advisory ISA-24-02 Released

### **Alert Text:**

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Click [HERE](#) to view ISA-24-02