



SERVICE BULLETIN

Release Date: June 07, 2024

Communication #: I-24-06

Expiration Date: No Expiration Date

IND

Model Year(s): 2024

— Confidential and Proprietary —

VERSION: R01 (June 07, 2024)

IMPORTANT

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

SUBJECT: 2024 CHALLENGER AND PURSUIT VCM2 COOLING FAN SOFTWARE UPDATE PURPOSE

Indian Motorcycle has identified a potential Vehicle Control Module (VCM2) calibration concern affecting some Model Year 2024 Challenger and Pursuit models. In some instances, the VCM2 may incorrectly measure cooling fan current draw and set a C2327 Primary Fan Driver Current Low or Open Circuit fault. When active, this fault causes the cooling fan to become inoperable until a full key cycle is performed, which may lead to engine overheating if ignored.

To address this concern, Indian Motorcycle has released an updated VCM2 calibration, and this Service Bulletin, to notify customers and instruct dealers to update the VCM2 calibration with the new version.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2024	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 INDIAN MOTORCYCLE

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) or at +48-755-48-1234 (International).

DEALER - WHAT TO DO?

Indian Motorcycle recommends this Service Bulletin be performed on any affected Model Year 2024 Challenger and Pursuit models before sale or delivery.

WARRANTY CLAIM INFORMATION

2024 CHALLENGER / PURSUIT	
Bulletin	I-24-06
Claim Type	SB (Service Bulletin)
Labor Allowance	.03 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
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-24-06 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-24-06 and Send Claim.

COVERAGE PERIOD

Coverage will begin on June 07, 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](#).



REPAIR PROCEDURE

TOOLS REQUIRED

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

VCM REPROGRAMMING PROCEDURE

PROGRAMMING PROCEDURE

IMPORTANT

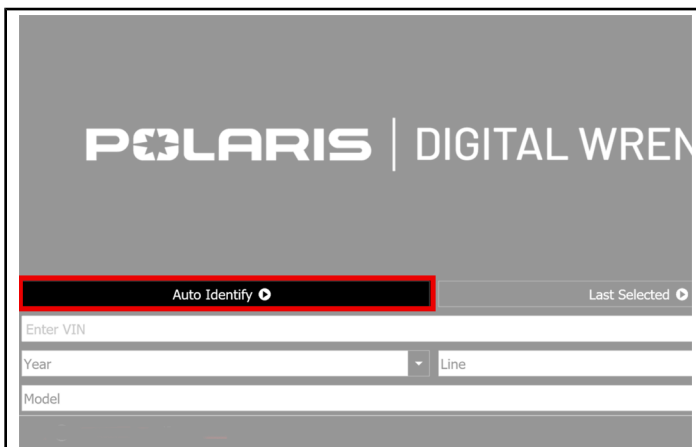
This procedure requires the use of Digital Wrench® II. Connect a battery tender to the vehicle during the programming procedure.

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.

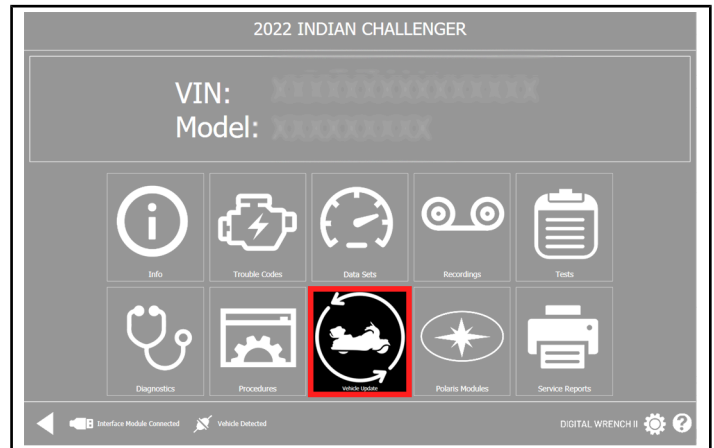
CAUTION

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.

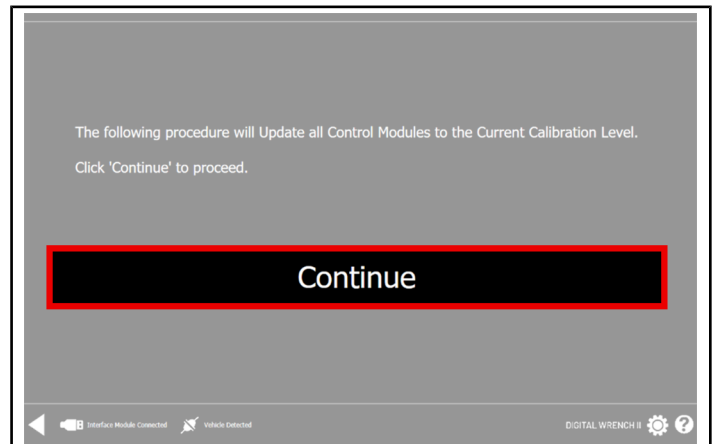
5. Open the Digital Wrench II application.
6. Select **Auto Identify**.



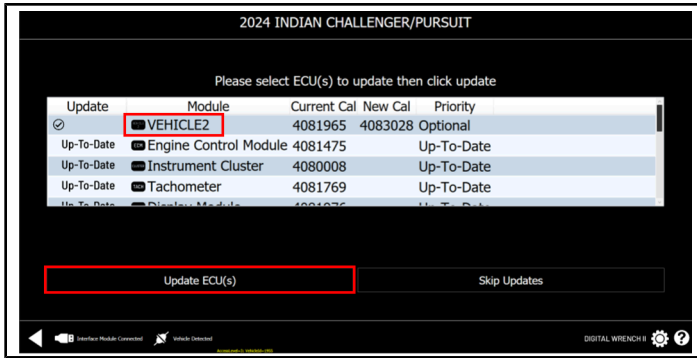
7. Select **Vehicle Update**.



8. Select **Continue**.



9. Select **Vehicle 2 (VCM2)**. Then select **Update ECU(s)**.



NOTICE

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

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 Bulletin Warranty Claim for I-24-06.



Date: June 7, 2024
ATTN: All Service Personnel
Subject: Service Bulletin I-24-06 Released

Service Bulletin I-24-06

Indian Motorcycle has identified a potential Vehicle Control Module (VCM2) calibration concern affecting some Model Year 2024 Challenger and Pursuit models. In some instances, the VCM2 may incorrectly measure cooling fan current draw and set a C2327 Primary Fan Driver Current Low or Open Circuit fault. When active, this fault causes the cooling fan to become inoperable until a full key cycle is performed, which may lead to engine overheating if ignored.

To address this concern, Indian Motorcycle has released an updated VCM2 calibration, and this Service Bulletin, to notify customers and instruct dealers to update the VCM2 calibration with the new version.

[View I-24-06 Service Bulletin](#)

Affected Units

2024 Challenger and 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

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I-24-06 Service Bulletin DEX Alert and STOP Post

DEX Alert / STOP Post

Group: Communication

Start Date: 6/7/2024

Removal Date: 9/7/2024

Title: Service Bulletin I-24-06 Released

Alert Text:

Indian Motorcycle has identified a potential Vehicle Control Module (VCM2) calibration concern affecting some Model Year 2024 Challenger and Pursuit models. In some instances, the VCM2 may incorrectly measure cooling fan current draw and set a C2327 Primary Fan Driver Current Low or Open Circuit fault. When active, this fault causes the cooling fan to become inoperable until a full key cycle is performed, which may lead to engine overheating if ignored.

To address this concern, Indian Motorcycle has released an updated VCM2 calibration, and this Service Bulletin, to notify customers and instruct dealers to update the VCM2 calibration with the new version.

Click [HERE](#) to view I-24-06 Service Bulletin.

External Email Think Before You Click.



June 7, 2024

Brian,

Indian Motorcycle has identified a potential Vehicle Control Module (VCM2) calibration concern affecting some Model Year 2024 Challenger and Pursuit models. In some instances, the VCM2 may incorrectly measure cooling fan current draw and set a C2327 Primary Fan Driver Current Low or Open Circuit fault. When active, this fault causes the cooling fan to become inoperable until a full key cycle is performed, which may lead to engine overheating if ignored.

To resolve this concern, Indian Motorcycle has developed an updated VCM2 calibration.

Our records indicate that you are the owner of a **Indian Motorcycle** with **(Vehicle Identification Number)** affected by Service Bulletin **I-24-06**.

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.
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Dealership Next Steps:

Authorized dealers will be updating the VCM2 calibration with the new version on the affected vehicle at no cost to you. This repair should take approximately 18 minutes. They have been instructed to repair your vehicle

If you have other questions or feedback, you may contact our Polaris Owners Connections Department at **1-800-765-2747** to speak with a representative.

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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IMPORTANT NOTICE

This notice applies to your vehicle

Subject: 2024 Challenger and Pursuit VCM2 Cooling Fan Software Update

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

VIN: I-24-06
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

Thank you for purchasing an Indian Motorcycle vehicle. This notice is to inform you that an issue identified with your vehicle 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 identified a potential Vehicle Control Module (VCM2) calibration concern affecting some Model Year 2024 Challenger and Pursuit models. In some instances, the VCM2 may incorrectly measure cooling fan current draw and set a C2327 Primary Fan Driver Current Low or Open Circuit fault. When active, this fault causes the cooling fan to become inoperable until a full key cycle is performed, which may lead to engine overheating if ignored.

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. This repair should take approximately 18 minutes. 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, your Indian Motorcycle dealer has been authorized to update the VCM2 calibration with the new version. 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

Indian Motorcycle Company

Indian Motorcycle Service Bulletin I-24-06

Communication Date: 06/12/2024

Text Message Communication:

Indian Motorcycle Service Bulletin I-24-06. Some MY24 Challenger and Pursuit models may have cooling fan faults that can lead to overheating. If you experience this issue, call your dealer to get a free repair. Questions? 877-204-3697.