



SERVICE BULLETIN

— Confidential and Proprietary —

Release Date: September 12, 2024

IND

Communication #: I-24-08

Expiration Date: September 12, 2026

Model Year(s): 2020–2024

VERSION: R01 (September 12, 2024)

IMPORTANT

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

Revision	Release Date	Update
R01	9/12/2024	Initial Service Bulletin Release

SUBJECT: SOFTWARE UPDATE FOR UNNECESSARY CURRENT DRAW

PURPOSE

Indian Motorcycle has determined that model year 2020-2024 Challenger, 2022-2024 Pursuit and 2024 Chief motorcycles may encounter a scenario in which the Vehicle Control Module (VCM) or Wireless Control Module (WCM) may not fully power off, resulting in unnecessary current draw from the battery.

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to update the VCM and/or WCM software.

IMPORTANT

Indian Motorcycle advises always keeping the motorcycle on a battery tender when not in use to maintain optimal battery performance. For further battery maintenance and storage information, please refer to the owner's manual.

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 repair any affected units in their inventory.

POLARIS ADVENTURES OUTFITTERS - WHAT TO DO?

Outfitters should make arrangements to have affected vehicles repaired according to the Service Bulletin as soon as possible and prioritize non-affected vehicles for rental use.

QUICK REFERENCE TABLE

Reference the table below for details related to this Safety Recall and some of the requirements.

NOTICE	
For additional reference information not included in the document, click HERE	

Parts Availability	NA
Parts Ordering	NA
Parts Destruction or Disposal	NA
Required Special Tools	Digital Wrench® II Multilink XP cable
Claim Submission Type	Standard

ITEM	REQUIRED?	LINK / ADDITIONAL INFORMATION
Training Requirement	N	
Inspection Required	N	
Parts removed during repair to be returned to Polaris?	N	
Are Service Parts Affected?	N	
Photo Requirements	N	
Part Serial Number entry	N	
Secondary Technician Audit	N	

WARRANTY CLAIM INFORMATION

BULLETIN #	DESCRIPTION	LABOR ALLOWANCE	PART NUMBER / DESCRIPTION
2024 Challenger / Pursuit			
I-24-08-AA	VCM1 / WCM Software Update	0.3 hours (18 minutes)	0000541 (QTY 1) Bulletin Misc Labor
2024 Chief / Chief Bobber / Super Chief / Sport Chief			
I-24-08-BA	VCM Software Update	0.3 hours (18 minutes)	0000541 (QTY 1) Bulletin Misc Labor
2020-2023 Challenger / 2022-2023 Pursuit			
I-24-08-CA	WCM Software Update	0.3 hours (18 minutes)	0000541 (QTY 1) Bulletin Misc Labor

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AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020-2024	Challenger	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.
2022-2024	Pursuit	
2024	Chief / Chief Bobber Super Chief / Sport Chief	

REPAIR OVERVIEW

In this procedure, the motorcycle VCM and/or WCM software (depending on the motorcycle model) will be updated by using Digital Wrench II.

CRITICAL STEPS

The following procedure steps are critical to a successful repair:

1. Select the correct controller on DWII (step 5) and do not power off the motorcycle during update process.
2. Power cycle the motorcycle after the software update.

I-24-08-AA CHALLENGER / PURSUIT VCM1 / WCM SOFTWARE UPDATE

TOOLS REQUIRED

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

VEHICLE PREPARATION

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.

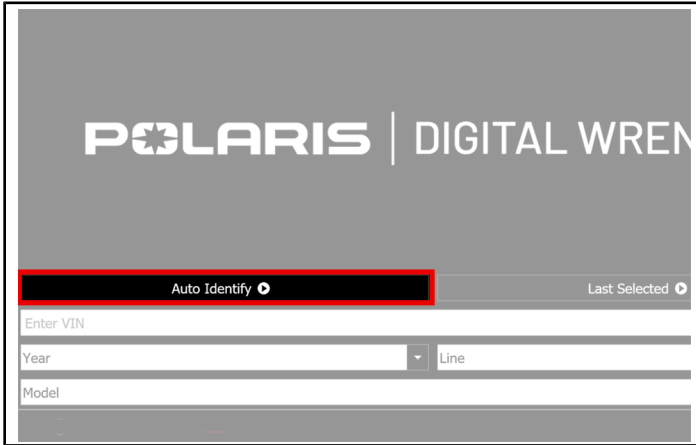
⚠ CAUTION

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.

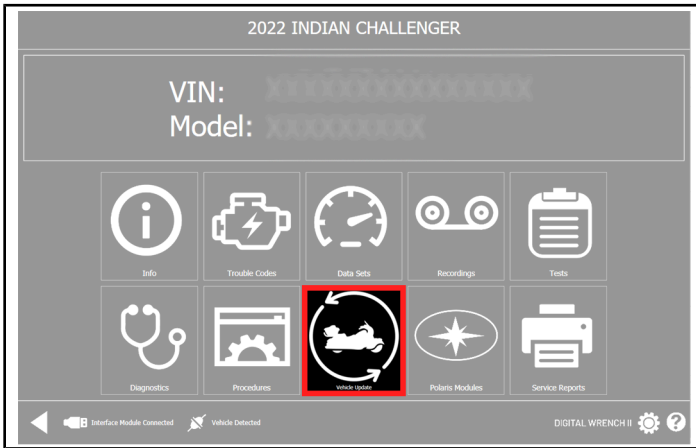
VCM1 / WCM SOFTWARE UPDATE

PROGRAMMING PROCEDURE

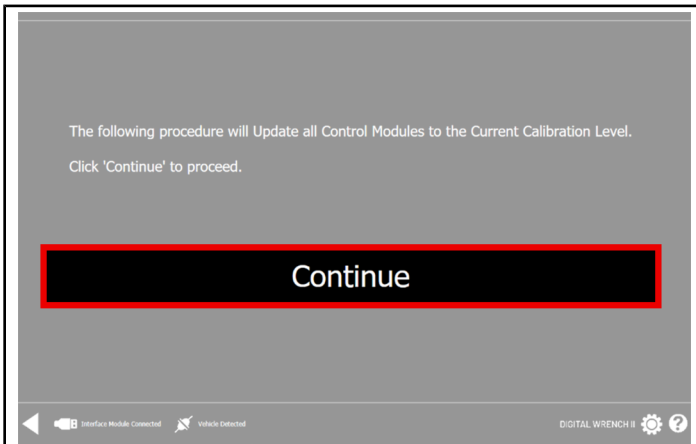
1. Open the Digital Wrench II application.
2. Select **Auto Identify**.



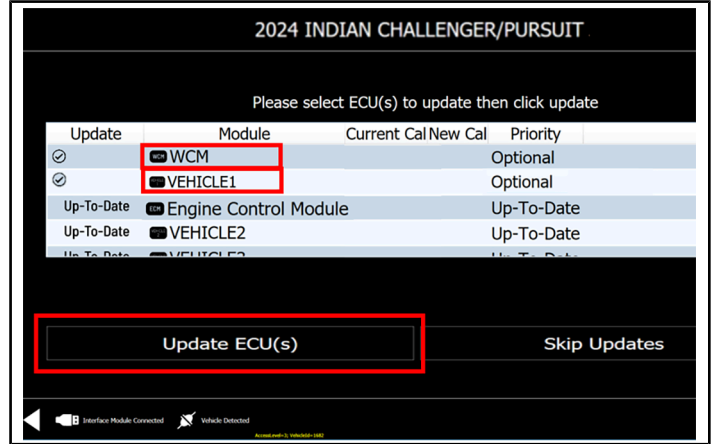
3. Select **Vehicle Update**.



4. Select **Continue**.



5. Select **Vehicle 1 (VCM1)** and **Wireless Control Module (WCM)**. Then select **Update ECU(s)**.



IMPORTANT
Make sure you selected both **WCM and VCM1** to update both controllers.

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

6. 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.
7. Power the ignition off and wait 130 seconds.

IMPORTANT
Do not touch the power or controls during this time.

SUBMITTING A CLAIM

Submit a Service Bulletin Warranty Claim for I-24-08-AA.

I-24-08-BA CHIEF / CHIEF BOBBER / SUPER CHIEF / SPORT CHIEF VCM SOFT- WARE UPDATE

TOOLS REQUIRED

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

VEHICLE PREPARATION

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.

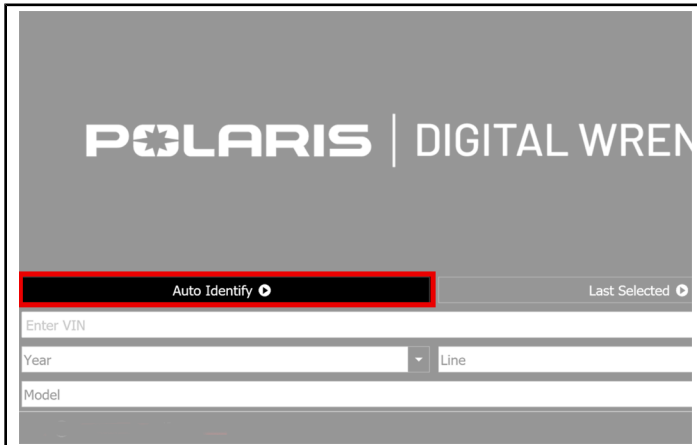
⚠ CAUTION

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.

VCM SOFTWARE UPDATE

PROGRAMMING PROCEDURE

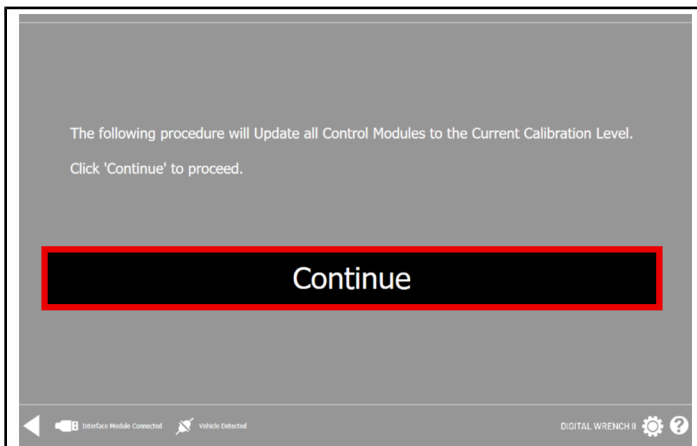
1. Open the Digital Wrench II application.
2. Select **Auto Identify**.



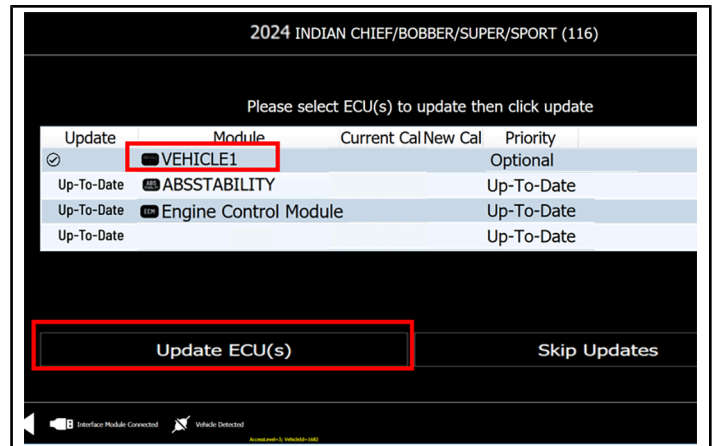
3. Select **Vehicle Update**.



4. Select **Continue**.



5. Select **Vehicle 1** (VCM). Then select **Update ECU(s)**.



NOTICE

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

6. 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.
7. Power the ignition off and wait 130 seconds.

IMPORTANT

Do not touch the power or controls during this time.

SUBMITTING A CLAIM

Submit a Service Bulletin Warranty Claim for I-24-08-BA.

I-24-08-CA CHALLENGER / PURSUIT WCM SOFTWARE UPDATE

TOOLS REQUIRED

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

VEHICLE PREPARATION

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.

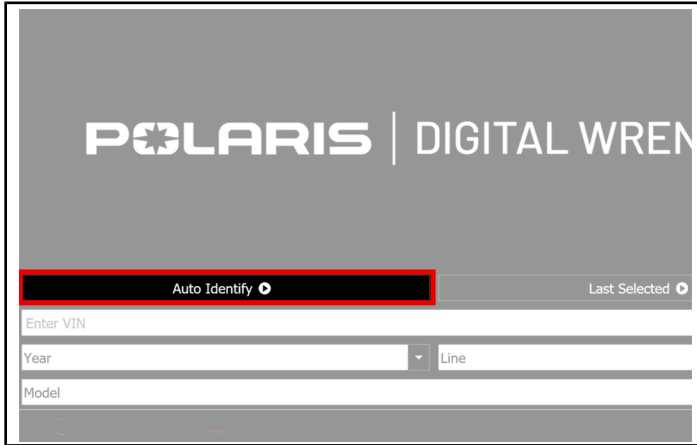
⚠ CAUTION

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.

WCM SOFTWARE UPDATE

PROGRAMMING PROCEDURE

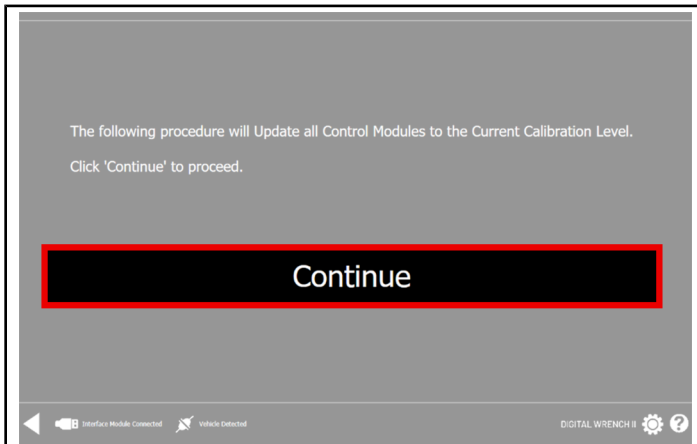
1. Open the Digital Wrench II application.
2. Select **Auto Identify**.



3. Select **Vehicle Update**.

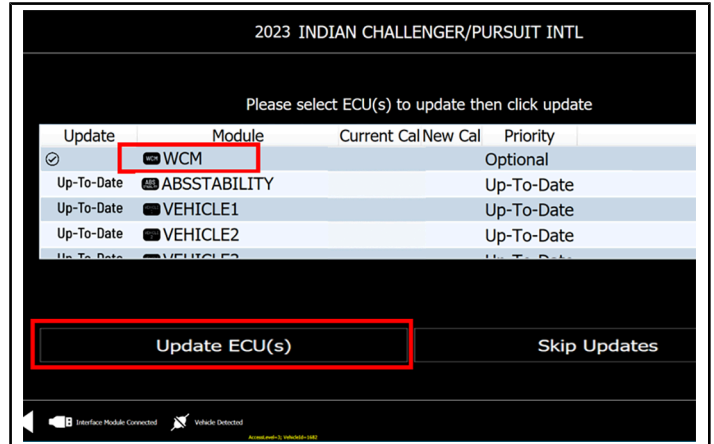


4. Select **Continue**.



5. Select **Wireless Control Module (WCM)**. Then select

Update ECU(s).



NOTICE

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

6. 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.
7. Power the ignition off and wait 130 seconds.

IMPORTANT

Do not touch the power or controls during this time.

SUBMITTING A CLAIM

Submit a Service Bulletin Warranty Claim for I-24-08-CA.

SUPPLEMENTAL INFORMATION

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.

REFERENCE INFO

ADDITIONAL REFERENCE INFORMATION

For additional reference information not included in the document, click [HERE](#).



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

IMPORTANT NOTICE

This notice applies to your vehicle

Subject: **2020-2024 Chief / Challenger / Pursuit Software
Update for Battery Performance**

VIN: I-24-08
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

Thank you for purchasing an Indian Motorcycle. To start, we want to thank you for being an Indian Motorcycle owner. You and all our owners are what fuels our pioneering spirit to continue ensured growth of our rider community.

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 your model year 2020-2024 Challenger, 2022-2024 Pursuit, or 2024 Chief motorcycle(s) may encounter a scenario in which the Vehicle Control Module (VCM) or Wireless Control Module (WCM) may not fully power off, resulting in unnecessary current draw from the battery. This may lead to decreased battery performance.

What you should do:

At your convenience, please contact your authorized Indian Motorcycle dealer to schedule an appointment to have the repairs performed. The repair is a simple software update and can only be performed by an authorized Indian Motorcycle dealer. This repair should take approximately 20 minutes.

Reminder to keep the motorcycle on a battery tender when not in use to maintain optimal battery performance. For further battery maintenance and storage information, please refer to the owner's manual.

What your dealership will do:

To address this concern, Indian Motorcycle has released a Service Bulletin with instructions to update the VCM and/or WCM software. 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
P.O. Box 47700
Medina, MN 55340-9960

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Update for Battery Performance**

VIN: I-24-08
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Polaris Industries Ltd.
Consumer Service Department
50 Prairie Way
Winnipeg, MB, CA R2J – 3J8

Ref: I2408

I-24-08 Service Bulletin DEX Alert

DEX Alert

Group: Communications

Start Date: 9/12/2024

Removal Date: 12/12/2024

Title: Service Bulletin I-24-08 Released

Alert Text:

Indian Motorcycle has determined that model year 2020-2024 Challenger, 2022-2024 Pursuit and 2024 Chief motorcycles may encounter a scenario in which the Vehicle Control Module (VCM) or Wireless Control Module (WCM) may not fully power off, resulting in unnecessary current draw from the battery.

To address this concern, Indian Motorcycle has released this Service Bulletin with instructions to update the VCM and/or WCM software.

Click [HERE](#) to view I-24-08.

External Email Think Before You Click.



Date: September 12, 2024
ATTN: All Service Personnel
Subject: Service Bulletin I-24-08 Released

Service Bulletin I-24-08

Indian Motorcycle has determined that model year 2020-2024 Challenger, 2022-2024 Pursuit and 2024 Chief motorcycles may encounter a scenario in which the Vehicle Control Module (VCM) or Wireless Control Module (WCM) may not fully power off, resulting in unnecessary current draw from the battery.

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Indian Motorcycle advises always keeping the motorcycle on a battery tender when not in use to maintain optimal battery performance. For further battery maintenance and storage information, please refer to the owner's manual.

[View I-24-08 Service Bulletin](#)

Affected Units

2020-2024 Challenger / Pursuit
2024 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

I-24-08 Service Bulletin DEX Alert

DEX Alert

Group: Communications

Start Date: 9/13/2024

Removal Date: 12/13/2024

Title: Service Bulletin I-24-08 Update

Alert Text:

Indian Motorcycle asks that dealers stop performing the **I-24-08** WCM Software Update or a **WCM Software Update** through "Vehicle Update" in **Digital Wrench II** on Model Year 2020 Challenger Motorcycles until further notice. The update can result in nuisance faults C1061, C2365, C2335 or U1FF9 and the chassis warning light.

Indian Motorcycle is actively investigating the concern and advises that dealers contact customers to reschedule their appointments to a later time. Additional information will be posted in the coming days.

If you have already performed the update on a Model Year 2020 Challenger motorcycle, please contact Technical Service for next steps.

External Email Think Before You Click.



Date: September 13, 2024
ATTN: All Service Personnel
Subject: Service Bulletin I-24-08-CA UPDATE

Service Bulletin I-24-08

Indian motorcycle asks that dealers stop performing the **I-24-08 Software Update** on **Model Year 2020 Challenger** motorcycles until further notice.

The update can result in nuisance faults C1061, C2365, C2335 or U1FF9 and the chassis warning light.

Indian Motorcycle is actively investigating the concern and advises that dealers contact customers to reschedule their appointments to a later time. Additional information will be posted in the coming days. If you have already performed the update on a Model Year 2020 Challenger motorcycle, please contact Technical Service for next steps.

Affected Units

2020 Challenger

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.



September 12, 2024

Steve,

Thank you for purchasing an Indian Motorcycle. To start, we want to thank you for being an Indian Motorcycle owner. You and all our owners are what fuels our pioneering spirit to continue ensured growth of our rider community.

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 your model year 2020-2024 Challenger, 2022-2024 Pursuit, or 2024 Chief motorcycle(s) may encounter a scenario in which the Vehicle Control Module (VCM) or Wireless Control Module (WCM) may not fully power off, resulting in unnecessary current draw from the battery. This may lead to decreased battery performance.

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

Owner Next Steps:

- At your convenience, please contact your authorized Indian Motorcycle dealer to schedule an appointment to have the repairs performed. The repair is a simple software update and can only be performed by an authorized Indian Motorcycle dealer. This repair should take approximately 20 minutes. 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.
 - Reminder to keep the motorcycle on a battery tender when not in use to maintain optimal battery performance. For further battery maintenance and storage information, please refer to the owner's manual.
-

Dealership Next Steps:

To address this concern, Indian Motorcycle has released a Service Bulletin with instructions to update the VCM and/or WCM software. This work will be performed by your dealer at no cost to you.

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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