



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: R02 (September 17, 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 |
| R02 | 9/17/2024 | Bulletin part I-24-08-CA should not be performed on 2020 Challenger models until further notice. See the DEX alert for “Service Bulletin I-24-08 UPDATE” for more details. |

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

STOP!

Bulletin part I-24-08-CA should not be performed on 2020 Challenger models until further notice. See the DEX alert for “Service Bulletin I-24-08 UPDATE” for more details.

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.

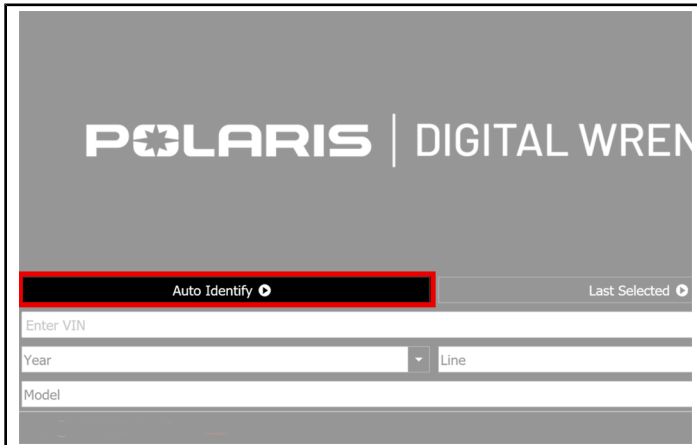
⚠ CAUTION

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

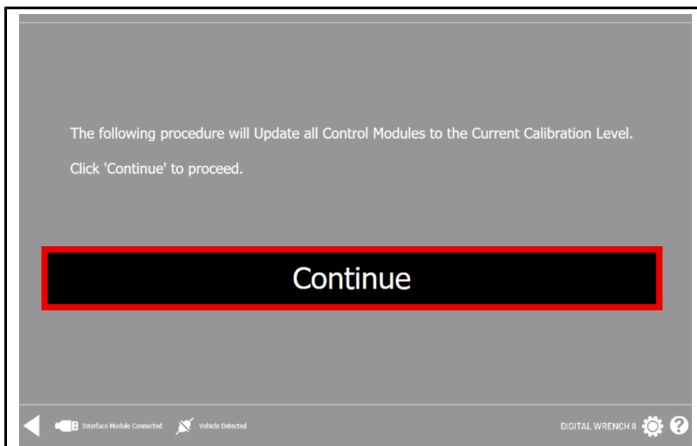
1. Open the Digital Wrench II application.
2. Select **Auto Identify**.



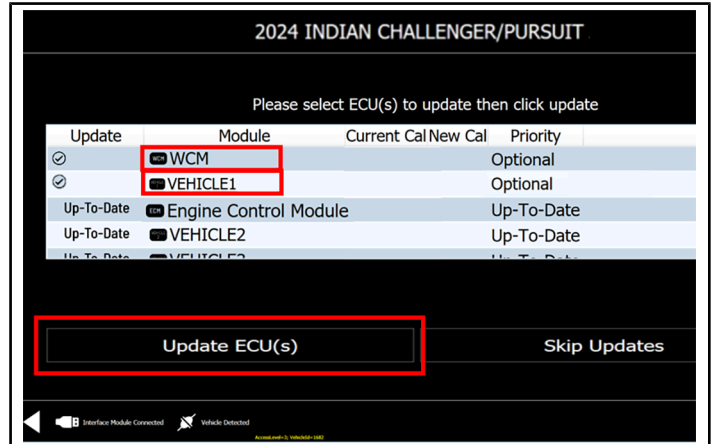
3. Select **Vehicle Update**.



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

STOP!

Bulletin part I-24-08-CA should not be performed on 2020 Challenger models until further notice. See the DEX alert for "Service Bulletin I-24-08 UPDATE" for more details.

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.

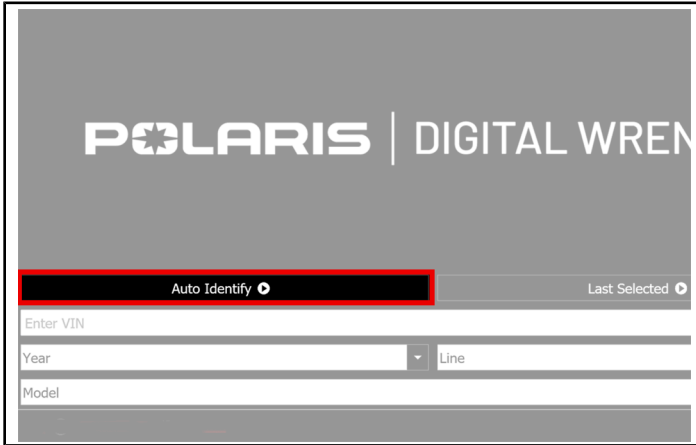
CAUTION

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

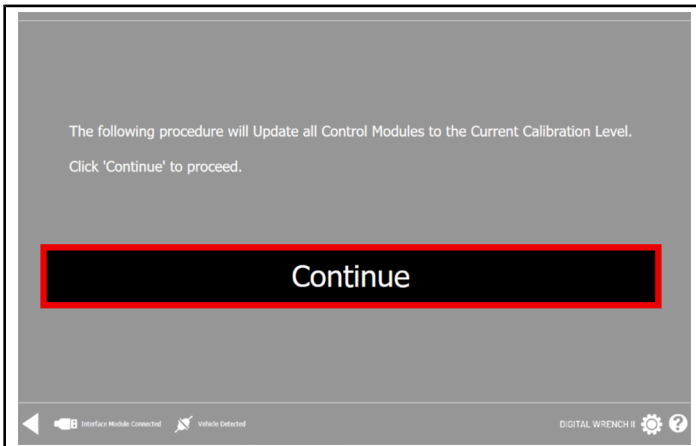
1. Open the Digital Wrench II application.
2. Select **Auto Identify**.



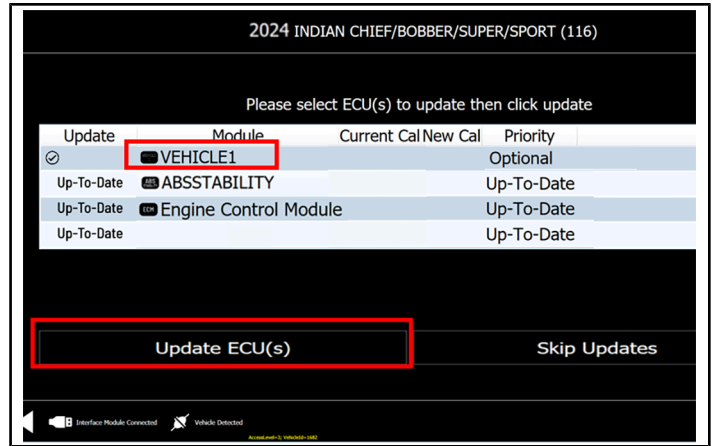
3. Select **Vehicle Update**.



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

STOP!

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IMPORTANT

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

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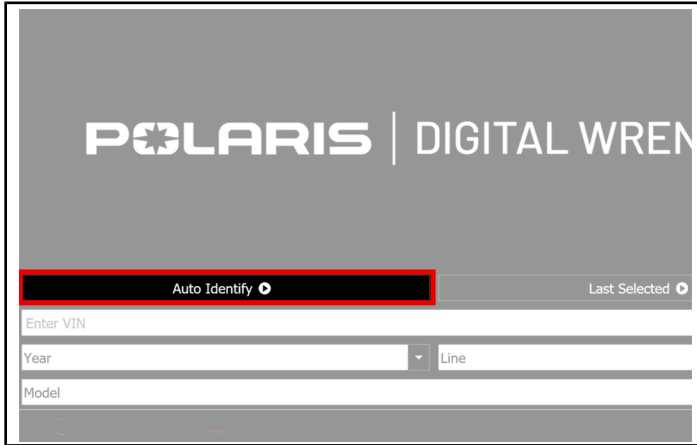
CAUTION

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

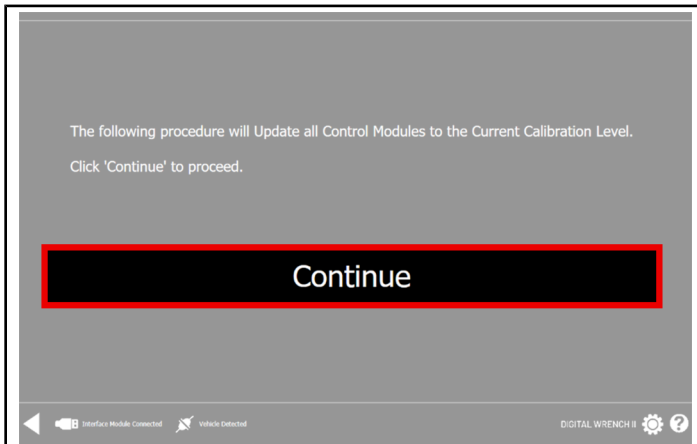
1. Open the Digital Wrench II application.
2. Select **Auto Identify**.



3. Select **Vehicle Update**.

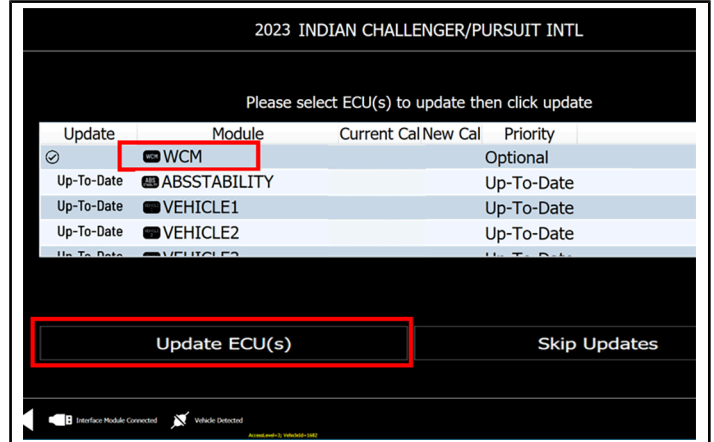


4. Select **Continue**.



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

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
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Sincerely,

Indian Motorcycle Company

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Polaris Industries Ltd.
Consumer Service Department
50 Prairie Way
Winnipeg, MB, CA R2J – 3J8

Ref: I2408

External Email Think Before You Click.



September 17, 2024

Steve,

We hope this email finds you well. Thank you once again for purchasing an Indian Motorcycle.

Please disregard the email that was sent on Thursday, September 12th, regarding Service Bulletin I-24-08, which affects your Model Year 2020 Challenger. That notice provided information that your motorcycle may encounter a scenario where the Wireless Control Module (WCM) does not fully power off, resulting in unnecessary current draw from the battery, which may lead to decreased battery performance.

Unfortunately, we have encountered some unexpected challenges, and the new WCM software is not ready yet.

Please rest assured that the Indian Motorcycle Engineering team is working diligently to enable an update as quickly as possible.

What To Do?

- Indian Motorcycle and your dealer will contact you when the update is ready.
- 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.

We apologize for any inconvenience this may cause and appreciate your patience and understanding. We assure you that we are committed to customer satisfaction and the product quality that our riders enjoy.

If you have other questions or if you have already had the software installed, please contact our Polaris Owners Connections Department, and we will be happy to assist you.

- 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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External Email Think Before You Click.



Date: September 19, 2024

ATTN: All Service Personnel

Subject: Service Bulletin I-24-08-CA - Additional Information

Service Bulletin I-24-08-CA

Indian Motorcycle has requested that all dealers **cease performing Service Bulletin I-24-08-CA WCM Software Update on Model Year 2020 Challenger Motorcycles** until further notice. This update has been found to cause nuisance faults (C1061, C2365, C2335, or U1FF9) and trigger the chassis warning light.

Affected Model Year 2020 Challenger Motorcycles have been temporarily removed from Service Bulletin I-24-08-CA. Digital Wrench II has been updated to install the previous WCM software (prior to I-24-08) until the new WCM software is ready. If you have already performed the update on a Model Year 2020 Challenger motorcycle, please use Digital Wrench II to revert to the previous WCM software.

If you have already performed the update on a Model Year 2020 Challenger motorcycle, you may now use Digital Wrench II to update it again and restore to the previous WCM software.

The Indian Motorcycle engineering team is working diligently to develop a new WCM software update. Once the new software is ready, Digital Wrench II will be updated, and affected units will be restored to Service Bulletin I-24-08-CA. We will provide updated information as progress is made.

We appreciate your cooperation and understanding. Please rest assured that we are committed to resolving this issue as quickly as possible.

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