



Scout Accessory Brake Lever Safety Bulletin FAQ

Version: R01 (February 7th, 2019)

What is the purpose of the I-19-01 Safety Bulletin?

Indian Motorcycle has identified a potential assembly concern affecting the black Clutch and Brake Lever Accessory Kit (PN: 2883795-658), for use with Indian Scout, Scout Sixty and Bobber models. The assembly concern affects the brake lever portion of the kit, which may not have been assembled to specification. The free-play adjustment screw may not be correctly installed and can result in front brake application, and potential locking of the front wheel.

What make & model years are included in this bulletin?

2015 and newer Scout motorcycles that have been equipped with the black clutch and brake lever accessory kit (PN: 2883795-658).

Is every vehicle affected?

No, not all vehicles are impacted - only those that have been equipped with the black clutch and brake lever accessory kit are affected. NOTE: Accessory sales data indicates that only 74 of the affected kits have shipped globally.

How can a dealer see which units in inventory are impacted by this?

Dealers will need to review their individual inventory to determine if a vehicle is impacted. The bulletin will be displayed by VIN in unit inquiry for all consumer vehicles that COULD have this kit installed.

Is this a STOP SALE?

Yes. This is a STOP SALE on any Scout motorcycle that has a black clutch and brake lever accessory kit installed until it is updated. It is also a STOP SALE for PN: 2883795-658 accessory kits, which should be returned by filing a parts stock warranty claim.

What Dealers CAN Do

1. Can display impacted products.
2. Can quote new products.
3. Can utilize PCDX to begin setup and PDI.
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Indian Motorcycle has accurate records and can notify the customer if required.

What Dealers CANNOT Do

1. Cannot complete a sale.
2. Cannot deliver newly purchased impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

Will Indian Motorcycle notify consumers?

Yes. Indian Motorcycle will directly notify impacted consumers.

Should dealers notify consumers?

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles.

Is training required before ordering parts or filing claims for this bulletin?

Yes, one person from the dealership needs to be certified before ordering parts and two people must be certified before warranty claims may be processed.

Why is Polaris asking for dealers to complete the training and double check completed work?

As a fail-safe and best practice, Polaris is requiring technicians to complete the training and have all work completed double checked by the completing technician and by an Owner, Service Manager or Lead Technician.

Why can't dealers file claims until training is completed?

Dealers must complete the bulletin training on University of Polaris before DEX will allow them to file bulletin claims. This training is critical to ensuring the updates are performed correctly.

What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?

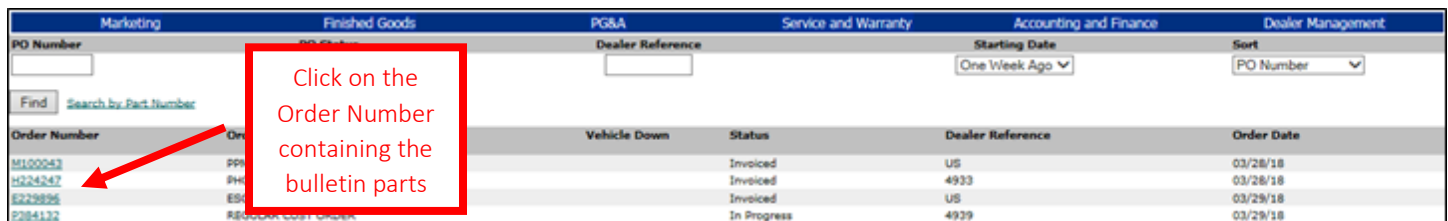
All affected units require black brake lever kit 2208231. Dealers should review inventory and sales records to determine an order amount that's right for their dealership. Accessory sales data indicates that only 74 of the affected kits have shipped globally, so service kit quantities required per dealer will be small. **Remember that bulletin parts are non-returnable, so order quantities should be matched to actual need based on consumer requests for repair and impacted units in dealer inventory.**

Are parts available now?

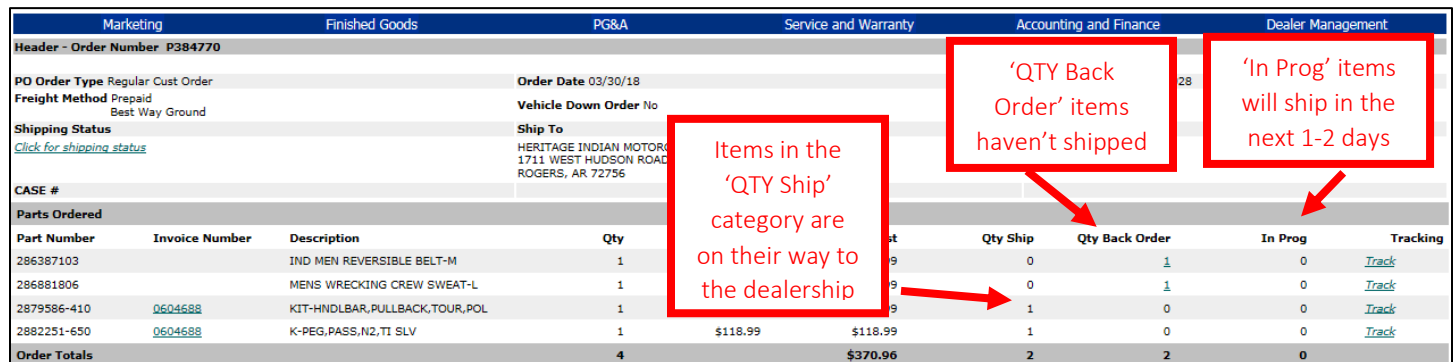
Service kit 2208231 will be available in limited quantities starting 2/11/2019. Before ordering, verify the actual quantity of parts needed by reviewing units in dealer inventory that are impacted, along with confirmed consumer requests for updates.

How does a dealer know if/when they're receiving parts?

Follow this path: DEX Homepage -> PG&A -> Purchase Order Inquiry. Once there, follow these steps:



Order Number	Vehicle Down	Status	Dealer Reference	Order Date
M100043		Invoiced	US	03/28/18
H24247		Invoiced	4933	03/28/18
E22886		Invoiced	US	03/29/18
P384770		In Progress	4939	03/29/18



Part Number	Invoice Number	Description	Qty	Unit Price	Total Price	Qty Ship	Qty Back Order	In Prog	Tracking
286387103		IND MEN REVERSIBLE BELT-M	1			0	1	0	Track
286881806		MENS WRECKING CREW SWEAT-L	1			0	1	0	Track
2879586-410	0604688	KIT-HNDLBAR,PULLBACK,TOUR,POL	1			1	0	0	Track
2882251-650	0604688	K-PEG,PASS,N2,TI SLV	1	\$118.99	\$118.99	1	0	0	Track
Order Totals			4		\$370.96	2	2	0	

How can a dealer get parts as quickly as possible?

Place a Priority Shipping order by 1pm CST (order must be placed, received, and credit approved by 1pm CST). Visit DEX-> PG&A-> Purchase Order Inquiry to check for shipping updates (the system updates periodically throughout the day).

What if parts are showing on backorder or not available?

Dealers should still place orders for the quantities required. It's important to get all orders entered into the system so Indian Motorcycle can track demand and keep parts flowing to dealers. **Remember that bulletin parts are non-returnable, so order quantities should be matched to actual need based on consumer requests for repair and impacted units in dealer inventory.**

What should dealers do with existing black clutch and brake lever kits in dealer inventory?

Refer to the bulletin for detailed instructions to file Parts Stock claims for all inventory of PN 2883795-658.

Will Dealers have all the appropriate tools to complete this bulletin?

Yes, only standard hand tools are required to complete this repair.

If a motorcycle doesn't have a registration block on it, can it be sold?

Not necessarily. Indian Motorcycle is only blocking registration of vehicles known to have the black clutch and brake lever accessory kit installed. **Any other motorcycle with the black clutch and brake lever kit installed should not be sold until updated with the black brake lever kit 2208321.**

If you have questions that are not addressed in this document or in the Stop Sale, contact Indian Motorcycle Service through Ask Polaris or by phone at 800-330-9407.