



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 6, 2019

Mr. Stephen Berg
Indian Motorcycle Company
7290 E. Viking Blvd
Wyoming, MN 55092

NEF-150DM
19V-776

Subject: Gear Position Display May Be Inaccurate

Dear Mr. Berg:

This letter serves to acknowledge Indian Motorcycle Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

INDIAN/CHIEF/2014-2019
INDIAN/CHIEFTAIN/2014-2019
INDIAN/ROADMASTER/2014-2019
INDIAN/SPRINGFIELD/2014-2019

Mfr's Report Date: October 29, 2019

NHTSA Campaign Number: 19V-776

Components:

ELECTRICAL SYSTEM
POWER TRAIN:MANUAL TRANSMISSION

Potential Number of Units Affected: 52,745

Problem Description:

Indian Motorcycle Company (Indian) is recalling certain 2014-2019 Chief, Chieftain, Roadmaster, and Springfield motorcycles. The gear position switch contacts may oxidize, causing the gear position display to inaccurately show that the motorcycle is in neutral when it is actually in gear.

Consequence:

If the transmission is not in neutral when the motorcycle is started, the motorcycle may move unexpectedly, increasing the risk of a crash.

Remedy:

Indian will notify owners, and as an interim repair, dealers will clean the gear position switch. The switch will be replaced, once parts are available, currently expected to be in the first few months of 2020. These repairs will be performed free of charge. Interim letters notifying owners of the safety risk will be mailed November 19, 2019. Owners may contact Indian customer service at 1-877-204-3697. Indian's number for this recall is I-19-03.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Indian's proposed interim owner notification letter and have approved its distribution.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

A statement that the defect or noncompliance can cause a vehicle crash without prior warning; or a description of whatever prior warning may occur, and a statement that if this warning is not heeded, a vehicle crash can occur (49 CFR 577.5(f)(1)).

In the case where the defective or noncompliant component was manufactured by a different manufacturer, your company shall identify the component and, if known, the component's country of origin (i.e. final place of manufacture or assembly), the manufacturer and/or assembler of the component by name, business address, and business telephone number. If your company does not know the identity of the manufacturer of the component, it shall identify the entity from which it was obtained. If at the time of submission of the initial report, the reporting manufacturer does not know the country of origin of the component, the manufacturer shall ascertain the country of origin and submit a supplemental report with that information once it becomes available. (49 CFR 573.6 (c)(2)(iv)).

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be DeMara Magruder who may be reached by phone at (202) 366-8538, or by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement