



SAFETY BULLETIN

Release Date: April 02, 2020

IND

Communication #: I-20-03

Model Year(s): 2014-2019

— Confidential and Proprietary —

VERSION: R02 (April 28, 2020)

****updated Digital Wrench version (4/24/20) for VCM reflash****

IMPORTANT STOP SALE SAFETY NOTICE!

Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.

IMPORTANT

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

SUBJECT: 2014–2019 INDIAN MOTORCYCLE (111 C.I.) GEAR POSITION SWITCH PURPOSE

Indian Motorcycle has determined the gear position switch used on 2014-2019 (111 c.i.) motorcycles may provide an inaccurate signal, which can lead to an incorrect gear being displayed. Oxidation on the contacts of the gear position switch may cause an increase in resistance values, resulting in the motorcycle displaying Neutral while physically in gear. A false neutral indication during start-up can increase the risk of a crash.

To address this concern, Indian Motorcycle has released this Safety Bulletin instructing dealers to replace the gear position switch on impacted models.

IMPORTANT

To ensure the proper function of the gear position switch, it is important to follow the maintenance schedule outlined in the service manual for inspecting and cleaning the gear position switch.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2014-2019	Chief, Chief Classic, Chief Dark Horse, Chief Vintage	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected VINs.
	Springfield, Springfield Dark Horse	
	Chieftain, Chieftain Classic, Chieftain Dark Horse, Chieftain Limited, Chieftain Elite	
	Roadmaster, Roadmaster Classic, Roadmaster Elite	

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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. Polaris will be mailing a notification letter to consumers affected by this Bulletin.

WARRANTY CLAIM PARTS INFORMATION

Bulletin parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this bulletin. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

2014–2019 INDIAN MOTORCYCLE (111 C.I.)	
Bulletin #	I-20-03
Claim Type	SB (Service Bulletin)
Labor Allowance	0.8 hours (48 minutes)
Part Number / Description	2208606 (QTY 1) K, Gear Switch
Parts Availability	Limited Availability
University of Polaris Training Required	Yes ¹

¹Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

INVENTORY / STOCK PART CLAIMS

Dealers should review their service parts inventory and ensure the following service parts are **NOT** used:

- 4014718

NOTICE
To remove these service parts from circulation, file a Part Stock claim as directed below.

Use the following process for filing a Part Stock warranty claim for any of the parts listed above.

1. Start a new Part Stock warranty claim.
2. Select Product Line: IND
3. Enter today's date into the Date Failed and Date Repair information fields
4. Enter Indian Motorcycle® I-20-03 into the CONCERN field.
5. Enter Indian Motorcycle® I-20-03 into the CAUSE field.
6. Enter Indian Motorcycle® I-20-03 into the CORRECTION field.
7. Enter the part number and quantity.
8. Enter warranty fail codes: 140/280/152
9. Validate the parts.
10. Save and submit the claim to Polaris.

ACCESSORY LABOR

Polaris will cover labor for the removal and installation of accessories required to complete the bulletin work. Follow the steps below to obtain reimbursement.

For accessory removal and installation:

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter in Indian Motorcycle® I-20-03 the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 127/277/132.
5. Add part 0000541, quantity 1.
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Polaris.

BULLETIN CONTACT LIST & SCHEDULING TOOL

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled for this bulletin. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service. For more information, log in to <http://www.universityofpolaris.com>.

COVERAGE PERIOD

Coverage will begin on April 02, 2020. This bulletin has no expiration date.

UNIVERSITY OF POLARIS TRAINING REQUIREMENT

Each member of your service department team must complete the training on University of Polaris prior to completing **ANY** work, or submitting **ANY** warranty claim for this Bulletin. You must complete the entire course on University of Polaris in order to get credit.

www.universityofpolaris.com

PARTS RETURN / DISPOSAL INFORMATION

Under no circumstances shall the parts removed be re-used, sold, or re-purposed for another application. It is your dealership / distributor's responsibility to make sure every part replaced (related to this communication) is taken out of circulation and disposed of properly or returned to Polaris (if required).

REPAIR AUDIT INFORMATION

IMPORTANT

Several steps of this procedure require an audit by a service manager, owner, or lead technician that completed the bulletin training but did not complete the repair. Please note that there is NOT an associated Dealer Confirmation document that needs to be completed and retained by the dealer.

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. This feedback form is viewable on a mobile device by scanning the QR code or by clicking [HERE](#) if viewing this document electronically.



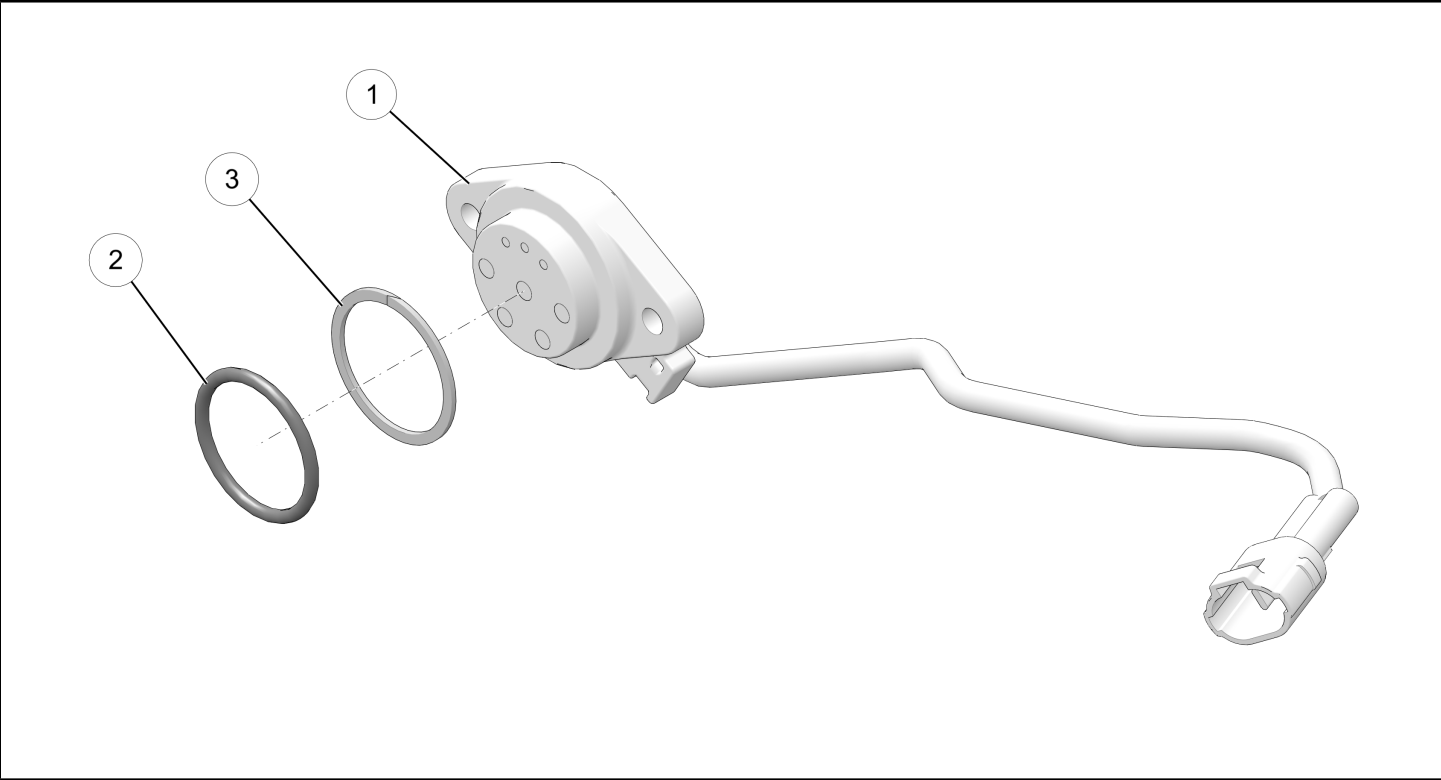
TOOLS REQUIRED

- Small Flat-Blade Screwdriver
- 5mm, 6mm, 8mm allen socket
- 1/4" drive, 6" socket extension
- 7mm socket
- Short (stub-nosed) 5mm allen wrench
(example shown below)
- Zip-Tie
- Torque Wrench
- Magnet
- Digital Mult-Meter



KIT CONTENTS

Kit 2208606



REF	PART DESCRIPTION	PART NUMBER	QTY
①	Switch, Gear	4019238	1
②	O-Ring	5412530	1
③	Shim	5450958	1

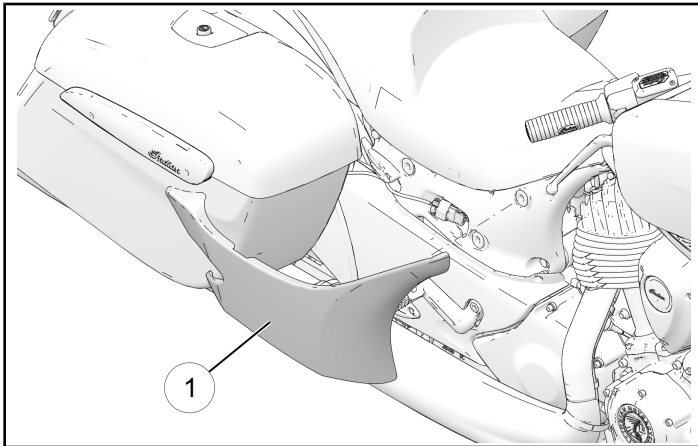
GEAR POSITION SWITCH REPLACEMENT

REMOVAL

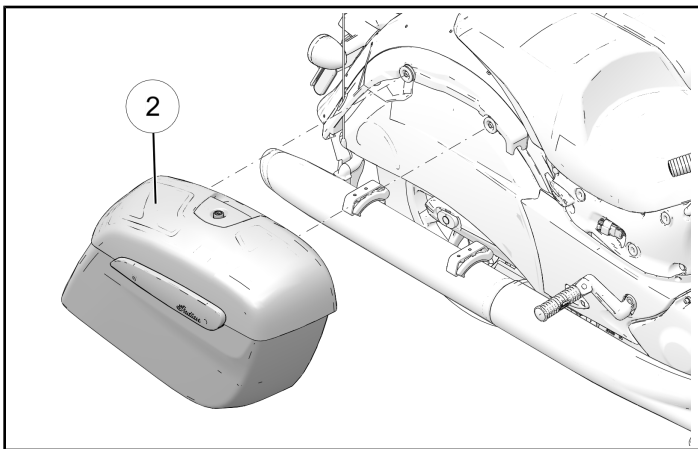
NOTICE

When moving the transmission through the gears, it may be necessary to elevate the rear wheel and rotate back and forth by hand until the gear is fully engaged.

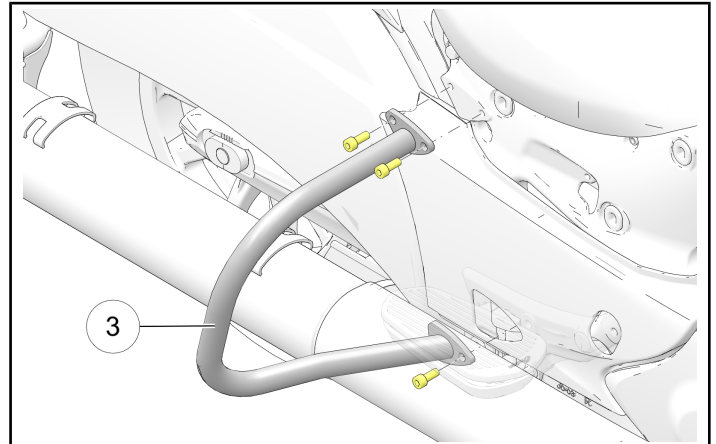
1. Park the motorcycle on a lift table with the wheel clamped in a wheel vise.
2. Turn the ignition off.
3. Remove the seat. Disconnect the Negative (-) battery terminal.
4. Remove upper right-hand sidecover ①.



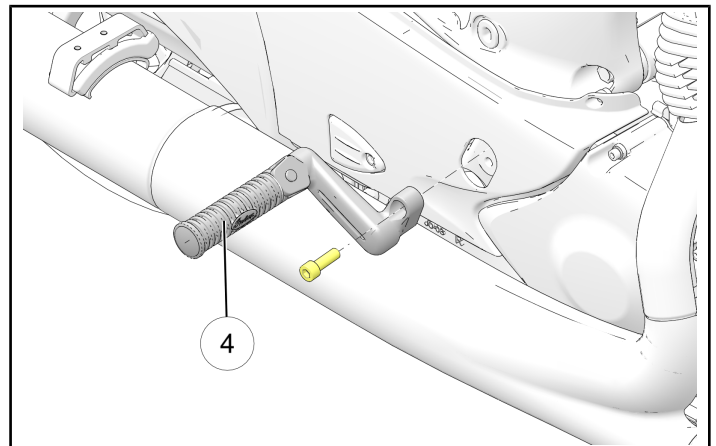
5. Remove right-hand saddlebag ② (if equipped).



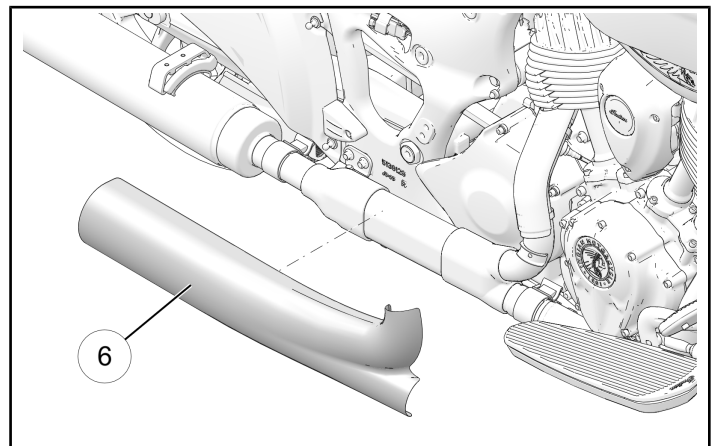
6. Using a 6mm allen socket, remove right-hand rear tip-over bar ③ (if equipped).



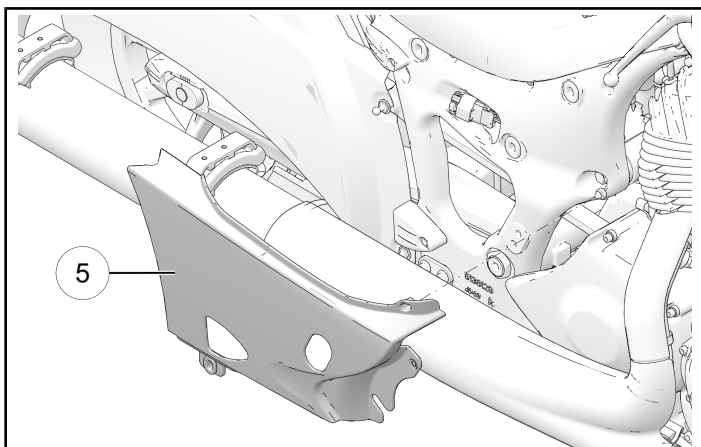
7. Using a 8mm allen socket, remove right-hand passenger footpeg ④ (if equipped).



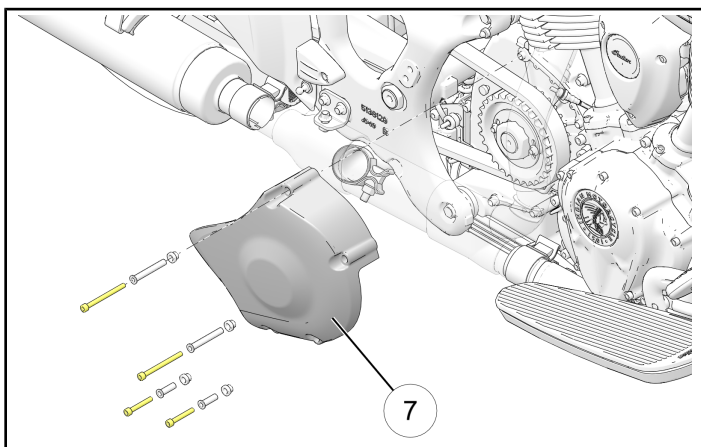
8. Using a flat-bladed screwdriver, loosen clamps and remove right-hand rear heatshield ⑥.



9. Remove right-hand lower sidecover ⑤.



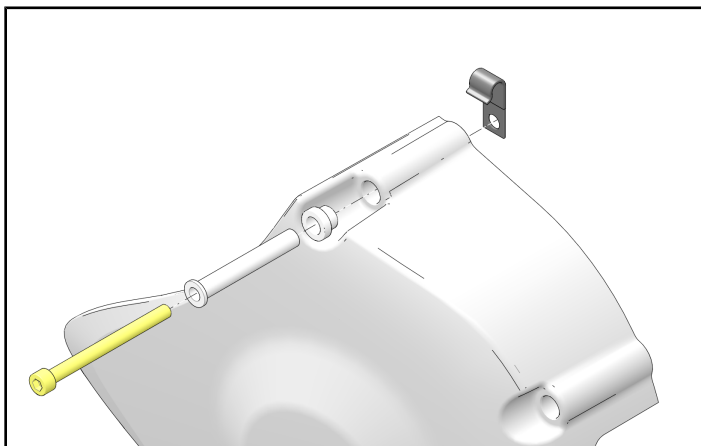
10. Remove drive sprocket cover ⑦.



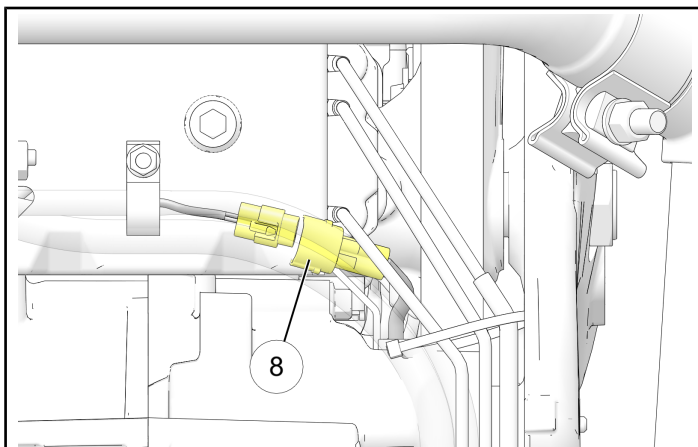
IMPORTANT

Use of short (stub-nose) 5mm allen wrench is necessary for bottom two bolts and front bolt.

11. If removed, retain P-clip for installation.



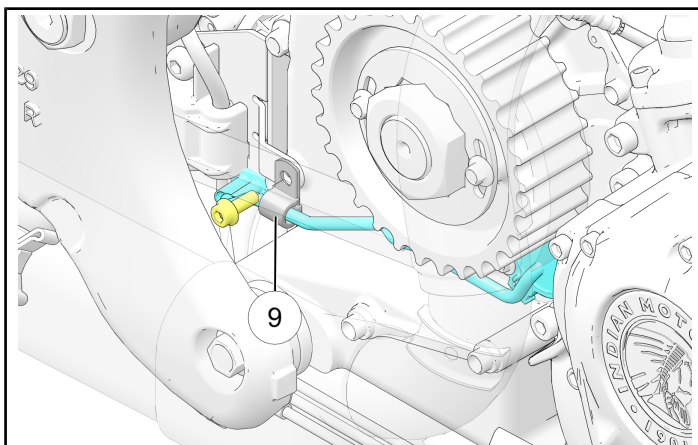
12. From under the motorcycle, unplug gear position connector ⑧.



IMPORTANT

Use a small flat-blade screwdriver to depress the retention feature and release the connector.

13. Remove P-clip ⑨ securing the gear position switch wire.



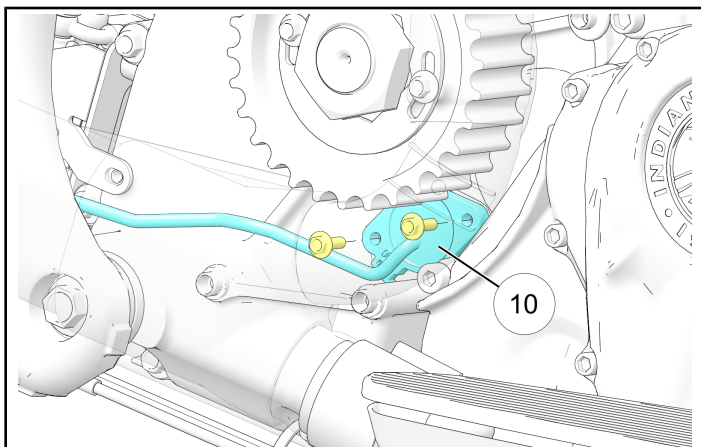
NOTICE

Use a zip-tie to hold the belt out of the way during this step.

IMPORTANT

Use of 1/4" drive 6" extension, 6mm allen socket is necessary for screw removal.

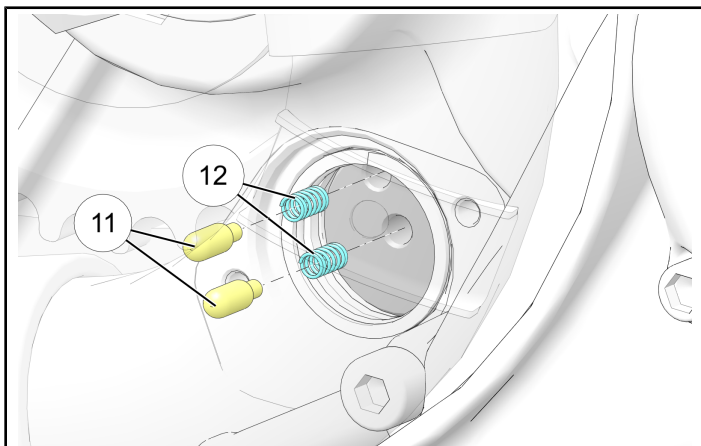
14. Using a 7mm socket, remove gear position switch fasteners and switch ⑩.



IMPORTANT

Do not use power tools to remove fasteners as damage to the fastener may occur.
Remove and DISCARD shim, o-ring and gear position switch.

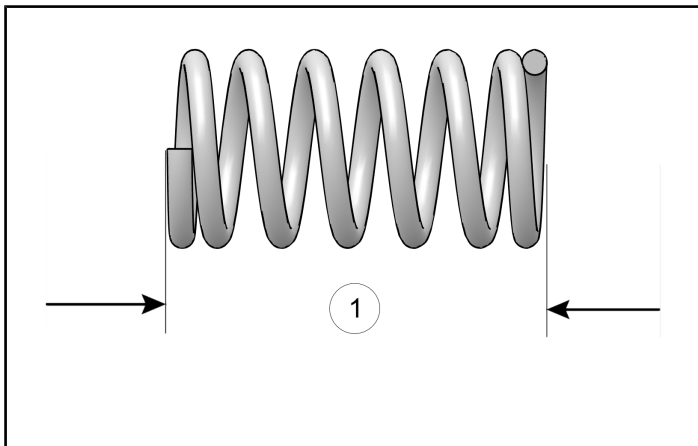
15. Remove shift drum pins ⑪ and springs ⑫.



NOTE

Use magnet to aid in removal and re-installation of pins and springs (assemble spring onto pin).

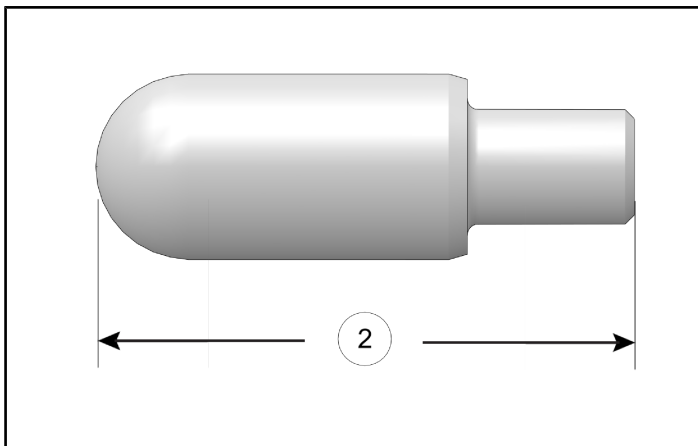
16. Measure the free length of the shift drum springs. If the measurement is out of specification, the spring must be replaced.



MEASUREMENT

①
12.5 mm \pm 0.5 mm

17. Examine pin for excessive wear at contact point. The pin should move freely in shift drum bore and be smooth and rounded at contact point.



MEASUREMENT

②
14.5 mm \pm 0.5 mm

IMPORTANT

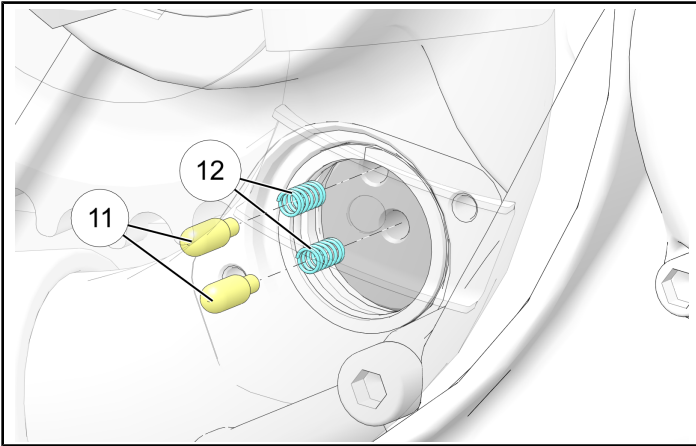
If the nose of the pin is visibly worn or does not move freely in the drum bore, the pin must be replaced.

NOTICE

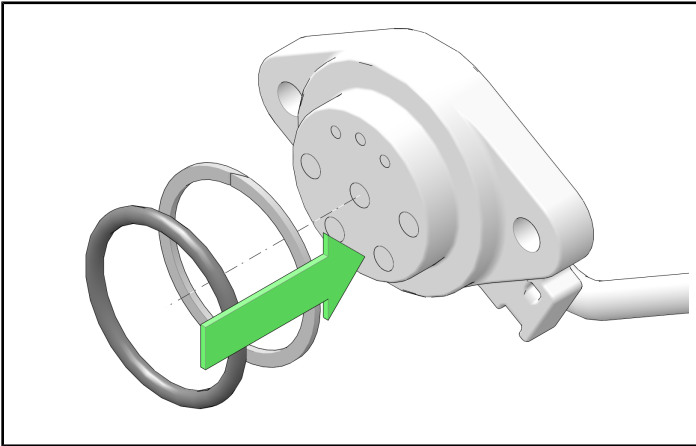
Shining or polishing is acceptable wear if the pin is within specification.

INSTALLATION

1. Install shift drum pins ⑪ and springs ⑫.



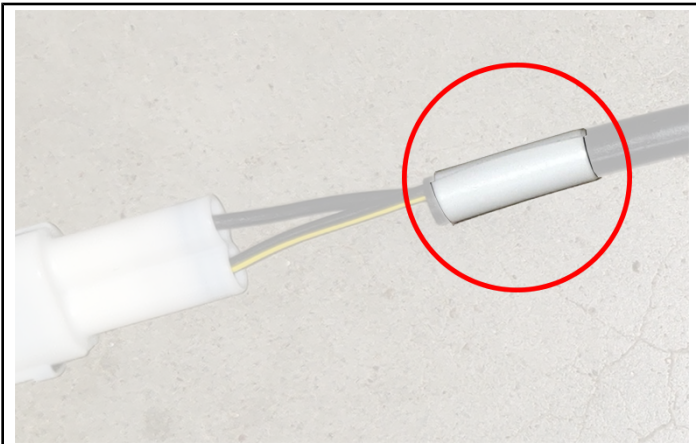
2. If removed, install the shim to the switch first, then the o-ring as shown.



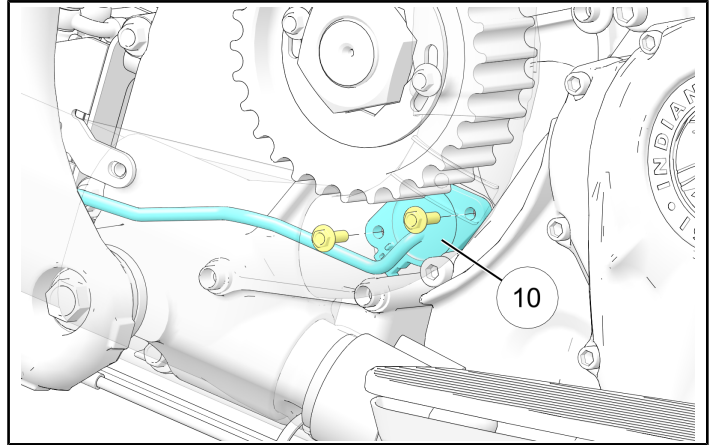
IMPORTANT

Install the NEW shim and o-ring from the kit. Do not reuse the shim and o-ring from the removed switch.

3. The new gear position switch will have white tape located near the connector as shown.



4. Install gear position switch ⑩. Torque fasteners to specification.



IMPORTANT

Make sure the gear position switch is properly seated before tightening fasteners.

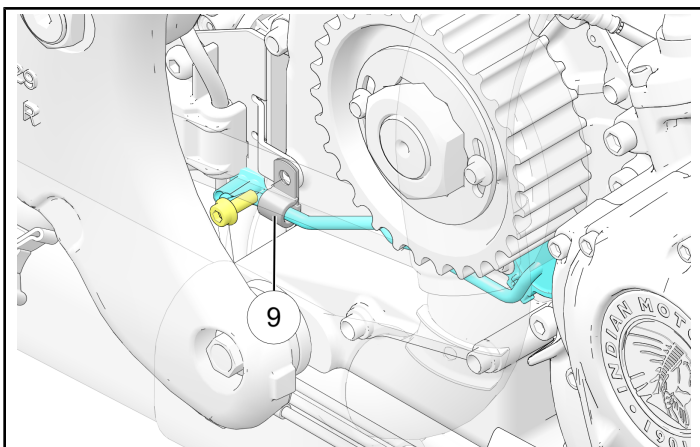
TORQUE

Gear Position Switch Fasteners:
43 in-lbs (5 N·m)

IMPORTANT

Do not over torque fasteners

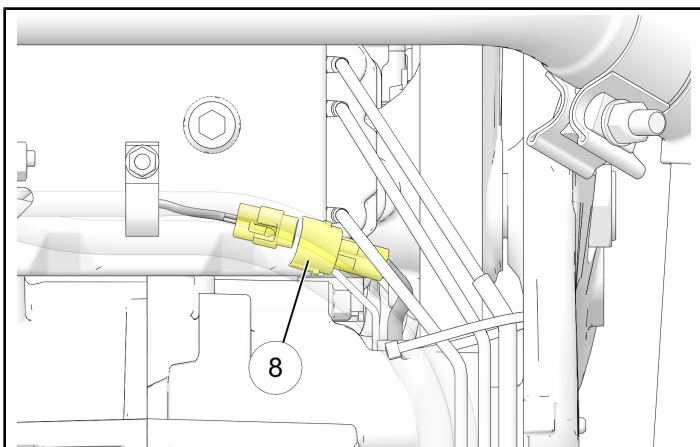
5. Install P-clip ⑨ and fastener securing the gear position switch wire. Torque fastener to specification.



TORQUE

P-clip Fastener:
84 in-lbs (9 N·m)

6. From under the motorcycle, plug in the gear position connector ⑧.



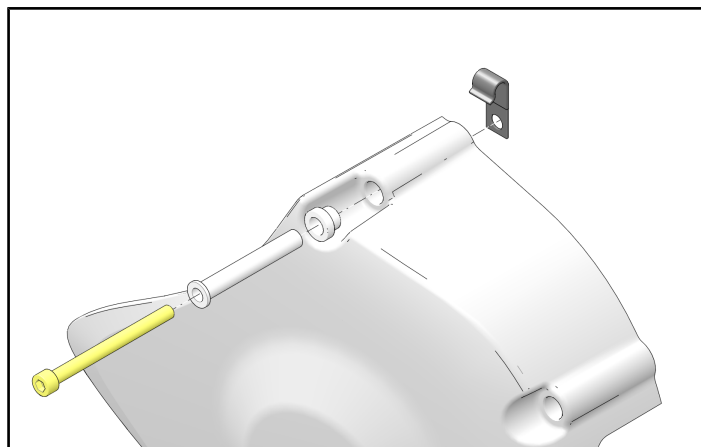
IMPORTANT

Verify that the new switch white tape near the connector is installed. Listen for an audible click to indicate the connection is secure.

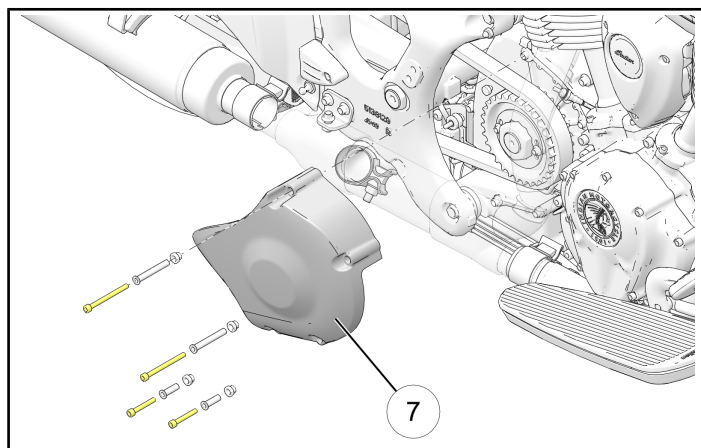
IMPORTANT — AUDIT STEP

A secondary dealer representative must verify the connection is secure.

7. If removed, install the O2 sensor p-clip to the top drive sprocket cover fastener.



8. Install drive sprocket cover ⑦. Torque fasteners to specification.



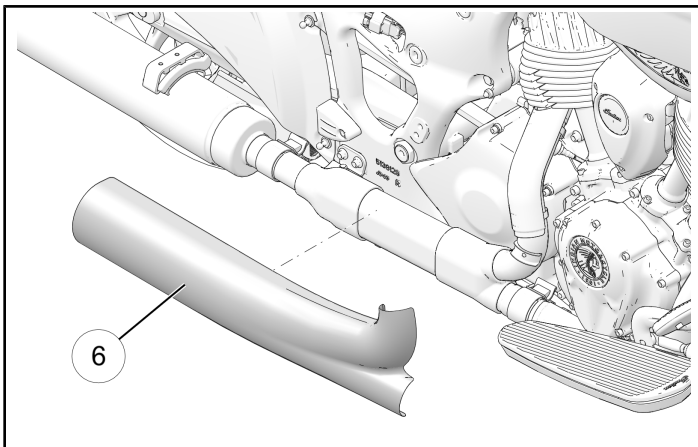
NOTICE

When re-installing, bolts must be loosely assembled into the cover before assembling onto motorcycle.

TORQUE

Drive Sprocket Cover Fasteners:
84 in-lbs (9 N·m)

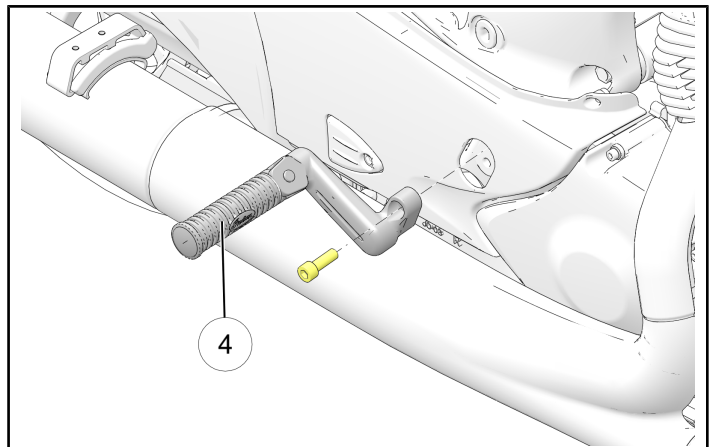
9. Install right-hand rear heatshield ⑥. Torque clamps to specification.



TORQUE

Heat Shield Clamps:
31 in-lbs (4 N·m)

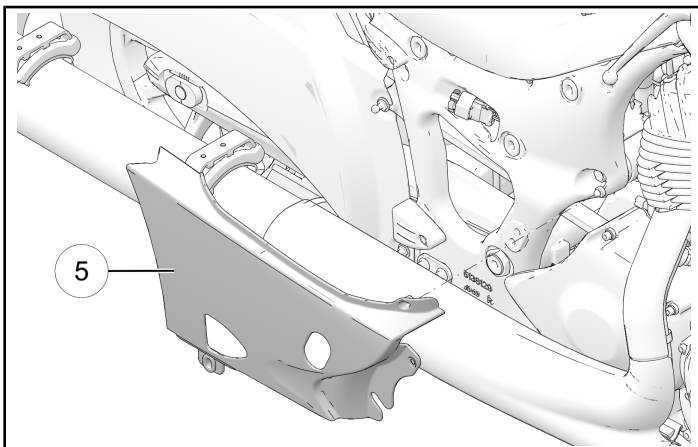
11. Install right-hand passenger footpeg ④ (if equipped). Torque fastener to specification.



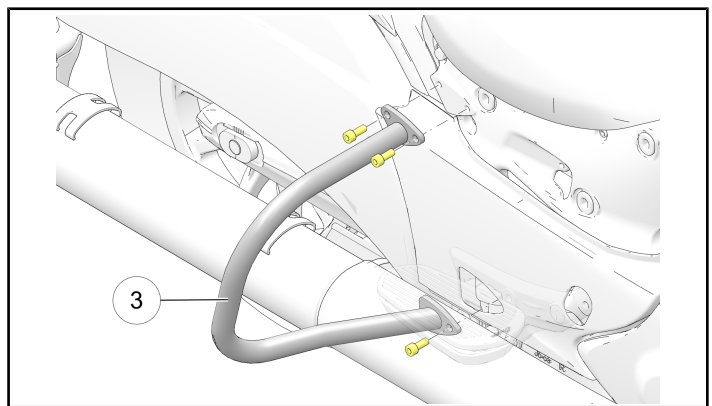
TORQUE

Footpeg Fastener:
35 ft-lbs (48 N·m)

10. Install right-hand lower sidecover ⑤.



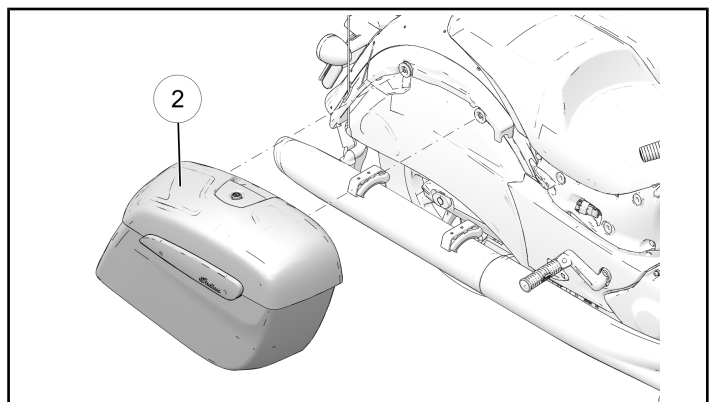
12. Install right-hand rear tip-over bar ③ (if equipped). Torque fasteners to specification.



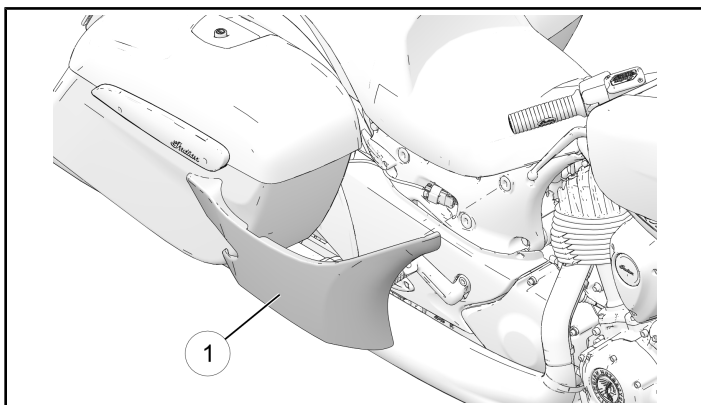
TORQUE

Tip-Over Bar Fasteners:
18 ft-lbs (24 N·m)

13. Install right-hand saddlebag ② (if equipped).



14. Install upper right-hand sidecover ①.



15. Connect the negative (-) battery terminal. Install the seat. Torque fasteners to specification.

TORQUE
Battery Terminal Fasteners: 40 in-lbs (5 N·m)

TORQUE
Seat Fasteners (All): 84 in-lbs (9 N·m)

VCM REFLASH

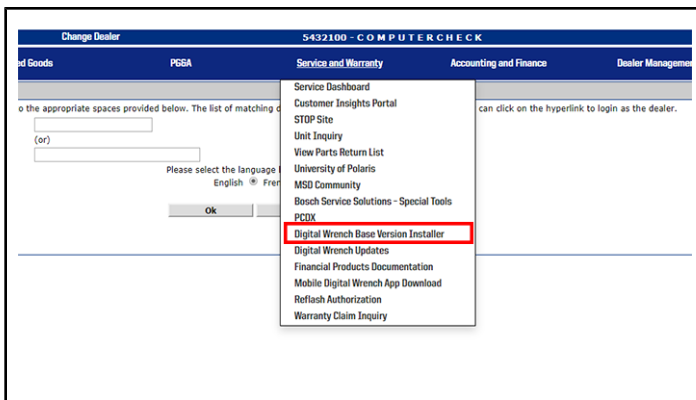
1. Verify that Digital Wrench version 4.1 Update 4/24/20 or later has been installed on your PC or laptop and proceed to step 6.

If you do not have Version 4.1 – Update 4/24/20 or later installed, you must first download it before proceeding with the reflash.

NOTICE

If you do not have Digital Wrench installed on your computer, you must first download the **Digital Wrench Base Version Installer** (STEP 2).

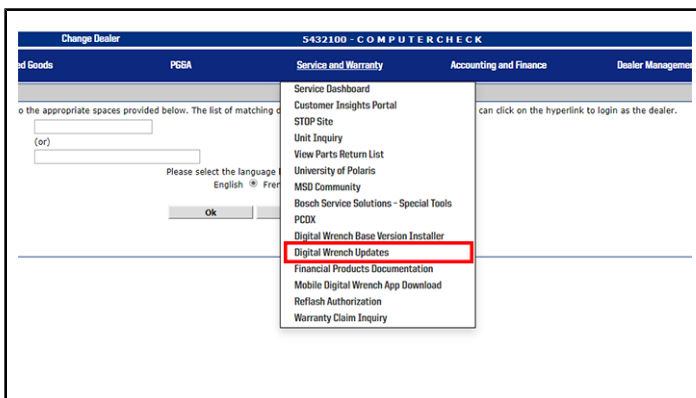
2. To download Digital Wrench Base Version, go to your dealer homepage and select **Digital Wrench Base Version Installer** from the **Service and Warranty** dropdown menu and download.



NOTICE

International Subsidiaries and Distributors use the **Digital Wrench Subscriptions** link to purchase and update your digital wrench software.

3. Once the Base Version is installed, go to your dealer homepage and select **Digital Wrench Updates** from the **Service and Warranty** dropdown menu.



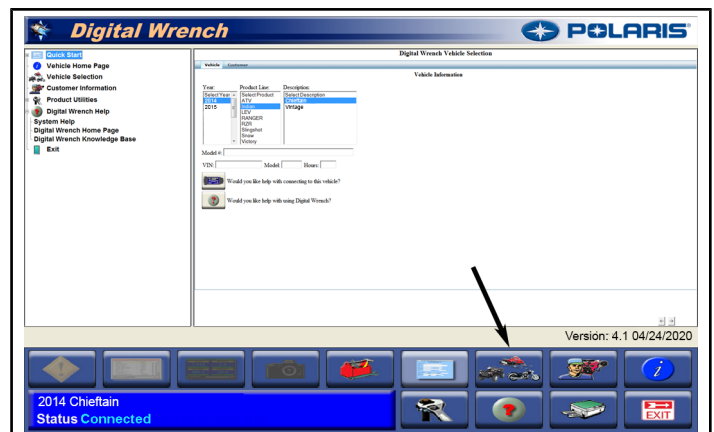
4. Click on **Digital Wrench Version 4.1 Updates**.

5. Download and install **Digital Wrench Version 4.1 update 4/24/20 or higher**.



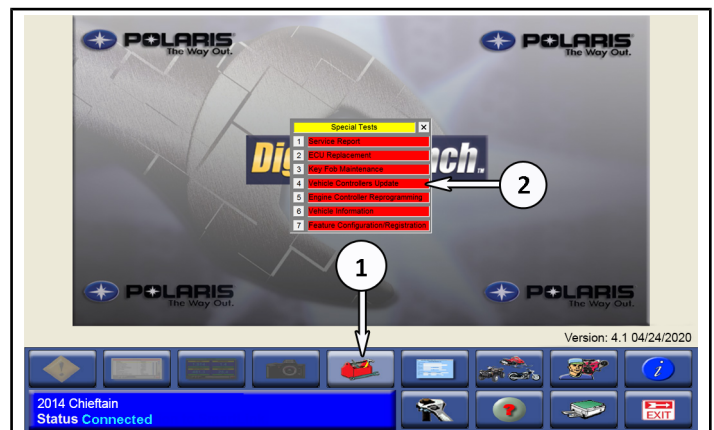
6. Connect SmartLink / MultiLink XP cables to PC and vehicle.

7. Open the Digital Wrench program.



8. Select the model year, product line, and vehicle description by selecting the "Change Vehicle Type" icon.

9. Select the **Special Test Tab** ①.



10. Select **Vehicle Controller Update** ②.

IMPORTANT

Only the **Vehicle Controllers Update** should be used when completing this bulletin.

NOTICE

Digital Wrench will automatically identify current software levels and determine which modules require software updates.

IMPORTANT

Make sure the vehicle battery is fully charged or connected to a battery charger before proceeding.

STAGE CALIBRATION: If a motorcycle is equipped with an Indian Motorcycle stage calibration, Digital Wrench will identify and maintain the upgraded software calibration if **Vehicle Controllers Update** is selected.

⚠ CAUTION

The VCM update procedure will take you through TWO separate reprogramming procedures.

- Boot Mode
- Reflash Application

During the reflash process the gauge and all indicators will power down. Each procedure must be completed in sequence or the VCM will not function.

11. Follow the on-screen prompts until all control modules have been updated.

IMPORTANT

You will be prompted to place the motorcycle into 1st gear.



NOTICE

The new gear position switch (included in the 2208606 kit) utilizes updated resistance values to improve accuracy. 1st gear voltage should be greater than 4.9v and less than 6.2v. Once the new gear position switch is installed and before the **Vehicle Controllers Update** is performed, the display will indicate 6th gear while the motorcycle is in 1st gear. Once the 'Vehicle Controllers Update' is complete, the gear indicated on the display will match the actual gear position. If still not within this range please start an Ask Polaris Case.

12. Once the flash is complete, hit the continue button and leave Digital Wrench connected and ignition powered ON. Do **NOT** touch the unit for 35 seconds.
13. Power ignition off and wait 130 Seconds.
14. Check / clear any stored fault codes.

NOTICE

Following the VCM reflash, some customers may notice a slight delay in illumination of their fog lights (if equipped) during vehicle use. This is normal and is intended to reduce current flow through the VCM

15. Shift motorcycle back into NEUTRAL.
16. Cycle through the gears of the motorcycle to ensure the correct gear position is indicated, in every gear, on the instrument cluster.
17. File a claim for I-20-03