



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

SUBJECT: Recall Campaign
Indian Motorcycle – Gear Position Switch
2014-2019 Indian 111 ci

IMPORTANT SAFETY RECALL 19V776

Reference: Indian Motorcycle Safety Recall Bulletin I-19-03

PLEASE READ IMMEDIATELY

VIN I-19-03

FIRST NAME LAST NAME

ADDRESS

CITY, ST ZIP

Dear Indian Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Our records indicate you have purchased an affected vehicle.

The reason for this recall:

Indian Motorcycle has decided that a defect, which relates to motor vehicle safety, exists with the gear position switch on 2014-2019 Indian Motorcycles (111 c.i.). In some cases, oxidation on the contacts of the gear position switch may cause a change in resistance values resulting in the rider display indicating an incorrect gear. Incorrect indication of neutral during start-up can cause unintended movement, increasing the risk of a crash.

What you should do:

When starting your motorcycle you should exercise the following steps as outlined in the Owner's Manual:

1. Straddle the motorcycle and bring it to the fully upright position. Retract the sidestand.
2. Move the engine stop/run switch to the RUN position
3. Shift the transmission to neutral
4. Apply the front brakes
5. Disengage the clutch (pull the clutch lever fully toward the handlebar)
6. Start the engine

If you have witnessed an inaccurate gear position, or if you have any concerns starting or riding your motorcycle, contact your authorized Indian Motorcycle dealer and schedule an appointment to have your gear position switch cleaned and inspected, free of charge. Do not attempt any repairs yourself. Repairs must be done by an authorized Indian Motorcycle dealer.

What your dealership will do:

Indian Motorcycle is currently evaluating a permanent solution for this concern, which is targeted to be available in the Spring of 2020. Once the final repair plan is available at dealers, Indian Motorcycle will send another letter with additional instructions. These procedures will be made at an authorized Indian Motorcycle 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 local Indian Motorcycle dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

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, you may contact our Indian Motorcycle Customer Connections Department at 1-877-204-3697, scan the QR code, or go to www.polaris.com/en-us/contact/.



If you believe that Indian Motorcycle has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or on the web go to www.safercar.gov.

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

For the latest updates to this safety recall, or to check if your vehicle is part of another safety recall, scan the QR code, or go to www.polaris.com/en-us/on-road-recalls/.

