

# Part 573 Safety Recall Report

# 20V-182

**Manufacturer Name :** Indian Motorcycle Company**Submission Date :** APR 03, 2020**NHTSA Recall No. :** 20V-182**Manufacturer Recall No. :** I-20-02**Manufacturer Information :**

Manufacturer Name : Indian Motorcycle Company

Address : 2100 Highway 55

Medina MN 55340

Company phone : 999

**Population :**

Number of potentially involved : 616

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Indian Challenger

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** Affected population was determined based on motorcycles that did not undergo a quality audit process that were built prior to the correction in assembly that provides sufficient initial lubrication. Products not included in affected population either underwent a quality audit or were built after the correction in assembly that provides sufficient initial lubrication.

Production Dates : JUL 15, 2019 - JAN 20, 2020

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** Indian Motorcycle has identified a potential concern with the engine output shaft bearing on a small number of model year 2020 Indian Motorcycles (108 c. i.). Early model year 2020 production units may not have had adequate initial bearing lubrication during assembly which, combined with other factors, may lead to bearing failure at very low mileage.

4/2/20 Amendment

System only allows a percentage of 1% or more for the potentially defective, our actual defect percentage is 0.1%

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Operating a motorcycle that was assembled with an improperly lubricated output shaft bearing may result in unintended or sudden deceleration which may increase the risk of a crash.

**Description of the Cause :** The engine output shaft bearing may not have received adequate lubrication during the manufacturing process. Inadequate lubrication of this bearing may lead to a bearing failure that would likely manifest within the first number of miles.

**Identification of Any Warning that can Occur :** An audible indication during vehicle use can occur if the defect is present.

## Involved Components :

**Component Name 1 :** NR

**Component Description :** NR

**Component Part Number :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** NR

**Address :** NR

NR

**Country :** NR

## Chronology :

"Polaris was made aware of a potential issue relating to unintended deceleration in or about January, 2020 that was found in pre-delivery inspection of a new model year 2020 Indian Challenger. Polaris then began investigating the matter including appropriate outreach to the output shaft bearing supplier. In or about March 2020, both internal and supplier investigation results suggested the potential of insufficient initial lubrication. Based on the findings from this investigation, on March 19th, 2020 the company's Executive Review Committee determined the defect posed an unreasonable risk to motor vehicle safety.

"

Polaris was made aware of a potential issue relating to unintended deceleration in or about January, 2020 that was found in pre-delivery inspection of a new model year 2020 Indian Challenger. Polaris then

began investigating the matter including appropriate outreach to the output shaft bearing supplier. In or about March 2020, both internal and supplier investigation results suggested the potential of insufficient initial lubrication. Based on the findings from this investigation, on March 19th, 2020 the company's Executive Review Committee determined the defect posed an unreasonable risk to motor vehicle safety.

## Description of Remedy :

**Description of Remedy Program :** If you have had this procedure performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact the Polaris Consumer Service Department using the contact information above.

4/3/2020 Updated

Consumers with an odometer reading of 50 miles (80km) or more will be given the option to submit an electronic web-form with mileage verification to complete the I-20-02-A inspection. No further action will be required. If a consumer has more than 50 miles on their odometer but does not wish to self-report using the electronic form, they may have the inspection and bulletin completed by a dealer.

Consumers with an odometer reading of 49 miles (79 km) or less should not operate their vehicle and will be asked to have their motorcycle transported to a dealer for completion of I-20-02-B. There will be no cost to the consumer for transportation or repair.

Dealers are required to correct any affected units in their inventory and their repair costs will be reimbursed.

**How Remedy Component Differs from Recalled Component :** Polaris/Indian will inform dealers of the known issue and will offer to remedy the lack of lubrication. Polaris/Indian will also contact known purchasers of vehicles directly with a consumer letter outlining inspection and self-reporting requirements via an online portal. Because the failure presents itself at very low miles the recall work only needs to be completed on vehicles with less than 50 miles. Polaris will offer transport for consumer's motorcycle with less than 50 miles and/or upon consumer request.

4/3/2020 Updated and re-written

If the vehicle has more than 50 miles (80 km) it as demonstrated that it

was built with adequate assembly lubrication. If the vehicle has less than 50 miles (80 km), an authorized Indian dealership will apply direct lubrication to the affected bearing. This work will be performed by your dealer at no cost to the consumer. No other part changes required.

Identify How/When Recall Condition was Corrected in Production : Additional process step added to pre-lubricate the output shaft bearing prior to assembly.

### Recall Schedule :

Description of Recall Schedule : NR  
Planned Dealer Notification Date : APR 02, 2020 - APR 02, 2020  
Planned Owner Notification Date : APR 03, 2020 - APR 03, 2020

\* NR - Not Reported