



SAFETY RECALL

Release Date: September 15, 2021

IND

Communication #: I-21-03

Model Year(s): 2020

— Confidential and Proprietary —

VERSION: R01 (September 15, 2021)

IMPORTANT STOP RIDE SAFETY NOTICE!
Stop riding affected vehicles immediately.

IMPORTANT

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

SUBJECT: BRAKE LIGHT

PURPOSE

Indian Motorcycle has identified a potential concern with brake light function on a small number of model year 2020 Scout Bobber Sixty models. These models may exhibit a loss of brake light functionality following an engine controller update during service. Loss of rear brake light functionality could reduce rider visibility, increasing the risk of a crash.

To address this concern, Indian Motorcycle is requesting customers to inspect their brake lights for proper functionality – and if nonfunctional to contact a dealer for repair.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020	Scout Bobber Sixty	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Recall 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 Recall. Consumers will have the option to self-inspect the brake light function. For more details, refer to Option 1 in the consumer letter attached to the end of this recall.

WARRANTY CLAIM INFORMATION

BRAKE LIGHT INSPECTION	
Bulletin #	I-21-03-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.2 hours (12 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

Claim Submission:

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Bulletin> Enter the VIN / PIN and Retrieve Registration. Select I-21-03-A and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty> Warranty Claims>Start a New Warranty Claim. Select Service Bulletin> Enter the VIN / PIN and Retrieve Registration. Select I-21-03-A and Send Claim

ECU REFLASH	
Bulletin #	I-21-03-B
Claim Type	SB (Service Bulletin)
Labor Allowance	0.5 hours (30 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

Claim Submission:

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Bulletin> Enter the VIN / PIN and Retrieve Registration. Select I-21-03-B and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty> Warranty Claims>Start a New Warranty Claim. Select Service Bulletin> Enter the VIN / PIN and Retrieve Registration. Select I-21-03-B and Send Claim

US & CANADA TRANSPORT & MOBILE SERVICE REIMBURSEMENT

Indian Motorcycle will authorize travel or transport up to 1.0 hour of labor to perform the bulletin. Wholegood stock vehicles are not eligible for travel / transport coverage reimbursement. Polaris recommends that dealers work with vehicle owners to determine the best solution for their situation. To obtain travel / transport reimbursement, enter the actual labor time up to 1.0 hour, into the Travel Hours or Travel Minutes on the bulletin claim.

Travel or transport over 1.0 hour of labor requires pre-authorization:

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization Request: In Warranty or Authorization Request: Out of Warranty/Goodwill.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter Indian Motorcycle® I-21-03 in the CONCERN and CAUSE fields. In the CORRECTION field, enter "TRAVEL OR TRANSPORT REQUEST".
4. Enter warranty fail codes: 142/279/209
5. Add part 0000542, quantity 1.
6. Attach or provide documentation 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 September 15, 2021. This bulletin has no expiration date.

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. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



I-21-03-A BRAKE LIGHT INSPECTION

INSPECTION PROCEDURE

1. Park motorcycle on a flat surface, fully extend kickstand, and make sure vehicle is stable.
2. Turn key ON to power the motorcycle.
3. Check the brake light function:
 - With the help of an assistant, watch the brake lights while the brakes are applied.
 - Apply both the front and back brakes individually to confirm the proper function.

IF THE BRAKE LIGHT DOES ILLUMINATE	IF THE BRAKE LIGHT DOES NOT ILLUMINATE
	
<p style="text-align: center;">STOP!</p> <ul style="list-style-type: none">• Submit a Service Bulletin Warranty Claim for I-21-03-A.	<p style="text-align: center;">STOP!</p> <ul style="list-style-type: none">• Continue to the Digital Wrench reflash procedure in I-21-03-B.

I-21-03-B ECU REFLASH

TOOLS REQUIRED

- Digital Wrench 1
- Multilink XP Diagnostic Interface Module

ECU REFLASH

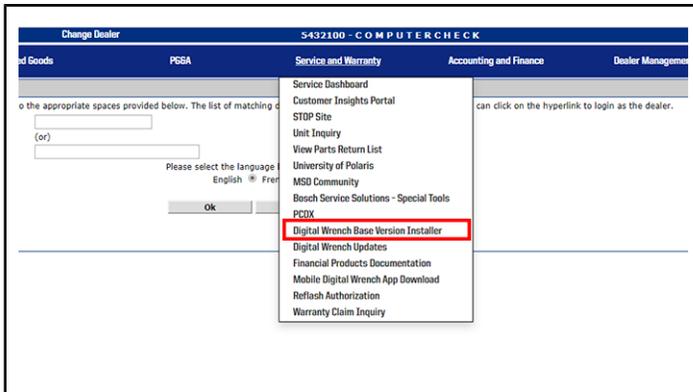
1. Verify that Digital Wrench version 4.2 Update 7/29/2021 or later has been installed on your PC or laptop and proceed to step 6.

If you do not have Version 4.2 – Update 7/29/2021 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)**.

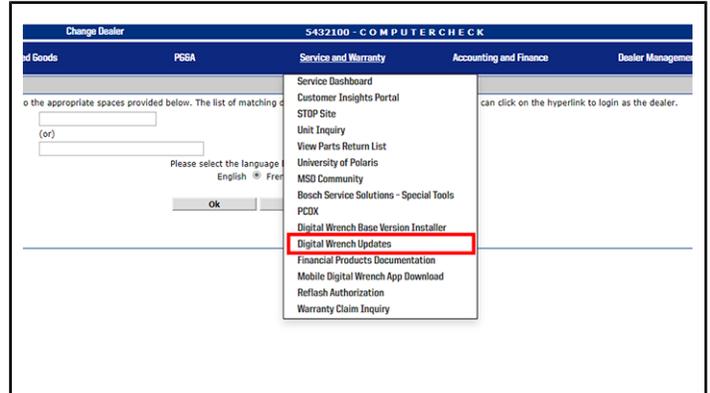
2. To download Digital Wrench Base Version, go to your dealer homepage and select **Digital Wrench Base Version Installer** from the **Service and Warranty** dropdown menu and download.



NOTICE

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

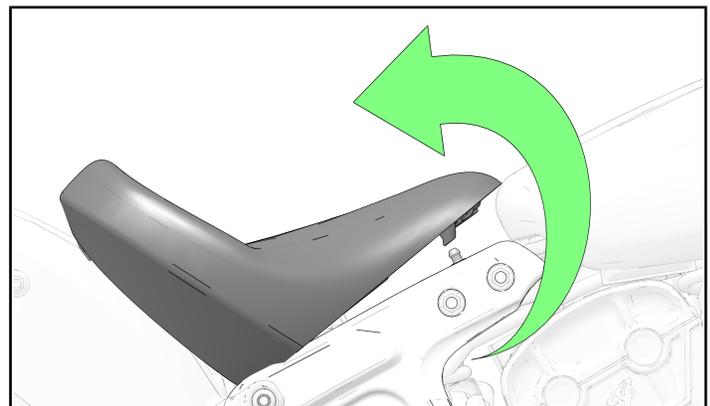
3. Once the Base Version is installed, go to your dealer homepage and select **Digital Wrench Updates** from the **Service and Warranty** dropdown menu.



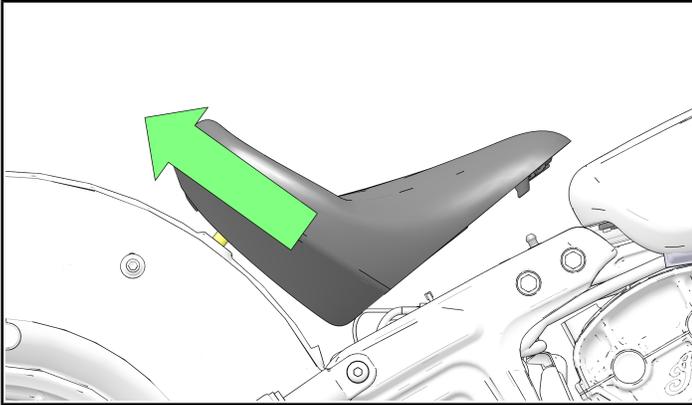
4. Click on **Digital Wrench Version 4.2 Updates**.
5. Download and install **Digital Wrench Version 4.2 update 7/29/2021 or higher**.



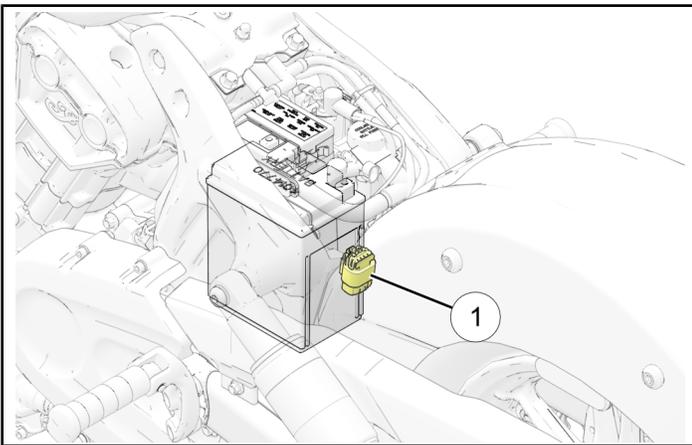
6. Turn the ignition off.
7. Lift up on the seat front to disengage the front of the seat from the frame post.



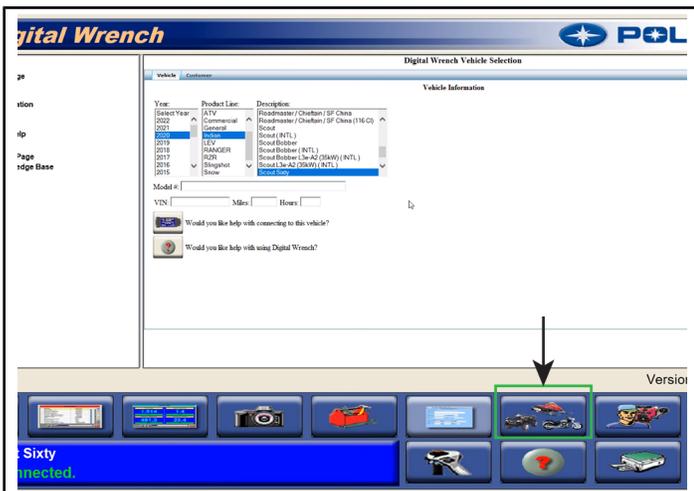
- Lift the seat and pull rearward to disengage the seat from the mount holding the back of the seat to the frame.



- The diagnostic connector ① is located behind the battery.



- Connect MultiLink XP cables to PC and vehicle.
- Open the Digital Wrench program.
- Select the model year, product line, and vehicle description by selecting the "Change Vehicle Type" icon .



- Select the **Special Tests** tab.

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- Select **ECU Reprogramming / Reconfiguration Procedure** and follow the on-screen prompts.

IMPORTANT

Make sure **ECU Reprogramming / Reconfiguration Procedure** is selected. Other flash options will not correct the concern.



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.

- 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.
- Power ignition off and wait 130 Seconds.
- Check / clear any stored fault codes and disconnect Digital Wrench.
- Verify brake lights, as outlined in I-21-03-A, are now functional following the reflash, and proceed to the next step.

If brake lights are not functional, verify the Digital Wrench version and that the **ECU Reprogramming / Reconfiguration Procedure** option was selected. If brake lights are still not functional, submit an Ask Polaris case.

- Install the seat and test ride the motorcycle.
- Submit a Service Bulletin Warranty Claim for I-21-03-B.



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

IMPORTANT SAFETY RECALL
This notice applies to your vehicle
Recall Campaign: **21V681**
Subject: **2020 Scout Bobber Sixty**
PLEASE READ IMMEDIATELY

VIN: I-21-03
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in 2020 Scout Sixty Bobber models. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show you have purchased an affected vehicle.

The reason for this notice:

These models may exhibit a loss of brake light functionality following an engine controller update during service. Loss of rear brake light functionality could reduce rider visibility, increasing the risk of a crash. This defect can cause a vehicle crash without prior warning.

What you should do:

OPTION 1:

You may choose to inspect the brake light function and report findings to Indian Motorcycle. Enter the URL information <https://www.polaris.com/en-us/i-21-03/> into a web browser or scan the QR code to be directed to information on how to inspect and complete the required information. Providing this information will record completion of this safety recall, and confirm your vehicle's records are up to date. If a defect is found during inspection, contact an authorized Indian Motorcycle dealer to arrange for transportation and repair. If you are uncomfortable with self-reporting, your dealer can also complete the inspection for you.



OPTION 2:

Contact your local Indian Motorcycle dealer to arrange transport and repair of your motorcycle prior to operation. Do not attempt repairs yourself. Repairs must only be done by an authorized Indian Motorcycle dealer. This repair should take approximately 30 minutes. When making contact with your dealer, discuss dealership hours, their schedule, and how long they will need to keep your vehicle.

DO NOT OPERATE YOUR VEHICLE UNTIL THIS SAFETY RECALL HAS BEEN COMPLETED.

What your dealership will do:

If you select **Option 1**, Indian Motorcycle will update your vehicle's records to reflect this safety bulletin as complete. If you select **Option 2**, your Indian Motorcycle dealer has been authorized to complete transport, inspection, and repair. Transportation will be covered for up to 1 hour of time. If transportation to the dealership will take longer than 1 hour, please contact your Indian Motorcycle dealer. Your dealership will inspect the brake light function and, if necessary, reflash the ECU. This work will be performed by your 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 dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this 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, contact our Indian Motorcycle Owner Connections Department at 1-877-204-3697, scan the QR code, or go to <https://www.indianmotorcycle.com/en-us/self-help/>.



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/.

