



# 2014-2020 Indian Motorcycle Forward Lighting Safety Bulletin FAQ

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Version: R04 (August 29, 2022)

*\*\*2015-2020 Heavyweight Air Cooled motorcycles added to the affected population. Part C has also been added for vehicles that have the VCM reflash completed as part of a different campaign. Reference Unit Inquiry to ensure all affected motorcycles are identified and repaired per this Safety Bulletin\*\**

## **What is the purpose of the I-19-02 Safety Bulletin?**

Indian Motorcycle has decided that an electrical defect may exist in 2014-2020 Heavyweight Air Cooled Indian Motorcycles, resulting in the unexpected loss of forward lighting. This defect may also cause heat damage to the Vehicle Control Module (VCM) and Pin 11 of the center VCM connector.

Indian Motorcycle has released this bulletin with instructions to inspect the VCM connector for damage, update the VCM software, and replace the VCM and pin 11 connector if damaged.

## **What make & model year is included in this Stop Sale?**

2014-2020 Indian Motorcycles – Chief, Chief Classic, Chief Dark Horse, Chief Vintage, Springfield, Springfield Dark Horse, Chieftain, Chieftain Classic, Chieftain Dark Horse, Chieftain Limited, Chieftain Elite, Roadmaster, Roadmaster Classic, Roadmaster Elite

## **Is every 2014-2020 Indian Motorcycles affected?**

No, not all 2014-2020 Indian Motorcycles are affected. Impacted Indian Motorcycles are equipped from the factory with halogen headlight and driving lights.

## **How can a dealer see which unregistered units in inventory are impacted by this?**

1. Login to the dealer website (DEX).
2. Locate the 'Service and Warranty' dropdown, click on STOP Site.
3. On the left-hand side of the page, under 'STOP Site Links,' click on 'Service Bulletins'.
4. Locate the link for the bulletin of interest and click on the 'All VINs' link located on the right.
5. The 'All VINs' page will display all affected VINs within your dealership's inventory.

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NOTE: Unit Inquiry can always be used to check an individual VIN.

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## **Is this a STOP SALE?**

This is a STOP SALE. All impacted units, new and used, in dealer inventory cannot be retailed.

## **What Dealers CAN Do**

1. Can quote new products.
2. Can accept deposits from consumers as a reservation for a future sale.
3. Can utilize PCDX to begin setup and PDI (except for test ride).
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Indian Motorcycle has accurate records and can notify the customer if required.

## **What Dealers CANNOT Do**

1. Cannot complete a sale.
2. Cannot deliver impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected vehicle (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

## **Will Indian Motorcycle notify consumers?**

Yes. Indian Motorcycle will mail a standard consumer notification letter and Email outlining the nature of this bulletin.

### **Should dealers notify consumers?**

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles. Dealers should reference the STOP site for a list of their dealership's affected VINs.

### **Is training required before ordering parts or filing claims for this bulletin?**

Yes. Polaris requires one person from a dealership to be certified before parts ordering may occur and two people be certified before warranty claims may be processed. Refer to *2014 Indian Motorcycle Forward Lighting – I-19-02* on the University of Polaris.

### **What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?**

Parts are not required to perform Part A of this bulletin. If the VCM Connector Inspection reveals discoloration or damage of Pin 11, an Ask Polaris case needs to be submitted for parts ordering and repair instructions.

### **How does a dealer warranty register a unit that a customer has paid for and taken delivery of PRIOR to the STOP SALE announcement?**

The warranty registration capability is disabled for all units affected by the stop sale. If the unit has not been paid for, or if the unit has not yet been delivered to the customer, you should retrieve or hold the unit until repairs have been completed.

In the event that a warranty registration must be completed, please submit an Ask Polaris case using Sales Question > Wholegoods Question and include the following:

- Completed PCDX Customer Information and Customer Delivery form
- Sales invoices: Paper & DMS
- Copies of form of payment document or payment check
- Copies of purchaser's identification
- Copies of the state registration forms unless the registration was VERY recent and this has not yet been obtained
- The promo selection for the unit (Program Number, Rebate Amount, Promotional Financing, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

\* Warranty Registrations that are received and processed by Indian Motorcycle more than three (3) days after the date of the retail delivery of the unit to the customer will not qualify for any financial incentives and may be assessed a \$300 late fee.

**If you have questions that are not addressed in this document or in the bulletin, contact Indian Motorcycle Service through Ask Polaris or by phone at 800-330-9407.**