



# Indian Motorcycle I-22-04 Safety Recall

## FTR Coolant Junction FAQ

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Version: R01 (September 20, 2022)

### What is the purpose of the I-22-04 Safety Recall?

Indian Motorcycle has determined that Model Year 2019, 2020, and 2022 FTR motorcycles may experience a failure at the coolant junction resulting in coolant loss during operation. If this occurs, coolant may come in contact with the rider, posing an injury hazard and/or coolant may come in contact with the rear tire, posing a crash hazard.

To address this concern, Indian Motorcycle has released this Safety Recall with instructions to replace the coolant junction with an improved part.

### What make & model year is included in this Safety Recall?

2019, 2020 and 2022 FTR (All Models)

### 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 Communications'.
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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### Will Indian Motorcycle notify consumers?

Yes. Indian Motorcycle will notify consumers of the repair release by email immediately and follow-up with a mailed notification letter.

### Should dealers notify consumers?

Yes. Dealers should follow their standard process for contacting consumers regarding recall 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 Safety Recall?

Yes. Polaris requires two technicians from a dealership to be certified before parts ordering may occur and two people be certified before warranty claims may be processed. Refer to *I-22-04 – Safety Recall – FTR Coolant Junction* on the University of Polaris.

### Is this a STOP SALE

Yes. This is a STOP SALE. All impacted units, new and used, in dealer inventory cannot be retailed until the repair is complete.

### 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.

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

A new coolant junction (Part Number 5418558) and two quarts of coolant (Part Number 2880966) are required. Dealers will need to place orders when parts are available.

### **What if parts are showing on backorder or not available?**

Dealers should still place orders for the quantities required. It's important to get all orders entered into the system so Polaris can track demand and keep parts shipping to dealers.

### **Are the parts returnable if a dealer over orders?**

No. Our standard RMA policy excludes the return of Safety Recall parts.

### **What should dealers do with service parts in dealer inventory?**

Dealers should review their service parts inventory and ensure that the following service parts are **NOT** used and are disposed of properly. Refer to the recall for detailed instructions on filing a Parts Stock claim for affected inventory parts.

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### **Will Dealers have all the appropriate tools to complete this Safety Recall?**

Bosch 75260 **OR** Robinar 75260 Cooling System Vacuum Fill tool and Remote Action Hose Clamp tool (both commercially available) along with basic shop tools are required for the replacement of the coolant junction. A tool list has been provided in the I-22-04 Safety Recall instructions.

### **Will dealers be paid for performing this Safety Recall?**

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the recall.

### **Can I allow demos on vehicles that haven't had I-22-04 performed?**

Yes. This is **NOT** a Stop Ride, so vehicles that haven't had the update performed can still be driven (both consumer and dealer vehicles). However, we recommend providing demo rides on vehicles that have had the update completed, and therefore can be retailed immediately.

### **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.**