



SAFETY RECALL

Release Date: December 11, 2023

IND

Communication #: I-23-07

Model Year(s): 2023–2024

— Confidential and Proprietary —

VERSION: R02 (December 13, 2023)
****Converted from Stop Sale to Safety Recall****

IMPORTANT STOP SALE SAFETY NOTICE!

Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.

IMPORTANT

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

SUBJECT: HEAVYWEIGHT CRANKSHAFT POSITION SENSOR REASON FOR THIS RECALL

Indian Motorcycle has determined that some Model Year 2023-2024 Chieftain, Roadmaster, and Springfield motorcycles may have been built with an improperly routed crankshaft position sensor. This may cause the crankshaft position sensor to contact the front head pipe and result in a sensor failure and vehicle stall during operation, which increases the risk of a crash and serious injury.

To address this concern, Indian Motorcycle has released this safety recall with instructions to inspect and route the crankshaft position sensor correctly and replace if needed.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2023-2024	Chieftain, Roadmaster, and Springfield	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. Polaris will also send an email to owners for whom Polaris has a valid email address.

CONTACT POLARIS

If you have questions that are not addressed in this document or in the Safety Recall FAQ, contact Indian Motorcycle Service through Ask Polaris or by phone at 877-204-3697 (US/Canada Dealers Only) / +48 775 48 1234 (International).

DEALER - WHAT TO DO?

As of December 11, 2023, **YOU MUST NOT SELL OR DELIVER** any **NEW OR USED Model Year 2023-2024 Chieftain, Roadmaster, and Springfield models** affected by this **Stop Sale** until it is repaired according to the Safety Recall.

WARRANTY CLAIM INFORMATION

2023 AND 2024 SPRINGFIELD, CHIEFTAIN AND ROADMASTER INSPECT AND RETAIN	
Bulletin #	I-23-07-AA
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	7080138 / Cable Tie (QTY 1)
Parts Availability	Available to order
University of Polaris Video Training Required	NO

2023 AND 2024 SPRINGFIELD, CHIEFTAIN AND ROADMASTER REPLACE AND RETAIN	
Bulletin #	I-23-07-AB
Claim Type	SB (Service Bulletin)
Labor Allowance	0.6 hours (36 minutes)
Part Number / Description	7080138 / Cable Tie (QTY 3) 2411589 / Crank Position Sensor (QTY 1)
Parts Availability	Available to order
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 Indian Motorcycle® I-23-07 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 Indian Motorcycle® I-23-07 and Send Claim

US & CANADA DECLINED SAFETY RECALL

NOTICE

Polaris provides a claim process that allows dealers to accurately document when a Safety Recall cannot be performed.

1. Download and complete the Declined Safety Bulletin Tracking by navigating to Service & Warranty > STOP Site > News, Forms, & Links > Declined Safety Bulletin Tracking.
2. Navigate to the Service and Warranty > Start a New Warranty Claim > select “Decline Safety Bulletin” > enter VIN > click “Retrieve Registration” button > select bulletin number from the dropdown menu > select Disposition Code and attach the completed Declined Safety Bulletin Form and click “Save and Continue” button.

COVERAGE PERIOD

This bulletin has no expiration date.

PARTS RETURN / DISPOSAL INFORMATION

Under no circumstances shall the parts removed be re-used, sold, or re-purposed for another application. It is your dealership / distributor’s responsibility to make sure every part replaced (related to this communication) is taken out of circulation and disposed of properly or returned to Polaris (if required).

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](#).



INSPECTION PROCEDURE

TOOLS REQUIRED: I-23-07-AA

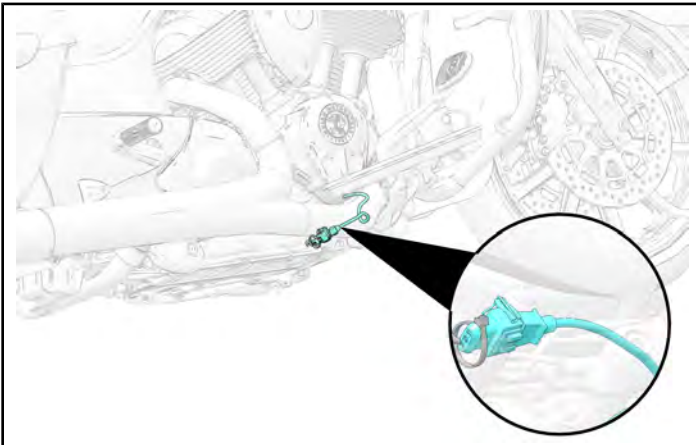
- Safety Glasses
- Pliers, Side Cutting
- Flashlight

I-23-07-AA: INSPECT AND RETAIN

WARNING

Engine and exhaust components get hot and remain hot for a period of time after the engine is stopped. Wear insulated protective clothing or wait for components to cool sufficiently before working on the machine.

1. Park motorcycle on a flat surface, fully extend side stand, and make sure vehicle is stable.
2. Turn key or ignition switch to OFF position and remove key. If equipped with keyless fob, remove fob from proximity of vehicle.
3. Inspect crankshaft position sensor wiring for damage and routing:



CRANKSHAFT POSITION SENSOR WIRING IS NOT DAMAGED

CRANKSHAFT POSITION SENSOR WIRING IS DAMAGED



STOP!

STOP!

- Continue to **Step 4**

- Continue to **I-23-07-AB Replace and Retain**

4. Adjust crankshaft position sensor connector position as needed.

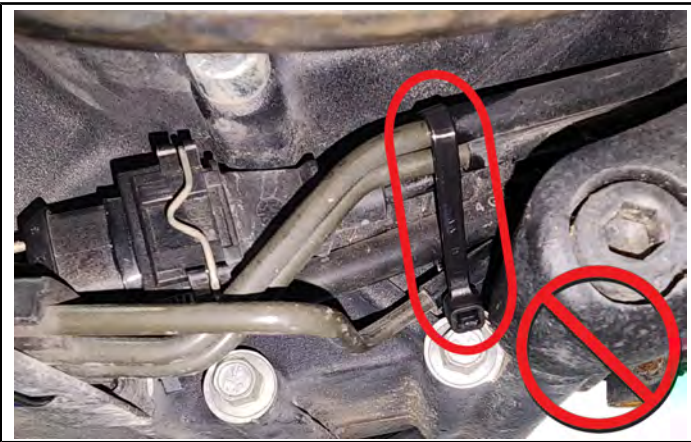
IMPORTANT
Ensure there is proper distance between the crank positions sensor and headpipe.



5. Add cable tie to retain crankshaft position sensor wiring to wiring harness.

⚠ WARNING

Do not place cable tie around brake lines.



6. Submit a Service Bulletin Warranty Claim for I-23-07-AA.

REPAIR PROCEDURE

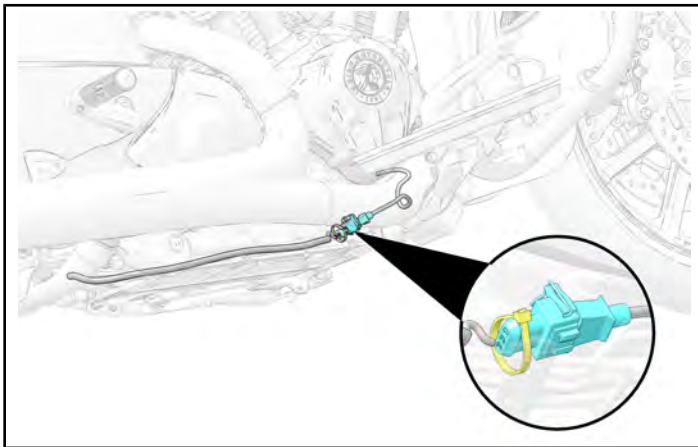
TOOLS REQUIRED: I-23-07-AB

- Safety Glasses
- Flashlight
- Pliers, Side Cutting
- Ratchet
- Socket Set, Metric
 - 10 mm
- Allen Wrench
 - 5 mm
- Wrench Set, Metric
 - 10 mm
- Torque Wrench

I-23-07-AB: REPLACE AND RETAIN

CRANKSHAFT POSITION SENSOR REMOVAL

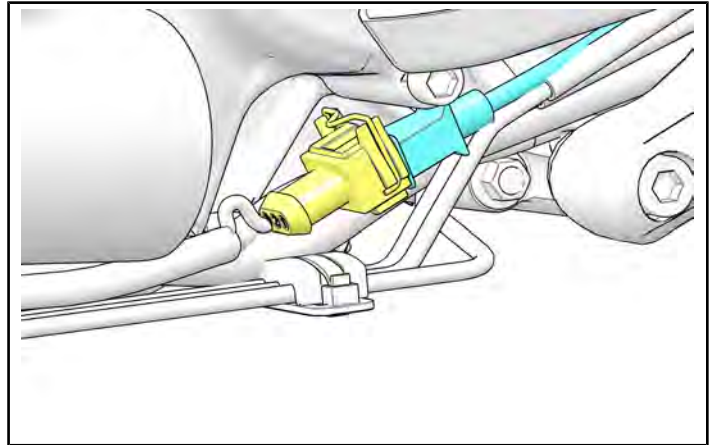
1. Cut cable tie retaining the crankshaft position sensor connector.



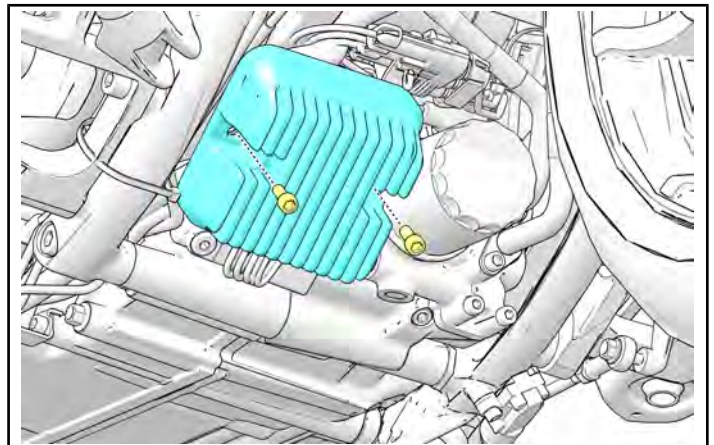
2. Disconnect crankshaft position sensor connector.

CAUTION

Do not use anything other than fingers to remove the quick connection. The use of tools can damage the connection.



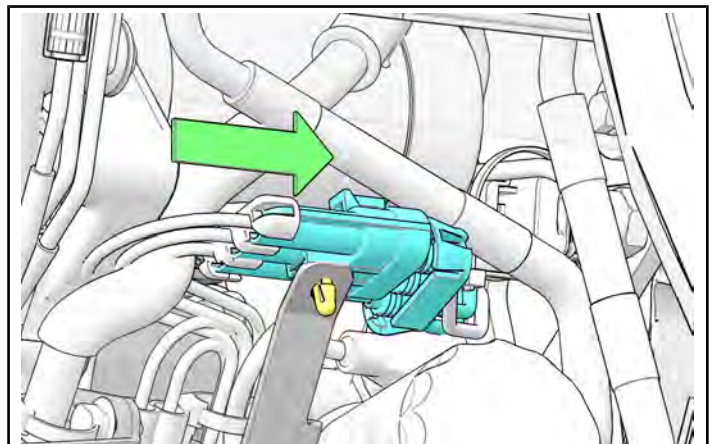
3. Remove voltage regulator fasteners.



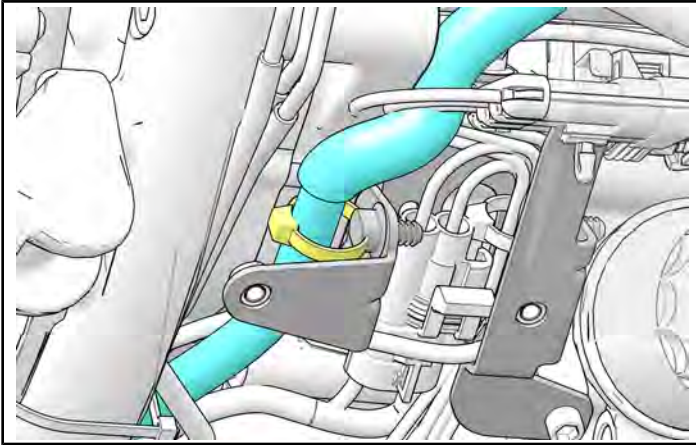
4. Slide voltage regulator connector off of push dart.

IMPORTANT

Do not disconnect connector.



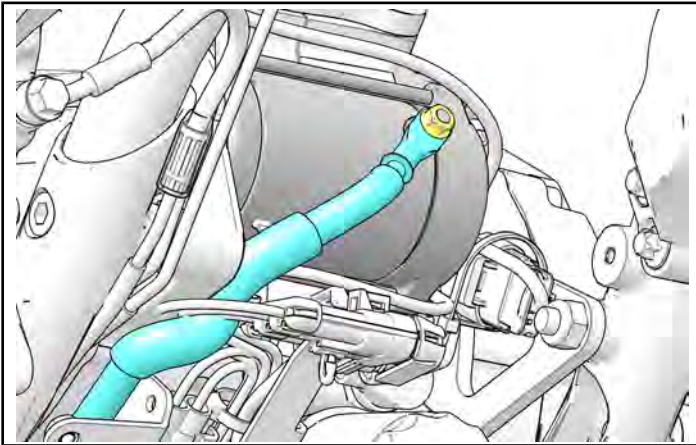
5. Cut cable tie retaining the starter cable and remove from the push dart. Do not cut the push dart.



6. Disconnect starter cable from starter.

NOTICE

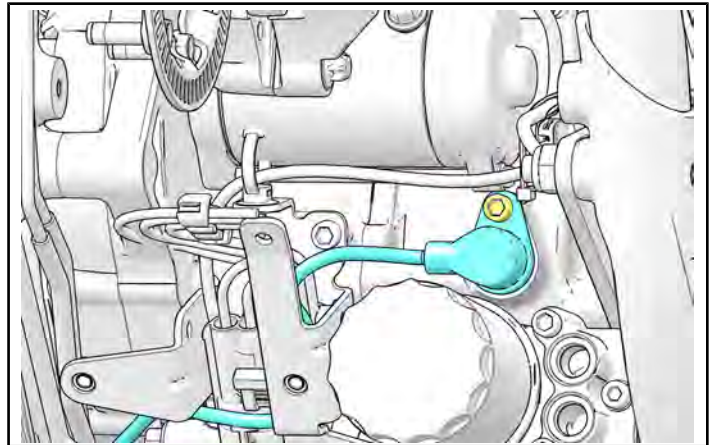
Hold the lower terminal nut with an open ended wrench while loosening the upper nut to avoid damage.



7. Remove crankshaft position sensor from vehicle and discard.

IMPORTANT

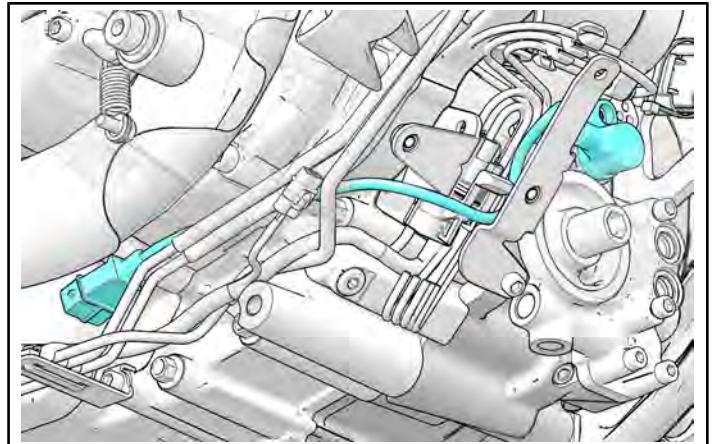
Pay attention during removal and note crankshaft position sensor routing.



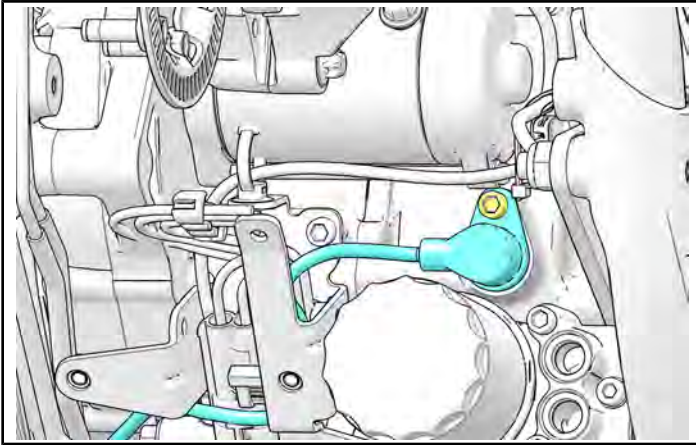
8. Clean headpipe if there is excessive residue.

CRANKSHAFT POSITION SENSOR INSTALLATION

1. Route crankshaft position sensor harness into correct position.



2. Install new crankshaft position sensor into engine.
Torque fastener to specification.



TORQUE

Crankshaft Position Sensor Fastener:
88 in-lbs (10 N·m)

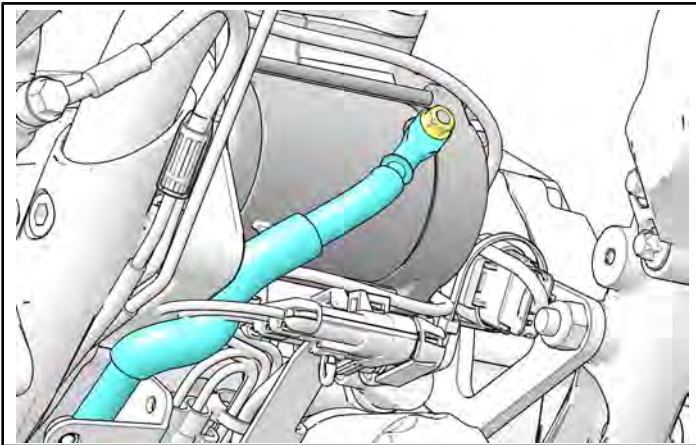
3. Reconnect starter cable to starter. Torque cable to specification.

NOTICE

Hold the lower terminal nut with an open ended wrench while tightening the upper nut to avoid damage.

IMPORTANT

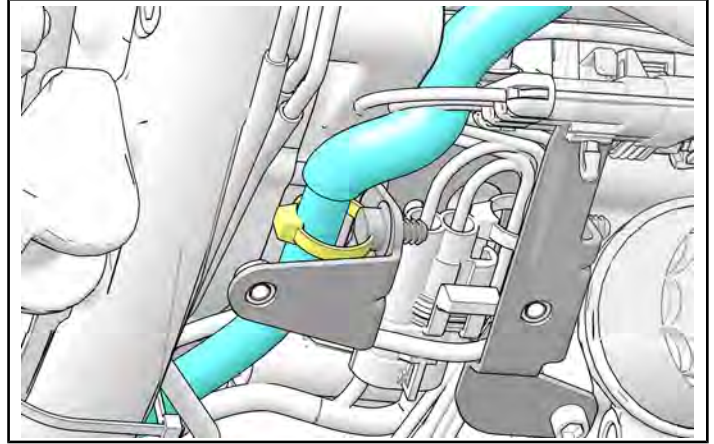
Ensure the starter terminal and lug are clean and the cable is oriented as shown.



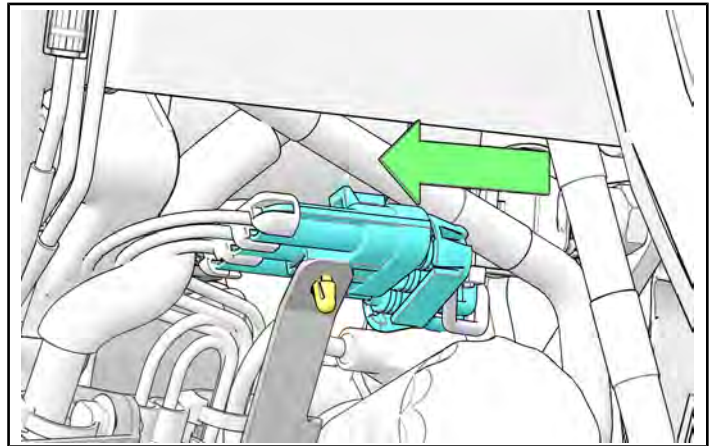
TORQUE

Starter Motor Positive Terminal Nut:
63 in-lbs (7 N·m)

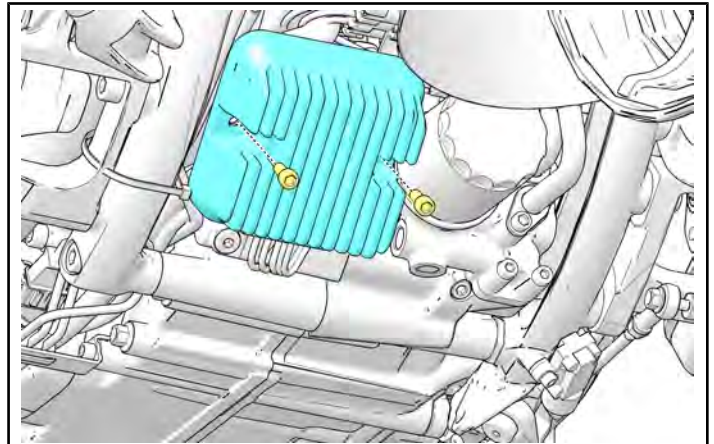
4. Replace cable tie retaining starter cable by looping a new cable tie through the push dart and around the starter cable.



5. Slide voltage regulator connector onto push dart.



6. Install voltage regulator. Torque fasteners to specification.



TORQUE

Voltage Regulator Fasteners:
88 in-lbs (10 N·m)

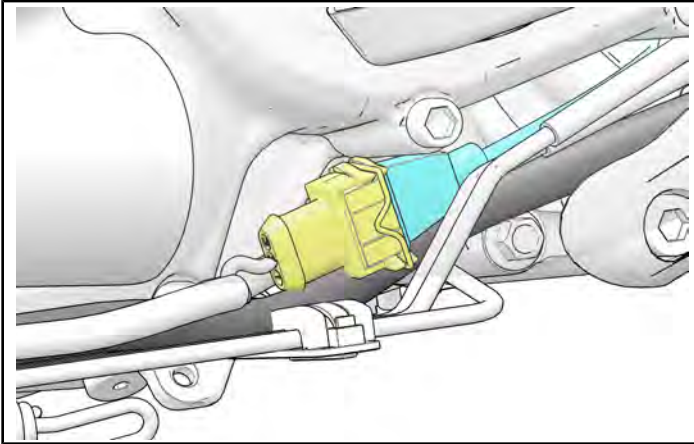
7. Reconnect crankshaft position sensor connector. Perform a push/click/pull test to make sure the connector is fully connected.

⚠ WARNING

Verify electrical connector is properly seated and locked in place by listening for an audible “click” when pressing into place. Pull gently on electrical connector to make sure a proper connection has been made.

⚠ CAUTION

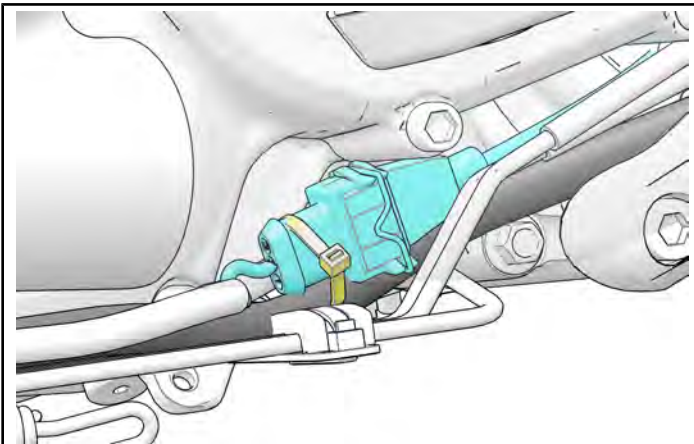
Do not use anything other than fingers to connect the quick connection. The use of tools can damage the connection.



8. Replace cable tie retaining crankshaft position sensor connector to wiring harness.

⚠ WARNING

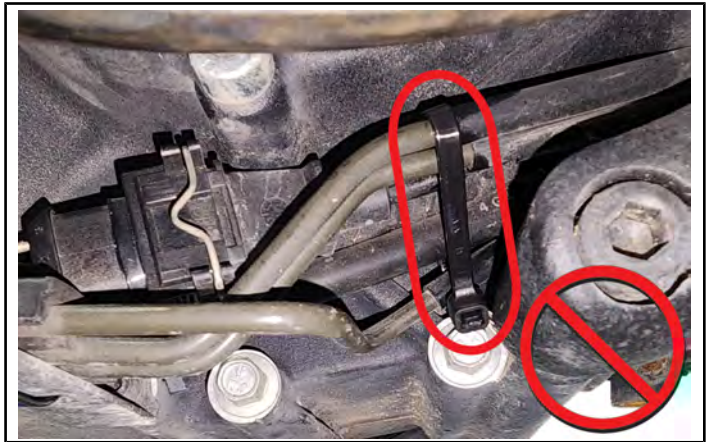
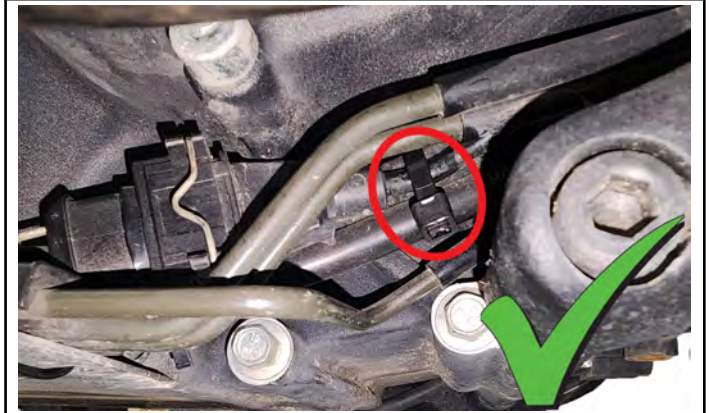
Do not place cable tie around brake lines.



9. Add cable tie to retain crankshaft position sensor wiring to wiring harness.

⚠ WARNING

Do not place cable tie around brake lines.



10. Power the motorcycle on and verify that no indicator lights are illuminated on the instrument cluster. Clear any faults using Digital Wrench II.

Click [HERE](#) to view the Digital Wrench II user manual or visit "Other Publications" on the left navigation menu of the DEX STOP site.

11. Submit a Service Bulletin Warranty Claim for I-23-07-AB.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: **23V-829**

Subject: **2023-2024 Chieftain, Roadmaster, and Springfield Crankshaft Position Sensor Inspection**

PLEASE READ IMMEDIATELY

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

VIN: I-23-07
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 certain 2023 Chieftain Elite, 2023-2024 Chieftain, Chieftain Dark Horse, Chieftain Dark Horse Icon, Chieftain Limited, Roadmaster, Roadmaster Dark Horse, Roadmaster Limited, Springfield, Springfield Dark Horse, and 2024 Roadmaster Elite motorcycles. Our records show you have purchased an affected vehicle.

The reason for this notice:

Your motorcycle may have been built with an improperly routed crankshaft position sensor. This may cause the crankshaft position sensor to contact the front head pipe and result in a sensor failure and vehicle stall during operation, which increases the risk of a crash and serious injury.

What you should do:

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the inspection performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer. This inspection should take approximately 20 minutes. Following the inspection, a replacement of the crankshaft position sensor may be needed. This will take approximately 40 minutes. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle. This work will be performed by your dealer at no cost to you.

What your dealership will do:

To address this concern, Indian Motorcycle has authorized your dealer to inspect the crankshaft position sensor and replace if needed.

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 working days after the day on which the notice is received.

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.polaris.com/en-us/help-center/>.



If you previously paid for repair(s) to your vehicle for this specific condition prior to receiving 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 your Indian Motorcycle Dealer or Indian Motorcycle Owner Connections Department using the contact information above.

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/.





IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: **2023-650**

Subject: **2023-2024 Chieftain, Roadmaster, and Springfield
Crankshaft Position Sensor Inspection**

PLEASE READ IMMEDIATELY

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

VIN: I-23-07
First Name Last Name
Address
City, State ZIP

Dear Indian Motorcycle Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. Indian Motorcycle has decided that a defect which relates to motor vehicle safety exists in 2023-2024 Chieftain, Roadmaster, and Springfield motorcycles. 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:

Indian Motorcycle has determined that some Model Year 2023-2024 Chieftain, Roadmaster, and Springfield motorcycles may have been built with an improperly routed crankshaft position sensor. This may cause the crankshaft position sensor to contact the front head pipe and result in a sensor failure and vehicle stall during operation, which increases the risk of a crash and serious injury.

What you should do:

Contact your authorized Indian Motorcycle dealer to schedule an appointment to have the inspection performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer. This inspection should take approximately 20 minutes. Following the inspection, a replacement of the crankshaft position sensor may be needed. This will take approximately 40 minutes. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle.

What your dealership will do:

To address this concern, Indian Motorcycle has authorized your dealer to inspect the crankshaft position sensor and replace if needed. This work will be performed by your dealer at no cost to you.

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.polaris.com/en-ca/help-center/>.



If after contacting your dealer and/or Indian Motorcycle customer care helpline, you have additional questions in regards to this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1 or call 1-800-333-0510

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-ca/on-road-recalls/.



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 working days after the day on which the notice is received.

Polaris Industries Ltd.
Consumer Service Department
50 Prairie Way
Winnipeg, MB, CA R2J – 3J8

Ref: I2307