



Indian Motorcycle I-23-07 Safety Recall Heavyweight Crankshaft Position Sensor

Version: R01 (December 13, 2023)

What is the purpose of the I-23-07 Safety 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 the I-23-07 Safety Recall with instructions to inspect and route the crankshaft position sensor correctly and replace if needed.

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

Some 2023 and 2024 Chieftain, Roadmaster and Springfield motorcycles. Reference unit inquiry.

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.

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

Will Indian Motorcycle notify consumers?

Yes. Indian Motorcycle will notify consumers of the repair release by email, text message and follow-up with a mailed 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?

No. Polaris does NOT require any additional or specific training for the I-23-07 Safety Recall.

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?

Dealers will need to order and install a CABLE TIE (Part Number 7080138) on all units. Dealers will need to order and install 3 CABLE TIE (Part Number 7080138) and 1 CRANK POSITION SENSOR (Part Number 2411589) if a damaged sensor is found on the unit.

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?

Nothing. Dealer service parts are not affected by I-23-07.

I noticed some units have an additional CABLE TIE on the CRANK POSITION SENSOR and some do not. Why?

Units produced (prior to I-23-07) may be missing a cable tie retaining the crankshaft position sensor wire. They are routed correctly and are not at risk of contacting the exhaust while in use. A cable tie was added to improve robustness and provide assurance of routing the crankshaft position sensor wire in the correct location.

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

Yes. A tool list has been provided in the I-23-07 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-23-07 performed?

While this is not a STOP RIDE it is **highly** recommended that dealers complete the repair prior to operating an affected vehicle.

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 recall, contact Indian Motorcycle Service through Ask Polaris or by phone at 800-330-9407.