

Team Tips

ARTICLE: I-13-08-01

DATE: 08/30/2013

Published for Indian Motorcycle Dealerships, Distributors, and Service Technicians

IMPORTANT: Upcoming Safety Recall for 2009-2013 Indian Motorcycles

This Indian Motorcycle Team Tip has been released to inform you of an upcoming Indian Motorcycle Safety Bulletin. Indian Motorcycle has determined that a defect may exist in the rear rim (wheel) which may exhibit itself as a cracked rim. The cracked rim can lead to a flat rear tire. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash.

The rear wheels affected by the upcoming Safety Bulletin include:

- **Rear Wheel, 60-Spoke, Black (Part Number: N51700018)**
- **Rear Wheel, 60-Spoke, Chrome (Part Number: N5170004)**

Updated parts are expected to be available near the end of the first Quarter of 2014. Once the parts become available, Indian Motorcycle will release a Safety Bulletin to all Indian Motorcycle dealers with instructions required to identify and replace affected parts.

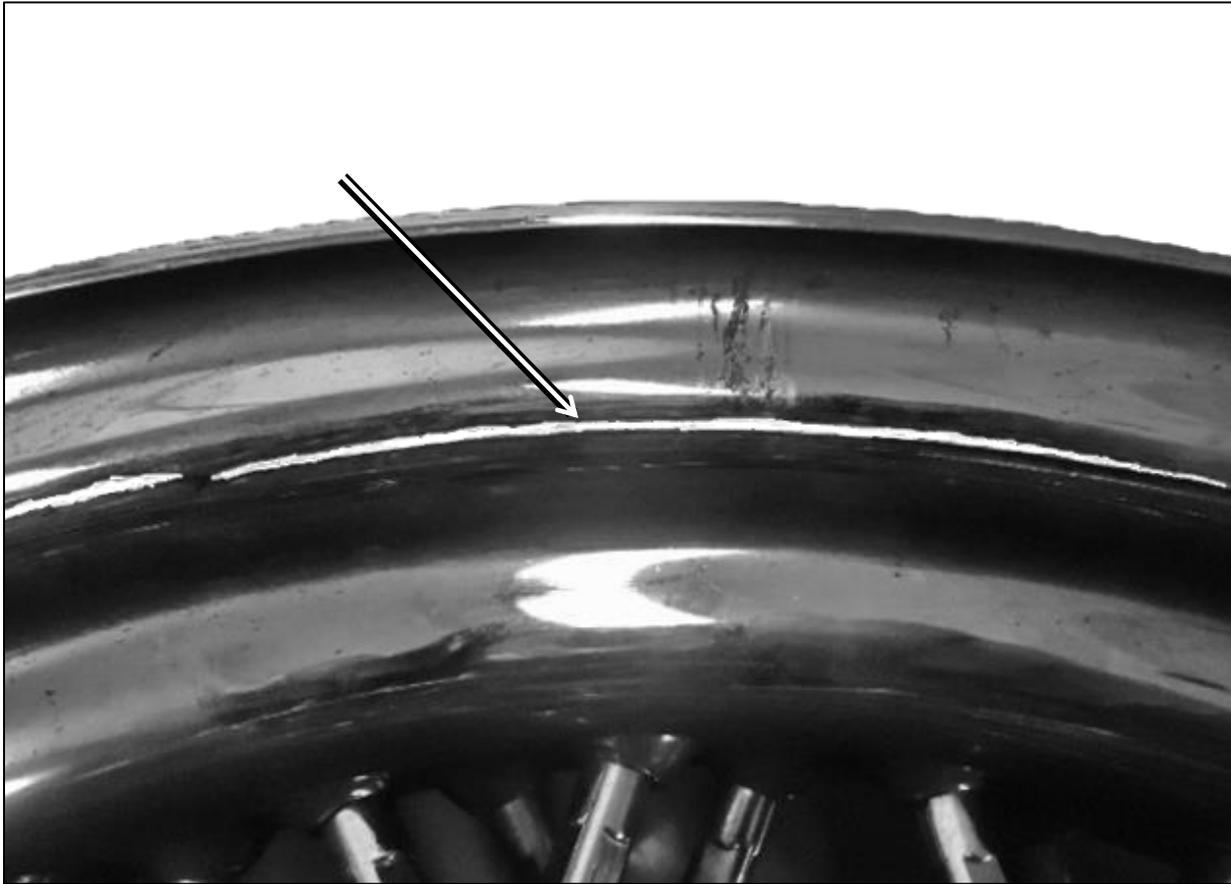
Consumer notifications are currently being sent out to all registered owners of models affected by the upcoming Safety Bulletin. An example of the U.S. letter is shown on page three (03) of this communication. A second consumer notification will be mailed at the time parts become available.

AFFECTED MODELS:

Model(s) Affected	Model Numbers
2009 Chief Deluxe	ALL MODELS
2009 Chief Standard	
2009-2011 Chief Roadmaster	
2009-2013 Chief Vintage	
2010 Chief Bomber Limited Edition	
2010-2012 Chief Classic	
2010-2013 Chief Dark Horse	
2011 Chief Blackhawk\ Chief Blackhawk Dark	
2013 Chief Vintage Limited Edition	
2013 Chief Vintage Final Edition	

STEPS YOUR DEALERSHIP SHOULD TAKE IMMEDIATELY:

1. Read the consumer letter attached to this Indian Motorcycle Team Tip and become familiar with consumer expectations following the release of the Safety Bulletin.
2. Familiarize yourself with the location of the potential rim defect as illustrated in the image below.



3. Remove all affected **Part Number: N51700018, N5170004** from your parts department and file a Part Stock warranty claim. All claimed parts will be requested back through the warranty parts return process.

PART STOCK WARRANTY CLAIM PROCESSING INSTRUCTIONS:

- STEP 1: Start a new **Parts Stock** warranty claim.
- STEP 2: Use warranty fail code: **110 / 198 / 122**.
- STEP 3: Use the wheel part number as the primary fail part.
- STEP 4: In the **CONCERN** field enter: "Article # **I-13-08-01**".
- STEP 5: In the **CAUSE** field enter: "**Wheel**".
- STEP 6: In the **CORRECTION** field enter the "**Parts Stock**".
- STEP 7: Save and submit the claim to Polaris.
- STEP 8: Retain all defective wheels for return to Polaris.



Indian Motorcycle
Company
2100 Highway 55
Medina, MN 55430

SAFETY RECALL NOTICE
Recall Campaign: XXXX
Subject: Rear Rim
2009-2013 King's Mountain Designed
Indian Motorcycles (All Models)
Reference: Safety Recall Bulletin XXXX
PLEASE READ IMMEDIATELY

Dear Indian Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Indian Motorcycle has determined that a defect which relates to motor vehicle safety exists in some 2009-2013 Indian motorcycles, which were designed by Indian Motorcycle's previous owner in King's Mountain, North Carolina. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Indian Motorcycle has determined that some King's Mountain designed motorcycles produced between 12/10/2008 and 11/1/2012 may have been assembled using a defective rear wheel rim. The rim may crack and cause a loss of air pressure. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash.

What Indian Motorcycle and your dealer will do:

Indian Motorcycle will issue a *Safety Recall Bulletin* to all Indian Motorcycle dealers, with instructions required to replace the rear wheel assembly. Repairs will be made by any authorized Indian Motorcycle dealer at no cost to you. The actual rear wheel assembly replacement should take about two hours to perform; however, it may take longer due to service scheduling requirements.

Indian Motorcycle Company is currently in the process of developing a solution for this issue. This is occurring as rapidly as possible, but the various elements of design, validation, manufacturing and delivery of the final solution do not allow us to give a definitive time when a replacement rim will become available.

A second mailing will be sent notifying you when the solution becomes available.

What you should do:

Once parts become available, please call your authorized Indian Motorcycle dealer to schedule an appointment to have the bulletin repair performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Indian Motorcycle dealer.

Pre-Ride Inspection:

Visually inspect your rear motorcycle rim for any visible cracks and inspect your tire pressures prior to riding the motorcycle. If any cracks are found, do not ride your motorcycle until the rim is replaced.

If no cracks are found, it is safe to ride your motorcycle, but the rim should be inspected often (especially if you encounter any jarring road hazards).

If you have questions or if you need more information:

While your Indian Motorcycle dealer is in the best position to answer your questions, if you have any questions that your dealer cannot address, if you are having difficulty obtaining the recall repair outlined in this letter, or if you need assistance finding an Indian Motorcycle dealer, please visit the Polaris Web site at www.polarisindustries.com or contact our Indian Motorcycle Consumer Service Department by calling 1-888-704-5290.

NOTE: This recall does not affect any model year 2014 Indian motorcycles: INDIAN® CHIEF® CLASSIC; INDIAN® CHIEF® VINTAGE; INDIAN® CHIEFTAIN™

This notice was mailed to you according to our most current registration information. If you no longer own your Indian motorcycle, please contact your local Indian Motorcycle dealer to have the ownership information changed. The Consumer Service Department cannot change ownership information without identification. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have had this repair performed before you received 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 the Indian Motorcycle Consumer Service 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 <http://www.safercar.gov>.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your Indian Motorcycle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,



2009-2013 KING'S MOUNTAIN DESIGNED INDIAN MOTORCYCLES SUBJECT TO REAR RIM SAFETY RECALL

MEDINA, Minn. — August 30, 2013 —Indian Motorcycle® today announced that some legacy generation, Kings Mountain-era Indian® motorcycles of model years 2009-2013 have a defect related to motor vehicle safety. The affected motorcycles — produced between December 10, 2008 and November 1, 2012 and designed by the previous owner of Indian Motorcycle, housed in Kings Mountain, North Carolina— may have been assembled using a defective rear wheel rim. The rim may crack and cause a loss of air pressure. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash. The recall does not impact the newly launched 2014 Indian® Chief® motorcycles unveiled by Polaris Industries Inc. in Sturgis, South Dakota on August 3.

Indian Motorcycle has notified the National Highway Traffic Safety Administration (NHTSA) about this issue and will provide notice to all registered owners of the affected Kings Mountain Indian motorcycles consistent with NHTSA regulations. Indian Motorcycle will also issue a Safety Recall Bulletin to all Indian Motorcycle dealers with instructions required to replace the affected rear wheel assembly. Repairs will be made by any authorized Indian Motorcycle dealer at no cost to owners of the subject motorcycles. The company will notify affected customers when replacement parts are available.

Consumers affected by today's announcement should visually inspect the rear motorcycle rim for cracks and check tire pressure prior to riding the motorcycle. If any cracks are found, the motorcycle should not be ridden until the rim is replaced. Affected consumers are also encouraged to contact their nearest dealer to schedule an appointment for the bulletin repair service when parts become available. Additional information is available by visiting www.indianmotorcycle.com or by contacting Indian Motorcycle Consumer Service Department at (877) 204-3697.

The new Indian Motorcycle company recently announced the availability of its model year 2014 Indian Chief motorcycles, which are assembled in Spirit Lake, Iowa. These all-new 2014 models have been completely redesigned and are wholly unaffected by today's announcement. Indian Motorcycle and parent company Polaris Industries Inc. are fully committed to rider safety and customer satisfaction.

ABOUT INDIAN MOTORCYCLE®

Indian Motorcycle, a wholly-owned subsidiary of Polaris Industries Inc. (NYSE: PII), is America's first motorcycle company. Founded in 1901, Indian Motorcycle has won the hearts of motorcyclists around the world and earned distinction as one of America's most legendary and iconic brands through unrivaled racing dominance, engineering prowess and countless innovations and industry firsts. Today that heritage and passion is reignited under new brand stewardship. To learn more, please visit www.indianmotorcycle.com.

ABOUT POLARIS® INDUSTRIES

PRESS RELEASE



Polaris is a recognized leader in the powersports industry with annual 2012 sales of \$3.2 billion. Polaris designs, engineers, manufactures and markets innovative, high quality off-road vehicles, including all-terrain vehicles (ATVs) and the Polaris *RANGER*® and *RZR*® side-by-side vehicles, snowmobiles, motorcycles and small vehicles.

Polaris is among the global sales leaders for both snowmobiles and off-road vehicles and has established a presence in the heavyweight cruiser and touring motorcycle market with the Victory and Indian Motorcycle brands. Additionally, Polaris continues to invest in the global on-road small vehicle industry with Global Electric Motorcars (GEM), Goupil Industrie SA, Aixam Mega S.A.S., and internally developed vehicles. Polaris enhances the riding experience with a complete line of Polaris and KLIM branded apparel and Polaris accessories and parts.

Polaris Industries Inc. trades on the New York Stock Exchange under the symbol "PII", and the Company is included in the S&P Mid-Cap 400 stock price index.

Information about the complete line of Polaris products, apparel and vehicle accessories are available from authorized Polaris dealers or anytime at www.polaris.com.

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MEDIA CONTACT

Megan Kathman
Skyya Communications
www.skyya.com
ph: (646) 661-1524
megan.kathman@skyya.com