

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MONMOUTH COUNTY DIVISION OF CONSUMER AFFAIRS

Annmarie Howley, Director

Hall of Records Annex 1 E. Main Street

P.O. Box 1255, Freehold, NJ 07728-1255

Phone: 732-431-7900

Fax: 732-845-2037

email: consumeraffairs@co.monmouth.nj.us

website: www.visitmonmouth.com

CONSUMER COMPLAINT FORM

Your Name _____

Business Xtreme Machines

(Name of company you are complaining about)

Street _____

Street 700 State Highway 33-West

Town Monroe Township

P.O. Box _____

Residential Phone _____

Town Millstone Township State VT Zip 05535

Business Phone _____

Phone 732-786-9696

Cell Phone _____

Cell Phone _____

IMPORTANT: To effectively process and resolve your complaint, complete this form and provide legible copies of all pertinent papers, documents and receipts. Please keep all the original documents in your files; Consumer Affairs will not be responsible for original documents. Documents that you should include are:

1. Contracts, invoices, service orders, work orders, estimates & receipts
2. Both sides of cancelled checks, credit card statements or other proof of payment
3. Bills, advertisements, copies of correspondence to and from the business
4. Warranties and/or guarantees

INFORMATION SPECIFIC TO THE COMPLAINT:

1. Date of transaction 06/04/15 Did you complain to the company? yes
Date of complaint 07-16-2015 Person with whom you spoke Service Manager (Teddy)
If you received a response, what was it? The unit was road tested - Mechanic could not detect problem - (This is intentional)
2. Amount of money or value of goods and/or services involved 28,841.73
Invoice #, transaction # or account #, if any Stock # [redacted]
Serial # 57XAAFFABF5 [redacted]
3. Resolution desired?
☒ Refund ☐ Repair ☐ Contract rescission
☐ Other, explain Refund
4. Have you referred this complaint to:
☐ Another agency ☐ An attorney ☐ Small Claims Court
If yes, name: _____



OVER

Department of Consumer Affairs
County of Monmouth
September 4, 2015

In regards to an ongoing intermittent problem that I am experiencing with the Polaris Slingshot I purchased June 4, 2015.

The Polaris Slingshot is a three wheel vehicle (two in front - one in back) which can be view online by searching Polaris Slingshot. It is registered in the State of New Jersey as a motorcycle.

Polaris address is:
Polaris Industries, 2100 Highway 55, Medina, MN 55340
Telephone: 1-800-765-2747

The purchase was made at Metro Group of NJ located at 911 Middlesex Ave, Metuchen , NJ on 06/04/15. Telephone number 732-906-9292. Shortly after my purchase I began to experiencing extremely high engine revolutions during the process of shifting gears. This vehicle has a manual five speed transmission - one reverse

On July, 16 2015 I took the vehicle to the closest authorized Polaris dealership, Xtreme Machines which is located at 700 State Highway 33 West, Millstone Township, NJ. Telephone number: 732-786-9696. The mechanic performed a road test, but could not identify the problem regarding high engine revolutions during shifting.

I contacted Polaris and explained the situation. I was given a case number [REDACTED]

On July 29, 2015 I returned to the dealership, Xtreme Machines, with the same concern regarding the high revolutions during shifting the transmission. At this time my concern turned to safety as the problem was occurring more often, and the engine revolutions between shifts were exceeding 3,500. The Xtreme Machine service manager advised me that there was an ECU update from Polaris which should correct the problem. The upgrade was performed by Xtreme Machines. IT DID NOT correct the problem.

I contacted Polaris again. Polaris then contacted Xtreme Machines requesting that they repeat the ECU update. A repeat ECU update was performed by Xtreme Machines AGAIN IT DID NOT correct the problem.

Xtreme Machines has sold two other Polaris Slingshots that developed the identical problem — excessive engine speed when shifting the transmission gears. (noted in the enclosed correspondence between Polaris and Xtreme Machines.

The problem still exist, and I need intervention to resolve it.

I will appreciate any and all assistance you may offer.

Sincerely

[REDACTED]

Monroe Township, NJ
Telephone [REDACTED]



www.XtremeMachines.us

Phone (732) 786-9696
Fax (732) 786-9020Store Hours:
Tue - fri 10am - 7pm / Sat 10am - 4pm

Status: Inwork

Make SLINGSHOT

Type STREET BIKE

Date Created 07/29/2015

Date 07/29/2015

P.O. #

Ref. Number

Phone: [REDACTED]

MONROE NJ [REDACTED]

Repair Attempts

Service Required:

CUSTOMER REQUESTS

CHECK RPM WONT COME DOWN BETWEEN SHIFTS

Service Performed:

PERFORM ECU UPDATE

CHECK FOR CODES NONE PRESENT AT THIS TIME

ROADTEST UNIT

UNIT PERFORMED PROPERLY DURING ROADTEST

7/29/2015

Repaired Unit Information:

VIN/Serial	Year	Make	Model	Primary ID	Unit Description		
57XAAPFA8F5	2015	SLINGSHOT			SLINGSHOT		
SKU/Stock	Eng. Model #	Eng. Type #	Eng. Manuf	Color	Purchase Date	Mileage In	Mileage Out
				ORANGE	06/25/2015	1345	1348

CUSTOMER AGREEMENT: The person(s) whose signature is affixed to this Agreement (the "Customer"), affirms that he or she is the lawful owner and/or equitable owner of the subject property, or such owner's authorized agent, and has authority to execute this Agreement; and Customer agrees to be personally responsible for all fees, charges, and costs associated with the property and make payment to Dealer upon demand to include but not limited to the post and pre-repair daily storage fees. Pick-up of stored property, or property deemed a total loss by an insurance carrier shall be Tuesday through Friday from 10 am to 4:30 pm. Customer authorizes Xtreme Machines® LLC ("Dealer") to store, make or cause to make repairs, modifications, and/or installations of original equipment manufactured ("OEM") parts, and non-OEM parts to the property in accordance with the repair order, purchase order, and/or estimates relating to the property which are hereby incorporated in this Agreement as if set forth in their entirety, for all sums stated therein, plus all additional sums for labor, repairs, expenses, materials, and parts that may be later expended and/or incurred on the property by Dealer if modifications, repairs and/or customization is done, Customer agrees to assume all risks associated with the property as modified, repaired and/or customized, and accepts same "as is", and acknowledges that Dealer has made no representations regarding same, except that such undertakings will negatively effect and/or void the manufacturers' warranty as well as compromise the safety and reliability of the property. Storage fees are \$35.00 per day or any part thereof, and stall tie-up fees after work has commenced are \$110.00 per hour (based on an 8 hour work day and 5 day work week). Storage fees will start to accrue 72 hours after the Customer has been notified that repairs have been completed; and after 24 hours of notice, in the event the property is left with Dealer without Customer's authorization to commence work on the property. Notice by Dealer to Customer shall be deemed complete for the purpose of this Agreement if made by mail, phone contact (including messages left at a phone number provided by Customer, or on an answering machine at a phone number provided by Customer), delivery service, fax transmission, or in person. In the event that Customer fails or refuses to make payment to Dealer for the full amount billed, Customer authorized Dealer to retain, repossess, and dispose of the subject property and retain all or part of all sums deposited on Customer's account as partial compensation for work and damages in addition to all legal remedies available to Dealer. Parts Retention: Customer acknowledges that he/she has been informed of their right to receive all

THANK YOU FOR ALLOWING US TO SERVICE YOUR EQUIPMENT
COME AGAIN SOON

Shipping Charges	Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge Restocking Fee
\$0.00		\$0.00		\$4.99	
S/O Items		Taxable Items	\$4.99	Transaction Total	\$5.34
S/O Shipping		Non Taxable Items	\$0.00	Payment Method	
S/O Tax		Tax	\$0.35		
S/O Total		Total	\$5.34		
S/O Deposit Amt					
S/O Balance Due:		5.34		Balance Due	\$5.34

Printed: 07/29/2015 11:44:44 AM Sales Rep REAGAN
SoftTek Software Int'l Inc.

Approval: _____

1 of 2





Phone (732) 786-9696
Fax (732) 786-9020

Store Hours:

Tue - Fri 10am - 7pm / Sat 10am - 4pm

Status: **inwork**
Make **SLINGSHOT**
Type **STREET BIKE**

Date Created **07/29/2015**
Date **07/29/2015**
P.O. #
Ref. Number

Phone: [REDACTED]

MONROE NJ [REDACTED]

the old parts for which replacement is made, and has waived same unless otherwise noted in writing. In the event customer chooses to retain all such parts, and Customer subsequently fails to remove them when the property is picked up or when repairs are completed, whichever occurs first, then Customer consents to the disposal of all such parts by Dealer and Customer agrees to pay an additional \$75.00 to Dealer which is the cost agreed upon for such storage, handling, and disposal fees. Customer certifies that he/she is of legal age and hereby accepts the property "as is" and acknowledges receipt of a copy of this document. Before accepting the property, Customer acknowledges that he/she has inspected, caused the property to be inspected, or voluntarily chose to forego such inspection, and accepts the property "as is". Customer acknowledges that use of the dynamometer may result in damage to the vehicle and all of its components; and Customer agrees that all dynamometer testing is done at customers sole risk, and customer will hold harmless and indemnify Xtreme Machines for any and all damages and injury to persons and property which may result from performance tests, runs, evaluations, modifications, and the like which are done on Customer's vehicle. Customer understands that Customer acknowledges that Customer and its agents are not permitted to enter the service area, storage area, and dynamometer room for any reason, and it is agreed that such entry by Customer shall be considered as a willful trespass into a dangerous area at Customer's sole risk. Customer's removal of the property from Dealer shall constitute acceptance by Customer that all repairs, replacement of parts, testing, modifications, and all other services to the subject property have been completed to their complete satisfaction unless otherwise noted on Xtreme Machines' copy of this document.

NOTICE: In the event that Customer causes damage to any item, Customer hereby gives Xtreme Machines, LLC permission to charge any one or more of Customer's credit cards for the retail amount for all such damage.

THANK YOU FOR ALLOWING US TO SERVICE YOUR EQUIPMENT
COME AGAIN SOON

Shipping Charges		Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge Restocking Fee	
\$0.00			\$0.00		\$4.99		
S/O Items S/O Shipping S/O Tax S/O Total S/O Deposit Amt			Taxable Items	\$4.99	Transaction Total \$5.34		
			Non Taxable Items	\$0.00			
					Tax	\$0.35	Payment Method
					Total	\$5.34	
S/O Balance Due:		5.34	Balance Due		\$5.34		

Printed: 07/29/2015 11:44:44 AM Sales Rep REAGAN
Softak Software Int'l Inc.

Approval: _____

2 of 2





Phone (732) 786-9696
Fax (732) 786-9020

Store Hours:
Tue - Fri 10am - 7pm / Sat 10am - 4pm

Make POLARIS
Type SLINGSHOT

Date 07/15/2015

Ref. No.

Phone: [REDACTED]

MONROE NJ [REDACTED]

Service Required:

CUSTOMER REQUESTS
1ST SERVICE
CUSTOMER REQUESTS CHECK THROTTLE RPM DOES NOT DROP AT TIMES

Service Performed:

BASIC SERVICE FORM

BASIC SERVICE FORM

TIRES	CHECK TIRE WEAR OK SET PRESSURES AT 28 PSI FRT AND 32 PSI REAR
ALIGNMENT & SPOKES	CHECK ALIGNMENT OK
STEERING	CHECK STEERING OPERATION OK
SUSPENSION	CHECK SUSPENSION OPERATION , OK CHECK SHOCKS AND SWINGARM OK
THROTTLE ACTION	CHECK THROTTLE ACTION OK
INSTRUMENTS	CHECK INSTRUMENTATION OK
TURN SIGNALS	CHECK TURN SIGNAL OPERATION OK
HEAD LIGHT	CHECK HI BEAM LOW BEAM AND ALIGNMENT
TAIL LIGHT	CHECK TAIL LIGHT OK CHECK BRAKE LIGHTS OK
CHAIN/SPROCKETS/BELT	CHECK BELT TENSION AND WEAR OK CHECK SPROCKET NUT TORQUE OK
ENGINE OIL	CHANGE ENG OIL AND OIL FILTER
FINAL DRIVE	SEE BELT
COOLING SYSTEM	CHEK COOLING SYSTEM OPERATION CHECK LEVEL AND HOSES OK
CHARGING SYSTEM	CHECK CHARGING SYSTEM OK
BATTERY	TIGHTEN TERMINALS APPLY DIE ELECTRIC GREASE
BRAKES	CHECK OPERATION OK CHECK FLUIDS HOSES ROTORS OK CHECK ABS
COMPONENTS OK	
CLUTCH	CHECK OPERATION OK CHECK FLUID OK
CRANKCASE VENT	CHECK CRANK CASE VENT HOSE OK

GO TO WWW.XTREMEMACHINES.US AND CLICK ON SURVEY
FILL OUT SURVEY AND YOU CAN WIN A \$25 GIFT CARD IN OUR MONTHLY DRAWING

Shipping Charges	Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge Restocking Fee
\$0.00		\$142.50		\$4.99	
S/O Items		Taxable Items	\$214.56	Transaction Total	\$229.58
S/O Shipping		Non Taxable Items	\$0.00	Payment Method	
S/O Tax		Tax	\$15.02	DISC	XXXXXXXXXXXXXXXXXXXX
S/O Total		Total	\$229.58		
S/O Deposit Amt					

Labor Rate \$110.00 /Hour

Balance Due

Printed: 07/16/2015 1:55:31 PM Sales Rep REAGAN
SoftTek Software Int'l Inc.

Approval _____
CC Auth Number : [REDACTED]



Phone (732) 786-9696
Fax (732) 786-9020

Store Hours:
Tue - Fri 10am - 7pm / Sat 10am - 4pm

Make POLARIS
Type SLINGSHOT

Date 07/16/2015
P.O. #
Ref. Number

Phone: [REDACTED]

MONROE NJ [REDACTED]

DRIVESHAFT YOKE	CHECK DRIVESHAFT YOKE AND LUBE
FUEL SYSTEM	CHECK HOSES AND CONNECTIONS OK CHECK OPERATION OK

ROAD TEST UNIT

I COULD NOT DUPLICATE AN ENG RPM HANGING UP ISSUE (POSSIBLE MISSED SHIFT)
EB7/16/2015

Repaired Unit Information:

VIN/Serial	Year	Make	Model	Primary ID	Unit Description		
57XAAPFA8F5 [REDACTED]	2015	POLARIS			SLINGSHOT		
SKU/Stock	Eng. Model #	Eng. Type #	Eng. Manuf	Color	Purchase Date	Mileage In	Mileage Out
[REDACTED]				ORANGE	06/25/2015	1126	1129

Item Number	Description	Qty	Unit Price	Ext. Price	WISC
PO2879410	OIL-5W30,GALLON - 79	1	\$41.79	\$41.79	
PO12605565	ASM., FILTER, OIL - FILTER - 5	1	\$14.29	\$14.29	
PO2879409	OIL-5W-30,QUART - 76	1	\$10.99	\$10.99	

Tax Breakdown

Tax Name	Tax Amount
STATE	\$15.02

CUSTOMER AGREES AS FOLLOWS: (a) To pay the total amount of this invoice according to Card Issuer Agreement if payment is by credit card; (b) IN THE EVENT THAT THE PAYMENT CUSTOMER REMITTED IS NOT HONORED FOR ANY REASON WHATSOEVER AFTER CUSTOMER'S ACCEPTANCE OF THE GOODS AND/OR SERVICES (WHICH SHALL BE DEEMED ACCEPTED UPON CUSTOMER'S REMOVAL OF SAME FROM XTREME MACHINES LLC'S FACILITY), CUSTOMER HEREBY AGREES TO BE RESPONSIBLE FOR ALL REASONABLE COSTS, INCLUDING ATTORNEY FEES, SUBSEQUENTLY INCURRED BY XTREME MACHINES TO RECOVER AND/OR DEFEND ANY PART OR ALL OF THE AMOUNTS STATED IN THIS INVOICE. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT HE/SHE/CUSTOMER HAS (1) inspected the goods and services provided by Xtreme Machines and is fully satisfied with same unless stated in writing on Xtreme Machines' copy of this invoice; (2) has inspected the goods and services provided by Xtreme Machines prior to leaving the store, or voluntarily waives such inspection, and accepts them "AS IS"; (3) understands that all sales are final and there are no returns, refunds, or exchanges on goods & services sold, and no refund for orders placed and for deposits made by the customer; (4) ASSUMES ALL RISKS ASSOCIATED WITH THE CARE AND USE OF ALL

GO TO WWW.XTREMEMACHINES.US AND CLICK ON SURVEY
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Shipping Charges	Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge	Restocking Fee
\$0.00		\$142.50		\$4.99		
S/O Items		Taxable Items	\$214.56	Transaction Total		
S/O Shipping		Non Taxable Items	\$0.00	Payment Method		
S/O Tax		Tax	\$15.02	DISC XXXXXXXXXX		
S/O Total		Total	\$229.58			
S/O Deposit Amt						

Labor Rate \$110.00 /Hour Balance Due \$0.00

Printed: 07/16/2015 1:55:32 PM Sales Rep REAGAN
SoftTek Software Int'l Inc

Approval
CC Auth Number [REDACTED]

2 of 2



Phone (732) 786-9696
Fax (732) 786-9223

Make: POLARIS
Type: SLINGSHOT

Date 07/16/2015

P.O. #

Ref. Number

Store Hours:

Tue - Fri 10am - 7pm / Sat 10am - 4pm

Phone: [REDACTED]

MONROE NJ [REDACTED]

GOODS AND SERVICES PROVIDED BY Xtreme Machines. (5) vehicle sales are also subject to the terms stated on the vehicle bill of sale and related purchase documents. (6) all displays and posters are for entertainment purposes only and they do not represent the intended use of the products. (7) there is no warranty that the product is fit for a particular purpose, and the Customer has not relied upon Xtreme Machines' sales representatives for a purchase unless otherwise stated in writing and signed by Xtreme Machines' C.E.O. (8) that no representations other than the offer to sell have been made by Xtreme Machines or its representatives regarding the products and services purchased. (9) all repairs, modifications, installation and replacement of parts not specifically approved by the original manufacturer that are done, in part or in whole, (i) have been completed for display purposes only, or will be commenced and/or completed at the Customer's sole request, (ii) may or may void the product manufacturer's warranty, (iii) may or has compromised the reliability, handling, performance, and safe operation of the vehicle and products, (iv) if not removed have been accepted by the Customer "as is" and at the Customer's sole risk and direction and (v) Customer has not relied upon Xtreme Machines' sales representatives, with respect to the use, warranty, reliability, safety, and operation the products and services provided, and Customer agrees to hold, all users of the product of same. (10) Xtreme Machines LLC, unless prohibited by law, expressly disclaims all warranties, express and implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle and/or property (new and used); (11) in any event, Customer agrees that Dealer shall not be liable for any consequential or incidental damages (including loss of life, loss of profits, loss of use, etc.); and Customer assumes all such liability unless prohibited by law; (12) Dynamometer testing may result in the tested vehicle and test equipment exceeding its structural and/or its mechanical, operating limitations and result in partial and/or total damage and destruction of the vehicle and its components, the test equipment, and persons in the vicinity of the equipment. All dynamometer testing is done at the sole risk of the Customer, and Xtreme Machines assumes no liability for damage that may result from the use of the dynamometer, for the vehicles and equipment being tested thereon, and for persons in the vicinity of the equipment and vehicle being tested. Furthermore, the Customer and all those who are in or about the vicinity of the equipment do so voluntarily assumes all risk, and understand and agree that such activities may result in injury, serious bodily harm, and/or death, and in the event that Xtreme Machines is required to bring legal action or to defend against claims arising from the use of such products and or equipment as a result of Customer's actions, omissions, or representations, use or rental of equipment, either directly or indirectly, and all those that may arise out of this Agreement, Customer agrees to defend, hold harmless and indemnify Xtreme Machines, its agents and representatives, for all costs incurred by Xtreme Machines, to include but not limited to, reasonable attorney fees and expenses. (k) Customer affirms that he/she is of legal age to enter this Agreement. (13) Customer agrees to be solely responsible to become familiar with the feel of new and used tires and to ensure the tires are properly inflated since handling and traction will vary significantly with wear and road conditions and (14) all parts supplied by the Customer for installation are done at the sole direction of Customer and Customer assumes all responsibility for same; and Xtreme Machines makes no representation what so ever that such parts are suitable for installation or use as the Customer desires, and Xtreme Machines further disclaims all liability for such parts and service.

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Shipping Charges	Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge Restocking Fee
\$0.00		\$142.50		\$4.99	
S/O Items		Taxable Items	\$214.56	Transaction Total	
S/O Shipping		Non Taxable Items	\$0.00	Payment Method	
S/O Tax		Tax	\$15.02	DISC XXXX/XXXX	
S/O Total		Total	\$229.58		
S/O Deposit Amt					

Labor Rate

\$110.00 /Hour

Balance Due

Printed: 07/16/2015 1:55:32 PM Sales Rep: REAGAN
Softex Software Int'l Inc.

Approval

CC Auth Number [REDACTED]



www.xtrememachines.us

Phone (732) 786-9696
Fax (732) 786-9020

Store Hours:

Tue - Fri 10am - 7pm / Sat 10am - 4pm

Status: Inwork
Make POLARIS
Type SLINGSHOT

Date Created 08/25/2015

Date 08/25/2015

P.O. #

Ref. Number

Phone: [REDACTED]

MONROE NJ [REDACTED]

Service Required:

CUSTOMER REQUESTS

SOFTWARE UPDATE AND CHECK CREEKING SOUND COMING FROM STEERING WHEEL

Service Performed:

CHECK CREEKING FROM TEERING WHEEL AREA

REMOVE STEERING SHAFT COVER PLASTIC HOUSING

USE SILICONESPRAY LUBE STEERING SHAFT RUBBER COVER

RE ASSEMBLE STEERING SHAFT COVER PLASTIC HOUSING USING SILICONE BASED GREASE AT MOUNTING POINTS

Repaired Unit Information:

VIN/Serial	Year	Make	Model	Primary ID	Unit Description		
57XAAPFA8F5 [REDACTED]	2015	POLARIS			SLINGSHOT		
SKU/Stock	Eng. Model #	Eng. Type #	Eng. Manuf	Color	Purchase Date	Mileage In	Mileage Out
[REDACTED]				ORANGE	06/25/2015	1989	1992

CUSTOMER AGREEMENT: The person(s) whose signature is affixed to this Agreement (the "Customer"), affirms that he or she is the lawful owner and/or equitable owner of the subject property, or such owner's authorized agent, and has authority to execute this Agreement; and Customer agrees to be personally responsible for all fees, charges, and costs associated with the property and make payment to Dealer upon demand to include but not limited to the post and pre-repair daily storage fees. Pick-up of stored property, or property deemed a total loss by an insurance carrier shall be Tuesday through Friday from 10 am to 4:30 pm. Customer authorizes Xtreme Machines® LLC ("Dealer") to store, make or cause to make repairs, modifications, and/or installations of original equipment manufactured ("OEM") parts, and non-OEM parts to the property in accordance with the repair order, purchase order, and/or estimates relating to the property which are hereby incorporated in this Agreement as if set forth in their entirety, for all sums stated therein, plus all additional sums for labor, repairs, expenses, materials, and parts that may be later expended and/or incurred on the property by Dealer if modifications, repairs and/or customization is done. Customer agrees to assume all risks associated with the property as modified, repaired and/or customized, and accepts same "as is", and acknowledges that Dealer has made no representations regarding same, except that such undertakings will negatively effect and/or void the manufacturers' warranty as well as compromise the safety and reliability of the property. Storage fees are \$35.00 per day or any part thereof, and stall tie-up fees after work has commenced are \$110.00 per hour (based on an 8 hour work day and 5 day work week). Storage fees will start to accrue 72 hours after the Customer has been notified that repairs have been completed; and after 24 hours of notice, in the event the property is left with Dealer without Customer's authorization to commence work on the property. Notice by Dealer to Customer shall be deemed complete for the purpose of this Agreement if made by mail, phone contact (including messages left at a phone number provided by Customer, or on an answering machine at a phone number provided by Customer), delivery service, fax transmission, or in person. In the event that Customer fails or refuses to make payment to Dealer for the full amount billed, Customer authorized Dealer to retain, repossess, and dispose of the subject property and retain all or part of all sums deposited on Customer's account as partial compensation for work and damages in

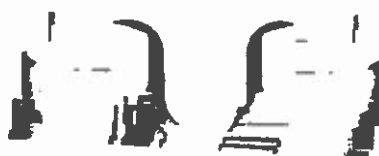
THANK YOU FOR ALLOWING US TO SERVICE YOUR EQUIPMENT
COME AGAIN SOON

Shipping Charges	Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge Restocking Fee
\$0.00		\$0.00			
S/O Items		Taxable Items	\$0.00	Transaction Total	\$0.00
S/O Shipping		Non Taxable Items	\$0.00	Payment Method	
S/O Tax		Tax	\$0.00		
S/O Total		Total	\$0.00		
S/O Deposit Amt					
Balance Due					\$0.00

Printed: 08/25/2015 2:15:24 PM Sales Rep REAGAN
SoftTek Software Int'l Inc.

Approval _____

1 of 2





WWW.XTREMEMACHINES.COM

Phone (732) 786-9696
Fax (732) 786-9020Store Hours:
Tue - Fri 10am - 7pm / Sat 10am - 4pmSTATUS: INWORK
Make POLARIS
Type SLINGSHOT

Date Created 08/25/2015

Date 08/25/2015

P.O. #

Ref. Number

Phone: [REDACTED]

MONROE NJ [REDACTED]

addition to all legal remedies available to Dealer. Parts Retention: Customer acknowledges that he/she has been informed of their right to receive all the old parts for which replacement is made, and has waived same unless otherwise noted in writing. In the event customer chooses to retain all such parts, and Customer subsequently fails to remove them when the property is picked up or when repairs are completed, whichever occurs first, then Customer consents to the disposal of all such parts by Dealer and Customer agrees to pay an additional \$75.00 to Dealer which is the cost agreed upon for such storage, handling, and disposal fees. Customer certifies that he/she is of legal age and hereby accepts the property "as is" and acknowledges receipt of a copy of this document. Before accepting the property, Customer acknowledges that he/she has inspected, caused the property to be inspected, or voluntarily chose to forego such inspection, and accepts the property "as is". Customer acknowledges that use of the dynamometer may result in damage to the vehicle and all of its components; and Customer agrees that all dynamometer testing is done at customers sole risk, and customer will hold harmless and indemnify Xtreme Machines for any and all damages and injury to persons and property which may result from performance tests, runs, evaluations, modifications, and the like which are done on Customer's vehicle. Customer understands that Customer acknowledges that Customer and its agents are not permitted to enter the service area, storage area, and dynamometer room for any reason, and it is agreed that such entry by Customer shall be considered as a willful trespass into a dangerous area at Customer's sole risk. Customer's removal of the property from Dealer shall constitute acceptance by Customer that all repairs, replacement of parts, testing, modifications, and all other services to the subject property have been completed to their complete satisfaction unless otherwise noted on Xtreme Machines' copy of this document.

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THANK YOU FOR ALLOWING US TO SERVICE YOUR EQUIPMENT
COME AGAIN SOON

Shipping Charges	Ship Via	Labor	Pickup & Delivery	Shop Materials	EPA Charge Restocking Fee
\$0.00		\$0.00			
S/O Items		Taxable Items	\$0.00	Transaction Total \$0.00	
S/O Shipping		Non Taxable Items	\$0.00		
S/O Tax		Tax	\$0.00	Payment Method	
S/O Total		Total	\$0.00		
S/O Deposit Amt					
Balance Due					\$0.00

Printed: 08/25/2015 2:15:24 PM Sales Rep REAGAN
SoftTek Software Int'l Inc.

Approval: _____

2 of 2



Comments:

Correspondence between
Polair and service manager
at Xtreme Machines

Please
attach any
needed
documents

Please note that the combined size of all attachments cannot exceed 15 MB

Attachment 1: Browse...

Attachment 2: Browse...

Attachment 3: Browse...

Attachment 4: Browse...

Resolution

Added On: 8/6/2015 1:27 PM by rstcroi
Please refer to Team Tips SLI-15-07-02 (SLI-15-07-02 SLINGSHOT Improved Idle Control ECU Calibration). If this does not correct the concern, there is likely something else causing it such as air leak, driver habits, etc.

Added On: 8/6/2015 4:48 PM by rstcroi
So you have downloaded DW annual version 3.7, updated to 6/29/2015 and performed a controller update on 3 units and they are all still exhibiting the same concern? This update corrects this concern and so far have not had any reports that say otherwise. You will have to bring these units in for inspection.

Added On: 8/19/2015 9:11 AM by rstcroi
Can you please provide a status update on where your dealership is at with this vehicle? If the vehicle has been repaired please let us know so the case can be closed. >>>

Added On: 8/20/2015 11:56 AM by buebel
Update from CS case:

Customer states unit was reflashed. Unit still exhibiting RPM symptoms.

Added On: 8/20/2015 12:08 PM by rstcroi
I Teddy,
Please perform the controller update again. Make sure you're running Digital Wrench annual version 3.7 with most current update 8/13/2015 (or 6/29/2015) for this to work. If it still exhibits the same concern there may be other factors such as intake air leaks, etc. Thanks.

Rene

Help Required

None

Dealer Reference

Revving SlingShot(s)

Contact
Notification E-Mail

Teddysofast@XtremeMachines.us

Requested Hours 0

Requested Additional Hours 0

Misc Charges 0

Requested Minutes 0

Requested Additional Minutes 0

XTREME MACHINES			8/6/2015
Case Status	More Information Required	Case#	[REDACTED]
Support Area	Technical Service	Case Origin	DEX
Dealer	XTREME MACHINES	Created On Modified On	8/6/2015 8/20/2015
Responsible Contact	Teddy	Contact Phone	732-786-9696
Contact Fax	732-786-9020	Contact E-mail	INFO@XTREMEMACHINES.US
VIN	57XAAPFA8F5 [REDACTED]	Product Line	SLG
Model#	T15AAPFAAD	Model Description	TWC-15,5,2384,LE,49ST,NSC
Miles/KM	1,345	UOM	Miles
Hours	0	Warranty End Date	06-23-2017
Part#		Part Description	
Title	Diagnostics - Troubleshooting		
Problem	Added On: 8/6/2015 10:22 AM by XTREME MACHINES Completed All SB : Yes Symptom : I have (2) customers that are complaining about their Slingshots revving / RPMs staying up high when letting off the gas to shift.... Is this characteristics of the unit..?? 1 customer has already called in and complained to "Polaris" and they gave him a case number [REDACTED] He states he's afraid to drive it. What can be done - ? Please let me know what direction to go in Note* We've done the ecu update and it hasn't helped Added On: 8/6/2015 3:05 PM by XTREME MACHINES I'm sorry..... I find it very hard to believe that I now have a "3rd" unit here that that are having a problem with and that the problem is "Driver Habits". I can't be the only dealership with this concern. My last customer (3rd one with a problem) came in with a stack of paper with other people complaining on Slingshot forums. What direction do I put my customer in that no longer wants to drive his Slingshot, feeling its unsafe?? *Note... One of our Manager's went out and felt the concern.... Teddy (service manager)		

HOLD TO LIGHT TO VIEW NEW JERSEY WATERMARK

HOLD TO LIGHT TO VIEW NEW JERSEY WATERMARK

VEHICLE IDENTIFICATION NUMBER 1XAL PBAFP 5 [REDACTED]	YEAR 2015	MAKE SLI	MODEL T15	BODY TYPE MC	
TYPE OF TITLE STANDARD	DUPLICATE NO. 0	COLOR/PLATE OG	DEALER ID. 00283N	AXLE/PROP 2	FUEL
ISSUE DATE 06-09-2015	REPLACEMENT	MILEAGE	L-LEASE A-LEASE P-POLICE T-TAXI L-LEASE A-LEASE P-POLICE T-TAXI		
[REDACTED] NJ [REDACTED]		NUMBER OF OWNERS 1			
[REDACTED]		NUMBER OF CHANGES 1			
OWNER DE/CC # [REDACTED]		[REDACTED]			

I, the undersigned, being the owner of the motor vehicle described on the back of this certificate, hereby certify that the vehicle is in the possession of the owner, and that the vehicle has been recorded and filed with me, and I do hereby issue this certificate of ownership subject to the provisions of the Motor Vehicle Code of the State of New Jersey, and to the provisions of the Motor Vehicle Code of the State of New Jersey, and to the provisions of the Motor Vehicle Code of the State of New Jersey.

[Signature]
SIGNATURE

State of New Jersey
MOTOR VEHICLE COMMISSION

CONTROL NUMBER [REDACTED]

LEIN RELEASED BY: [REDACTED]
SIGNATURE [REDACTED]
TITLE [REDACTED] DATE [REDACTED]

LEIN RELEASED BY: Navy Federal Credit Union
SIGNATURE [REDACTED]
TITLE CLERK [REDACTED] DATE 7/17/15

DATE 06-09-2015
59733 82381 80020
NAVY FEDERAL CREDIT UNION
PO BOX 25109
LEHIGH VALLEY PA 18002

SB ED20151600336

ALTERATION OR ERASURE VOIDS THIS TITLE
KEEP IN SAFE PLACE
VOID IF ALTERED

07/17/2015

In reply refer to:

[REDACTED]
MONROE TWP, NJ [REDACTED]

USA

RE:

DOCID: [REDACTED]

Year: 2015

Make: SLI

Model: T15

VIN: 57XAAPFA8F5 [REDACTED]

Loan Date:

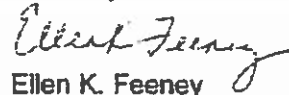
Dear Member:

Congratulations! Enclosed is the title documentation we had on file for the above-referenced vehicle. Please retain this letter and your title information for your records.

Thank you for choosing Navy Federal for your loan needs. It was a pleasure serving you, and we hope you will consider using us for your future financial needs. For information about our loan, savings, or electronic services, visit us at navyfederal.org.

If you have questions, please call us toll-free at 1-888-842-6328. For toll-free numbers when overseas, visit navyfederal.org, or use 1-703-255-8837 for collect international calls.

Sincerely,



Ellen K. Feeney
Manager
Consumer Servicing

Enclosure: 1

A Loan was
Secured from
Navy Federal C.U.
The loan has
been paid off.



METRO GROUP OF NEW JERSEY LLC

911 Middlesex Ave.

Metuchen, NJ 08840

732-491-2900

7711

LANNY ARONOFF

2015-06-04 12:00 PM

6396105

MONROE TWP, NJ

609-655-1878

Units for this Deal

Year	Model	Unit	Price
2015	POLARIS	T15AAPFAAB	57XAAPFA8F5
			0.00

Check: \$15,000.00

Description

Notes

NAVY FEDERAL CU CHECK

Navy Federal Credit Union
• 820 Folin Lane
• Vienna VA 22180



100216 - 351

000765



MONROE TOWNSHIP NJ

June 30, 2015

Dear

RE: Navy Federal Account No.

Based upon your authorization in a telephone conversation with Navy Federal Credit Union on 06/29/15, we have issued the check described below to make the payment that you requested.

Please make sure that you have recorded this check in your register, and please destroy the printed check with the same number in your checkbook.

Drawn on:	TD Bank, National Association
Checking Account No:	*****
Check Date:	06/29/15
Check Number:	
Amount of Check:	\$15,047.67

If you have any questions, please contact Navy Federal Credit Union directly at 800-336-3767.

This is not a bill. Do not mail a payment. Retain this letter for your records.



100216 - 351

000716



MONROE TOWNSHIP NJ

June 30, 2015

Dear [REDACTED]

RE: Navy Federal Account No. [REDACTED]

Based upon your authorization in a telephone conversation with Navy Federal Credit Union on 06/29/15, we have issued the check described below to make the payment that you requested.

Please make sure that you have recorded this check in your register, and please destroy the printed check with the same number in your checkbook.

Drawn on:	TD Bank, National Association
Checking Account No:	*****[REDACTED]
Check Date:	06/29/15
Check Number:	[REDACTED]
Amount of Check:	\$15,047.67

If you have any questions, please contact Navy Federal Credit Union directly at 800-338-3767.

This is not a bill. Do not mail a payment. Retain this letter for your records.

100216-NF-351

PAP-F0019-A-4





100218 - 351

000766



MONROE TOWNSHIP NJ

June 30, 2015

Dear Bruce F Suydam:

RE: Navy Federal Account No. [REDACTED]

Based upon your authorization in a telephone conversation with Navy Federal Credit Union on 06/29/15, we have issued the check described below to make the payment that you requested.

Please make sure that you have recorded this check in your register, and please destroy the printed check with the same number in your checkbook.

Drawn on:	TD Bank, National Association
Checking Account No:	**** [REDACTED]
Check Date:	06/29/15
Check Number:	[REDACTED]
Amount of Check:	\$15,047.67

If you have any questions, please contact Navy Federal Credit Union directly at 800-338-3767.

This is not a bill. Do not mail a payment. Retain this letter for your records.

100218-NF-351

PAP-F0019-A-4



[illegible]

AD - Automatic Deposit • AP - Automatic Payment • ATM - Cash Withdrawal • DC - Debit Card • FT - Funds Transfer • SC - Service Charge • TD - Tax Deductible									
NUMBER OR CODE	DATE	TRANSACTION DESCRIPTION	PAYMENT, FEE, WITHDRAWAL (\$)	✓	REPORT, CREDIT (\$)	\$	BALANCE		
02-18-15		Homesteador Life Co.							
2049		Fre carriage funeral - DeMarco				7,134			
2-3-15		Citi Cards							
2049		AAA Membership				142		24	00
3-3-15		Citi Cards							
2050		AAA Membership				142		24	00
2051		NO							
2052		ITAPP							
3-2-15		one Year Membership				16		40	00
2053		Boster & Bruder Attorneys							
3-14		Geary Balster - Last will & Testament				250		24	00
2054		University Radiology Group				125		24	00
3-25		CT Scan							
		Transfer Funds to new acct (check) and To Savings - 4/1/15							
2056		Out look eye care							
2/1-15		towards deductible				142		24	00
2058		Out look eye care				19		24	00
5-4-15		2nd check made out - first one??							
06-04		Metro Group of NJ				12,841		24	00
5th		Polaris Group Short Balance due							
2-6-15		Navy Federal & R				15,047		67	
		Pay loan 3/1/15							

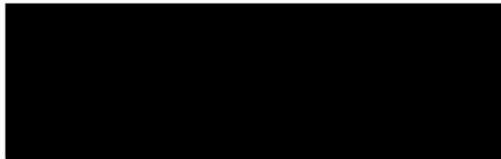
A downpayment
of \$1,000
was made



Department of Consumer Affairs
County of Monmouth
Hall of Records
September 7, 2015

Please include these documents that I have been downloaded from the Polaris
Slingshot forum with the forms and documents that I previously submitted for
your review. (mailed via USPS to your office on 09/04/ 2015)

Thank You,



Monroe Township, N.J.
Telephone [REDACTED]
Email [REDACTED]



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High Hanging RPM's

1 2 3 4 5 6 → 16 Next > Go to First Unread

[Best Posts in Thread](#) [Unwatch Thread](#)

Dec 8, 2014

#1



MitchS

Well-Known Member

Joined: Oct 20, 2014
Messages: 1,105
Thanks Received: 767
Trophy Points: 318
Location: Ankeny, Iowa

This might be related to the other discussion around the stalling from 2nd to 1st. But its a slightly different thing so I wanted to see if others see it as well.

When being a bit aggressive after pressing the clutch in and letting off of the gas I notice the RPM's hang, at whatever RPM it was before until you actually make your shift. (Its nice as you don't have to rev match etc, but its VERY odd and keeps hanging at a very high RPM with no load.)

ANyone else seeing it. Blipping the throttle doesn't seem to improve it either. (I let it go for 4-6 seconds before I gave in and shifted.) My dealer is going to contact Polaris about it.

2015 Polaris Slingshot SL (made 11/2014 build number 1509)
2015 Ford Mustang GT
2015 Ford F-150 Lariat
2006 Honda CBR 600F4i
1968 Mooney M20C

[View the Slingshot Forums Owners Map and request your addition to the map here!](#)

Agree x 3 Informative x 1

REPORT

[+ QUOTE](#) [REPLY](#)

Dec 8, 2014

#2



Oh I dont like that crap.

Slobbering Fits

Well-Known Member

Joined: Dec 3, 2014

Messages: 1,266

Thanks Received: 384

Trophy Points: 108

Location: Florida Gulf Coast

'To learn who rules over you, simply find out who you are not allowed to criticize.' Voltaire

Funny x 1

REPORT

+ QUOTE REPLY

Dec 3, 2014

1000



Yes it is annoying. It's as though the engine is rev matching on it's own.. but for way to long.

SlingMods

Supporting Vendor

Joined: Aug 18, 2014

Messages: 1,602

Thanks Received: 1,189

Trophy Points: 318

Location:

SLINGMODS.COM - So Cal

SLINGMODES  **OVER 100 MODS FOR THE POLARIS SLINGSHOT!**
& OVER 1000 PRODUCT REVIEWS



Agree x 1

Informative x 1

REPORT

+ QUOTE REPLY

Dec 5, 2014

 Springer

Yep

Thomas Sleight

Well-Known Member

Joined: Oct 24, 2014

Messages. 307

Thanks Received: 171

Trophy Points: 198

Location: Salt Lake City

REPORT

+ QUOTE REPLY

Dec 8, 2014

Have you changed your oil yet?

Tom Barber

Well-Known Member

Joined: Oct 9, 2014
Messages: 160
Thanks Received: 71
Trophy Points: 83
Location: Punxsutawney Pa



REPORT

+ QUOTE REPLY

Dec 8, 2014



Same thing here. On mine it sometimes climbs another 1000rpm and hangs.

Joker

Well-Known Member

Joined: Aug 29, 2014
Messages: 527
Thanks Received: 291
Trophy Points: 218
Location: Miami

REPORT

+ QUOTE REPLY

Dec 8, 2014



Yes ,but no big deal . The rpm going up and down is going to be solved when the first program comes out for it.

dinger

Well-Known Member

Joined: Jul 6, 2014
Messages: 541
Thanks Received: 221
Trophy Points: 98
Location: So Illinois ,Steeleville

Like x 1

REPORT

+ QUOTE REPLY

Dec 8, 2014

#8



TOM BARBER SAID: ↑

Have you changed your oil yet?

I have changed my oil and mine still does that.

Wolf

Agree x 1

Well-Known Member

Joined: Oct 18, 2014

Messages: 2,330

Thanks Received: 1,269

Trophy Points: 338

Location:

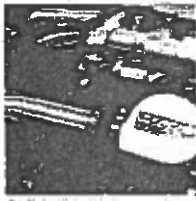
St. Clair Shores, Michigan

REPORT

+ QUOTE REPLY

Dec 8, 2014

#9



Mine held at 2500 to 3000 twice today. Not happy about it.

RABTECH

Agree x 4 Informative x 2

Well-Known Member

Joined: Aug 29, 2014

Messages: 3,768

Thanks Received: 2,442

Trophy Points: 403

Location: Haleyville, AL

REPORT

+ QUOTE REPLY

Dec 8, 2014

#10



Same here. 220 miles, just started last 20 or so.

alanrdking

Well-Known Member

Joined: Aug 1, 2014

Messages: 270

Thanks Received: 83
 Trophy Points: 83
 Location: South central Pa.

REPORT[+ QUOTE](#) [REPLY](#)

Dec 9, 2014

#11

**Stan**

Well-Known Member

Joined: Aug 4, 2014
 Messages: 815
 Thanks Received: 416
 Trophy Points: 218
 Location: Shreveport, Louisiana

Mine was careening fast towards a car parked at a red light, and I DID NOT have my foot on the throttle. I pushed in the clutch fast to avoid a collision, and the rpm's shot up to the rev limiter (7,000rpms) and hung there for 5-10 seconds. That's the kind of stuff class-action lawsuits are made of! Terrifying is an understatement. I'm at 485 miles.... bringing it into dealer for the 500 with this list:

- 1- occasional stalling
- 2- scary as crap revs
- 3- cruise control has never worked
- 4- belt loose (easy fix)
- 5- rough idle (plugs?)

Everything else perfect. Potential to be a really sweet ride, just need to get these wrinkles ironed out

Last edited: Dec 9, 2014

Agree x 3 Informative x 2

REPORT[+ QUOTE](#) [REPLY](#)

Dec 9, 2014

#12



Everyone please call Polaris and start a case with them. Do not trust your dealer to do so. After calling Polaris try with the dealer.

Joker

Well-Known Member

Joined: Aug 29, 2014
 Messages: 527
 Thanks Received: 291
 Trophy Points: 218
 Location: Miami

Agree x 2

REPORT[+ QUOTE](#) [REPLY](#)

Dec 9, 2014

#13

TOM BARBER SAID: ↑

Have you changed your oil yet?

 SAID: ↑

When I let off the throttle and push in the clutch (simultaneously) the rpm's will hold steady for 2-3 seconds...

2-3 sec is a long time; are you sure you're counting that right - i.e "one thousand one, one thousand two...?"

Noah Katz

Active Member

Joined: Jul 29, 2014
Messages: 679
Thanks Received: 146
Trophy Points: 43
Location: Mountain View, CA

A normal (some might say leisurely) shift takes about a sec or so.

Also, I don't see how you can get a smooth shift if the rpm doesn't drop, because it takes lower rpm to match the higher gear.

Last edited: Dec 17, 2014

 2 Next >

(You must log in or sign up to reply here.)

From The Web

Sponsored Links by Taboola

7 Credit Cards You Won't Want To Miss If Your Credit Score Has Taken a Hit Recently

NextAdvisor

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Stansberry Research

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NewRetirement

Warren Buffett Just Gave Americans a Big Warning

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Provide-Savings Insurance Quotes

How This Razor is Disrupting a \$13 Billion Industry

Dollar Shave Club

20 Popular White Celebrities Who Have Black Spouses

Location:

So Cal

Dec 17, 2014

#3



I'm only telling my story. Plain & simple.

Stan

Well-Known Member

Like x 1

Joined: Aug 4, 2014

Messages: 815

Thanks Received: 412

Trophy Points: 218

Location:

Shreveport, Louisiana

Dec 17, 2014

#4

I have my flame suit on.....

I still dont like that it doesnt decel or drop revs as soon as I let off the gas and put the clutch in.

If I wanted an automatic Id buy something with an automatic.

Well I guess it good that they IMPROVED on the problem.

evomind

Well-Known Member

Useful x 1

Joined: Aug 12, 2014

Messages: 1,022

Thanks Received: 203

Trophy Points: 103

Dec 17, 2014

#5



SAID: ↑

this is a follow up thread to this I posted last week:



I picked up my Slingshot today from the dealership. The dream team at Louisiana Power Sports

Joker

Well-Known Member

Joined: Aug 29, 2014

Messages: 412

Thanks Received: 218

Trophy Points: 198

Location:

Miami

Click to expand...

I just called Polaris and they have no information on fixing this issue. Can you please provide us a case number?

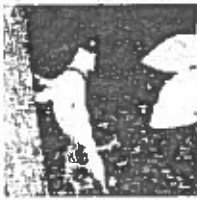
7/20/2015

Rev Problem Solved-- Thanks POLARIS! | Polaris Slingshot Forum

Messages: 329
Thanks Received: 96
Trophy Points: 43

Dec 17, 2014

#12



Dewaine Slinkard
Well-Known Member

Joined: Aug 2, 2014
Messages: 758
Thanks Received: 331
Trophy Points: 103
Location: NC.

I would prefer that it rev only when I push on the gas pedal . And that it drops revs as soon as I get off the gas. I really dont think I need the help !!!!!

Agree x 6

Dec 17, 2014

#13



Tango
Well-Known Member

Joined: Jul 7, 2014
Messages: 1,758
Thanks Received: 799
Trophy Points: 218
Location: Northern Virginia

Stan - you have some 'splaining to do!



Funny x 3

Dec 17, 2014

#14



Slobbering Fits

Sounds like it is still a problem .

Like x 5 Winner x 5 Informative x 2

Dec 12, 2014

#2

Same thing happened to Toyota Prius back then. They recalled lots of Prius do to gas peddle getting stuck. From hearing with the problems that Polaris is having with Rpm's going up or down seems like the same is happening but whether it's mechanical or electrical Polaris is looking into it. The good thing is that no one got hurt yet as a result of the problem. Cross our fingers that nothing bad happens to anyone because of the problem. Hope it's just a simple fix.

slingshotjohn

Well-Known Member

Like x 1

Joined: Aug 20, 2014
Messages: 295
Thanks Received: 74
Trophy Points: 68
Location: Milpitas, California

Dec 12, 2014

#3



That's good news! Hopefully you'll be back on the road soon.

Kip

Supporting Vendor

Like x 1

Joined: Aug 21, 2014
Messages: 2,077
Thanks Received: 1,197
Trophy Points: 338
Location: Lansing, MI

Dec 12, 2014

#4



That is awesome news! I'm hoping for a quick fix for all of us!

MitchS

Well-Known Member

Agree x 3

Joined: Oct 20, 2014
Messages: 967
Thanks Received: 640
Trophy Points: 258
Location: Ankeny, Iowa

Thank you.

Dec 17, 2014

#6



Polaris thanks for monitoring this forum and taking action on issues such as this. You see we still believe in you.

FloridaJoe

Well-Known Member

Agree x 3

Like x 1

Joined: Jul 31, 2014
Messages: 1,465
Thanks Received: 727
Trophy Points: 303

Dec 17, 2014

#7



Thank you very much for keeping us informed Stan!
Thank you Polaris for getting this resolved so quickly!

Contact Tower

Well-Known Member

Like x 1

Agree x 1

Joined: Aug 1, 2014
Messages: 1,901
Thanks Received: 2,217
Trophy Points: 338
Location: Minnesota

Dec 17, 2014

#8



No disrespect intended but I have to agree with Evomind on this. Even though I am not a mechanical guru, unless you were speed shifting, you would think and hope that the RPMs would drop when you let off the throttle between gear changes. Maybe I am missing something here. I guess my question is, how can the hanging RPM problem be resolved when it remains about the same when you let off the throttle? However, I still want to thank Stan for the info. Happy Holidays

Kenneth Miller

Well-Known Member

Agree x 3

Joined: Sep 10, 2014
Messages: 283
Thanks Received: 113
Trophy Points: 198
Location: Conover NC

Dec 10, 2014

#16



[REDACTED] SAID: ↑

This might be related to the other discussion around the stalling from 2nd to 1st. But its a slightly different thing so I wanted to see if others see it as well.

When being a bit aggressive after pressing the clutch in and letting off of the gas I notice the RPM's hang, at whatever RPM it was before until you actually make your shift. (Its nice as you

Bird440

Well-Known Member

Joined: Aug 4, 2014
 Messages: 195
 Thanks Received: 67
 Trophy Points: 83
 Location: Lansing, MI

Click to expand...

Dont know if this is the same, I had a manual trans car did the same thing, dealer told me the computer did that so it would meet emission standards, some crap about having to burn off the extra fuel during accel.



REPORT

+ QUOTE REPLY

Dec 10, 2014

#17



@LowBid just reported this on another thread...

"Yesterday, I was out for a spin, and cruising along in 5th and came to a hill, I let it lug a bit and when I clutched to downshift, the engine increased in RPM to about 7G, I pumped the gas pedal a couple of times and it came back down, this could be very dangerous if you weren't aware of the possibilities of it happening. THAT, I don't like. Along with that and the drop in RPM's at slow speed shifting, Polaris needs to come to the plate and do something. Very dangerous !!!"

FloridaJoe

Well-Known Member

Joined: Jul 31, 2014
 Messages: 1,479
 Thanks Received: 738
 Trophy Points: 303

This is not the first report of this issue... This has been reported several times which makes one think it is common in all units... This is very serious and must be addressed by Polaris ASAP... Are all units affected? Is current production coming off line affected? Polaris what is causing this? How can this be corrected??? Polaris do not wait until someone gets hurt before you address this....

Last edited: Dec 10, 2014

Agree x 9 Like x 1

REPORT

+ QUOTE REPLY

Dec 10, 2014

#18

Maybe someone can get this issue on video, so that they can understand what is going on and how "serious" this issue is.

**MONMOUTH COUNTY
BOARD OF CHOSEN FREEHOLDERS**

**GARY J. RICH, SR
DIRECTOR**

**SERENA DIMASO
DEPUTY DIRECTOR**

**THOMAS A. ARNONE
LILLIAN G. BURRY
JOHN P. CURLEY**



**DEPARTMENT OF CONSUMER AFFAIRS
HALL OF RECORDS ANNEX
1 EAST MAIN STREET
FREEHOLD, NEW JERSEY 07728
TELEPHONE: 732-431-7900**

**ANNMARIE HOWLEY
DIRECTOR
MARY FLAHERTY
DEPUTY DIRECTOR**

September 22, 2015

Case # [REDACTED]

Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20818

Re: [REDACTED]

And

Polaris Industries

Dear Sir or Madam:

Please be advised that the Monmouth County Department of Consumer Affairs is forwarding you a copy of the complaint filed here concerning a product which demonstrates a safety issue.

We would appreciate receiving your views and comments.

Very truly yours,

Mrs. Mary Flaherty
Mrs. Mary Flaherty,
Deputy Director