



Polaris Industries Inc.
GEM Division
P.O. Box 47700
Medina, MN 55340-9960

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: INSERT VIN HERE

Recall Campaign: 15V-239

Subject: 2009 - 2010 GEM eLXD

Frame Inspection / Repair

PLEASE READ IMMEDIATELY

VIN

FIRST NAME LAST NAME

ADDRESS

CITY, ST ZIP

Dear GEM Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The GEM Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in some 2009 and 2010 GEM eLXD models. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

GEM has decided that certain 2009 and 2010 eLXD model GEM vehicles, manufactured by Chrysler Corporation, may have been manufactured with a frame that does not meet Polaris quality standards. In some vehicles, frame welds located between the cab and cargo bed can fatigue and crack over time. This could cause an unsafe situation where the vehicle frame collapses and / or separates during vehicle operation. This could cause the operator to lose control of the vehicle, increasing the risk of a vehicle crash.

What GEM and your dealer will do:

GEM will issue a Safety Recall Bulletin to all GEM dealers, with the appropriate instructions to inspect and repair affected frames. **Parts required to complete the Safety Bulletin repair will not be available until June 1, 2015.** In the event your GEM dealer determines that your vehicle's frame is not serviceable, arrangements will be made to provide an alternate resolution.

What you should do:

Contact your authorized GEM dealer and schedule an appointment to have the bulletin inspection completed and, if necessary, repair performed.

Pre-Ride Inspection:

If you choose to continue operating your GEM vehicle prior to having the Safety Recall Bulletin performed, you must perform the pre-ride inspection on the back side of this letter to determine if the frame shows any indication of cracking. If you feel uncomfortable performing the pre-ride inspection yourself, please make arrangements to have your vehicle transported to your GEM dealer.

If you have questions or if you need more information:

While your GEM 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 a GEM dealer, please visit the web site at <http://www.polaris.com> or contact our GEM Consumer Service Department by calling 1-855-743-3436.

This notice was mailed to you according to our most current registration information. If you no longer own your GEM vehicle, please contact your local GEM dealer to have the ownership information changed. The GEM 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 GEM Consumer Service Department using the contact information above.

If you believe that the GEM Division of Polaris Industries Inc. 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>.

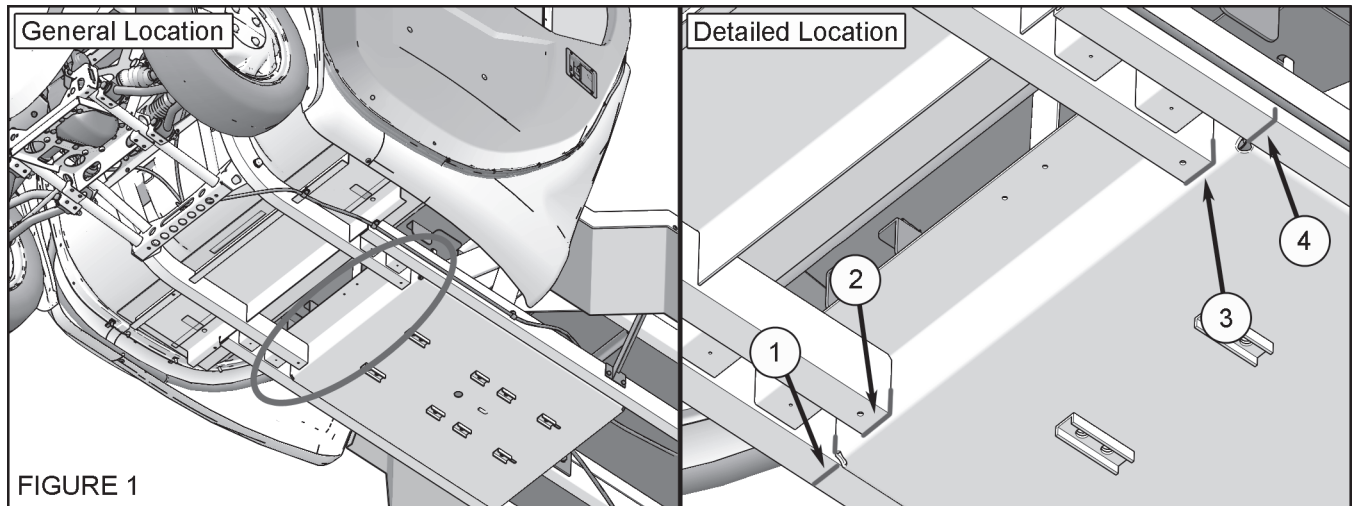
Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your GEM vehicle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

Global Electric Motorcars

PRE-RIDE INSPECTION PROCEDURE

IMPORTANT: Affected eLXD frames may potentially crack in four different locations. Each location indicated in FIGURE 1 must be carefully inspected to determine if the vehicle is safe for temporary use.



INSPECTION CRITERIA

PASS – Safe for Temporary Use

- Locations ① and ④ (outer rails) must not have any visible cracks.
- Cracks do not occur in WELD B at locations ② and ③.

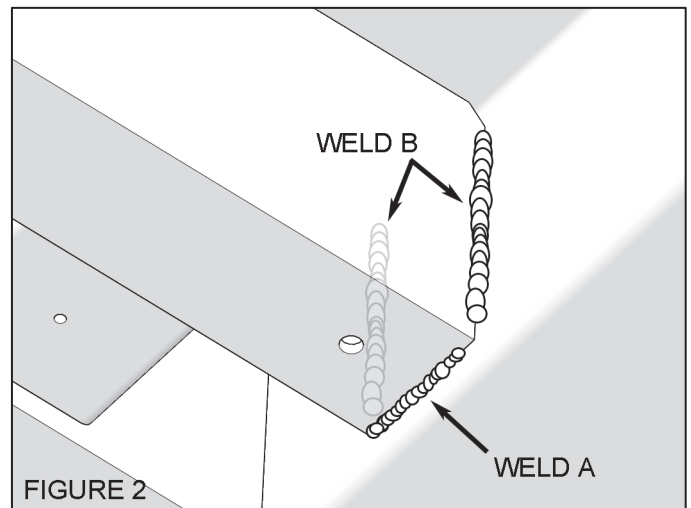
NOTE: Cracks in WELD A are acceptable.

FAIL – NOT Safe for Temporary Use

- Locations ① and ④ (outer rails) show signs of cracking.

AND / OR

- Locations ② and ③ have cracks which occur in WELD B. (See FIGURE 2)



EXAMPLE OF CRACKED WELD

NOTE: Cracks may be very fine making them difficult to see. Use of a bright flashlight will be necessary.

