



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

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

**Recall Campaign: 16V-884**

**Subject: 2016-2017 GEM**

**DRIVE-MODE SWITCH REPLACEMENT**

**PLEASE READ IMMEDIATELY**

VIN L-16-01

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, Work & Transportation Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in certain model year 2016-2017 GEM vehicles. Our records indicate that you have purchased a potentially affected vehicle.

***The reason for this recall:***

GEM has determined that the drive-mode switch can send an out-of-tolerance electrical signal to the vehicle controller, resulting in an incorrect drive direction selection. This failure may occur intermittently and does not occur in all drive-mode selections. When the vehicle is shifted into Forward, an out-of-tolerance signal may cause the vehicle controller to shift into reverse. The unexpected vehicle movement may result in a crash.

***What GEM and your dealer will do:***

GEM will issue a *Safety Recall Bulletin* to all GEM dealers, with the appropriate instructions to replace the drive-mode switch on affected vehicles. Repairs will be made at an authorized GEM dealer at no cost to you. The actual repair should take under two hours to perform; however, it may take longer due to service scheduling requirements.

***What you should do:***

Contact your authorized GEM dealer to schedule an appointment to have the bulletin repairs performed. Do not attempt repairs yourself. Repairs must be done only by an authorized 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, Work & Transportation 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,

The GEM Team