



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: 17V-279

Subject: 2016-2017 GEM

STEEL WHEEL LUG NUT TORQUE

PLEASE READ IMMEDIATELY

VIN L-17-01

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 determined 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 an affected vehicle.

The reason for this recall:

GEM has determined that 2016-2017 GEM models equipped with steel wheels, the wheel lug nuts may become loose over time, which may allow the wheel to separate from the vehicle and pose a safety hazard. Vehicles with aluminum wheels are not affected by this concern.

What GEM and your dealer will do:

GEM has issued a *Safety Recall Bulletin* to all GEM dealers, with the appropriate instructions to replace the lug nuts and inspect the wheels 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