



**POLARIS**

# TECHNICAL SERVICE BULLETIN

Date: June 20, 2017

## GEM

Bulletin Number: L-17-01-A/B  
Model Years: 2016-2017

Safety Bulletin

Service Bulletin

Service Alert Fax

Distribution:  Owner/Principal  Service Manager  Sales Manager  Parts Manager  Technicians

*This Service Bulletin is located at [www.polarisdealers.com](http://www.polarisdealers.com)*

-Confidential and Proprietary-

**VERSION: R01 (June 20, 2017)**

## IMPORTANT STOP SALE SAFETY NOTICE!

**STOP SELLING ALL STEEL WHEEL GEM VEHICLES IMMEDIATELY UNTIL THE REPAIR PROCEDURE HAS BEEN COMPLETED ON ALL AFFECTED UNITS AT YOUR DEALERSHIP**

### IMPORTANT

If you are working with a printed copy, please verify you have the most current version of these instructions.

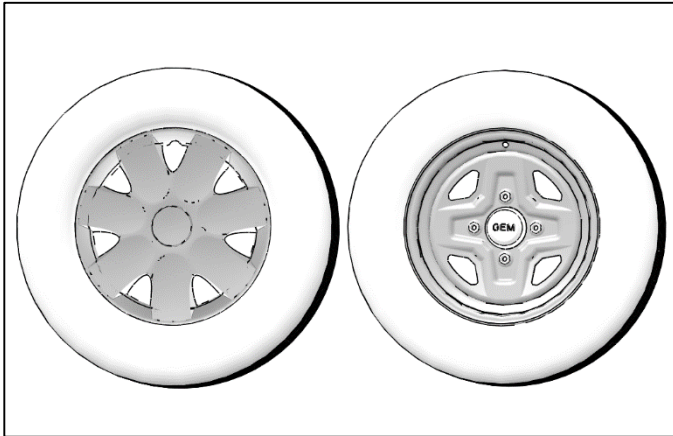
#### SUBJECT:

#### 2016-2017 GEM STEEL WHEEL LUG NUT TORQUE

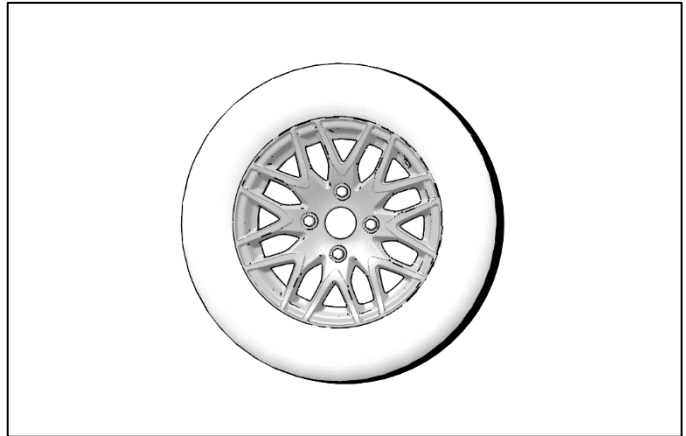
#### PURPOSE:

Polaris is issuing a STOP SALE on all 2016-2017 GEM Models with steel wheels to address the following concern:

On some models equipped with steel wheels, the wheel lugs 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.



**AFFECTED**



**NOT AFFECTED**

Your service department **MUST** perform the following actions as directed by this Safety Bulletin:

1. Each member of your service department team must review this Safety Bulletin in its entirety.
2. Each member of your service department team must watch the training video prior to ordering **ANY** parts, completing **ANY** work, or submitting **ANY** warranty claim for this Safety Bulletin.

## AFFECTED MODELS:

| Model Year | Models | Vehicle Identification Number Range  |
|------------|--------|--|
| 2016-2017  | e2     | Reference "Unit Inquiry" on the dealer website or the Service Bulletin list on the STOP site to lookup affected units. |
|            | e4     |  |
|            | e6     |  |
|            | eL XD  |  |

## CUSTOMER NOTIFICATION

A customer notification letter will be sent to all registered owners of affected vehicles. In addition to the notification letter sent by Polaris, dealers are required to review sales records and contact consumers who have purchased a potentially affected vehicle. Make arrangements to perform the steps outlined in this Safety Bulletin immediately.

## WARRANTY CLAIM / PARTS INFORMATION

Service and safety bulletin parts are excluded from the standard RMA policy and cannot be returned. To assure we can update as many units as soon as possible, please only place orders to update units in current inventory and customer units.

| 2016-2017 GEM e2, e4, e6                                |  |
|---|--|
| <b>SAFETY BULLETIN #</b>                                | L-17-01-A  |
| <b>CLAIM TYPE</b>                                       | SB (Service Bulletin)  |
| <b>LABOR ALLOWANCE</b>                                  | 0.7 hrs (42 minutes)   |
| <b>PART NUMBER / DESCRIPTION</b>                        | 2207415 (QTY 1) K-LUG NUT<br>7170107 (QTY 1) BULLETIN COMPLETION DECAL |
| <b>PARTS AVAILABILITY</b>                               | Available early July, 2017   |
| <b>UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT</b> | YES*   |
| <b>PHOTO REQUIREMENT</b>                                | NO   |

\*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

| 2016-2017 GEM eL XD                                     |   |
|---|---|
| <b>SAFETY BULLETIN #</b>                                | L-17-01-B   |
| <b>CLAIM TYPE</b>                                       | SB (Service Bulletin)   |
| <b>LABOR ALLOWANCE</b>                                  | 0.7 hrs (42 minutes)  |
| <b>PART NUMBER / DESCRIPTION</b>                        | 2207415 (QTY 1) K-LUG NUT<br>5454794 (QTY 4) COVER-HUB<br>7170107 (QTY 1) BULLETIN COMPLETION DECAL |
| <b>PARTS AVAILABILITY</b>                               | Available early July, 2017  |
| <b>UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT</b> | YES*  |
| <b>PHOTO REQUIREMENT</b>                                | NO  |

\*Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

## **ACCESSORY REMOVE & REPLACE LABOR**

Polaris will cover labor for the removal and installation of accessories required to complete the bulletin work. Follow the steps below to obtain reimbursement.

For accessory removal and installation up to 1 hour of labor:

1. Start a new warranty claim under the Service and Warranty dropdown and enter the VIN.
2. Enter the Date Failed and Date Repaired information into the applicable fields.
3. Enter "L-17-01" in the Authorization field.
4. Enter the miles and hours.
5. Enter the labor time up to 1 hour.
6. Enter "L-17-01" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
7. Add part 0000511, quantity 1.
8. Enter warranty fail codes 107/266/253.
9. Validate the parts.
10. Save and submit the claim to Polaris.

For accessory removal and installation over 1 hour of labor:

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter "L-17-01" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 107/266/253.
5. Add part 0000511, quantity 1.
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Polaris.

## **TRANSPORT & MOBILE SERVICE REIMBURSEMENT:**

Polaris will cover up to 1 hour of labor for dealer transport, or travel to the affected vehicle(s) to perform the bulletin. Polaris understands that not all situations will require this and recommend that dealers work with the customers to determine the best solution for their situation. Follow the steps below to obtain travel/transportation reimbursement.

1. Start a new warranty claim under the Service and Warranty dropdown and enter the VIN.
2. Enter the Date Failed and Date Repaired information into the applicable fields.
3. Enter "L-17-01" in the Authorization field.
4. Enter the miles and hours.
5. Enter the labor time up to 1 hour.
6. Enter "L-17-01" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "TRAVEL LABOR".
7. Add part 0000511, quantity 1.
8. Enter warranty fail codes 107/266/253.
9. Validate the parts.
10. Save and submit the claim to Polaris.

## **WARRANTY COVERAGE PERIOD**

Warranty coverage for Safety Bulletin L-17-01 will begin 06/20/2017. This bulletin has no expiration date.

## **DISPOSAL INFORMATION**

Under no circumstances shall the parts removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributor's responsibility to make sure every part replaced (related to this bulletin) is taken out of circulation and disposed of properly.

## IMPORTANT

Several steps of this procedure require an audit by another dealership representative other than the technician who is completing the repair. Completing these check backs is a critical component to ensuring the repair has been properly completed.

An audit checklist will be provided with each kit. It must be completed and retained with the instruction sign-off and repair order.

## AUDIT CHECKLIST

- Verify the wheel hub, studs, and wheels do not show any signs of damage.
- Verify that all sixteen lug nuts have been torqued using a torque wrench set to the correct specification. Torque value: **50 ft-lbs (68 Nm)**
- Verify the new flange nuts are raised off of the rim, and do not make contact with the rim. Mark each lug nut with a paint pen.

## NOTE

Mobile technicians **MUST** capture photos as check-backs while performing each bulletin. Retain these photos at your dealership, in the event that your dealership is audited.

## UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT

Each member of your service department team must watch the training video on University of Polaris prior to completing any work, or submitting ANY warranty claim for this Safety Bulletin. You must watch the video through the University of Polaris in order to get credit for watching the video.

[www.universityofpolaris.com](http://www.universityofpolaris.com)

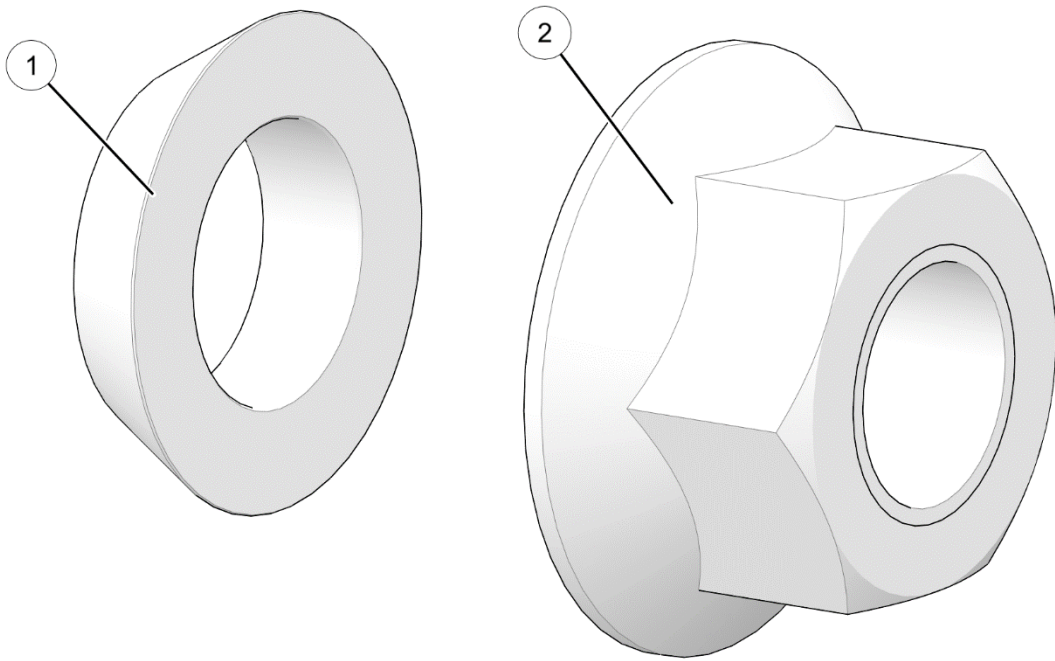
## FEEDBACK FORM

A feedback form has been created for the technician to provide POLARIS with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/videos from a specific repair. This feedback form is viewable on a mobile device by scanning the QR code shown or by clicking [HERE](#) if viewing this document electronically.

### FEEDBACK FORM



## KIT CONTENTS (P/N 2207415)



| REF | PART DESCRIPTION                    | PART NUMBER | QTY |
|-----|-------------------------------------|-------------|-----|
| ①   | WASHER                              | 7557119     | 16  |
| ②   | NUT                                 | 7547908     | 16  |
|     | KIT INSTRUCTIONS (NOT SHOWN)        | 9928532     | 1   |
|     | OWNER'S MANUAL ADDENDUM (NOT SHOWN) | 9928602     | 1   |

## L-17-01: STEEL WHEEL LUG NUT REPLACEMENT

### Tools Required:

- Ratcheting wrench
- 17mm socket
- 15mm socket
- Torque wrench
- Floor Jack
- Jack Stand

### NOTE

For this procedure, the vehicle can be lifted on a proper vehicle hoist, but the procedure below has been written for using a floor jack.

1. Engage parking brake. Turn key to "Off" position and remove from vehicle.
2. Block rear wheels with chocks.
3. Remove front wheel covers, if equipped.
4. **For eL XD models only:** Remove front wheel hub caps and discard.
5. Loosen Lug Nuts.
6. Raise the front of the vehicle.
7. Rest vehicle on appropriate jack stands.

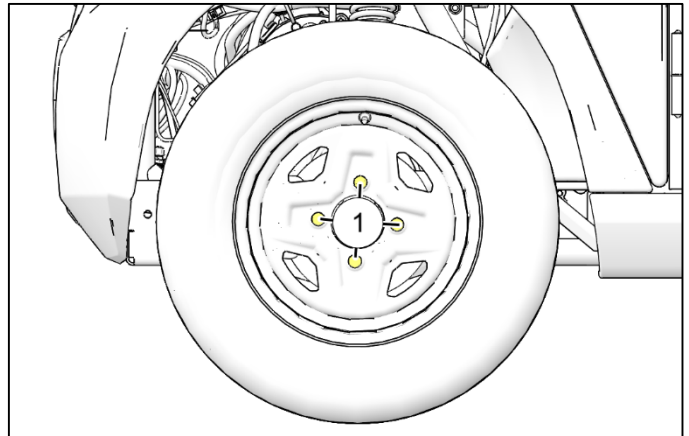
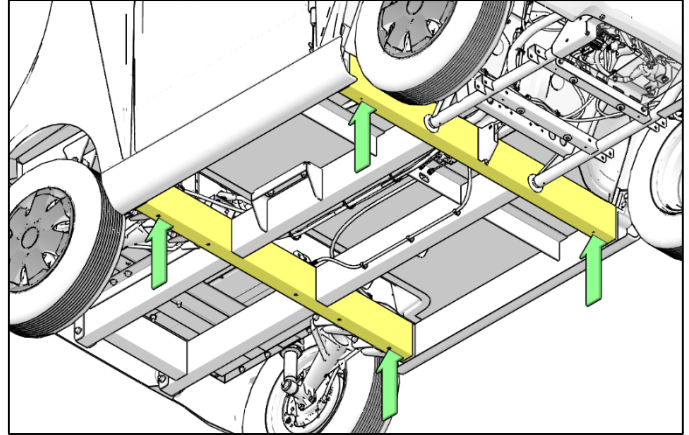
### IMPORTANT

Make sure you lift the vehicle using the appropriate lift points.

### WARNING

Take precautions when vehicle is off the ground. Do not walk or stand underneath a vehicle. Failure to follow this warning may result in serious injury or death.

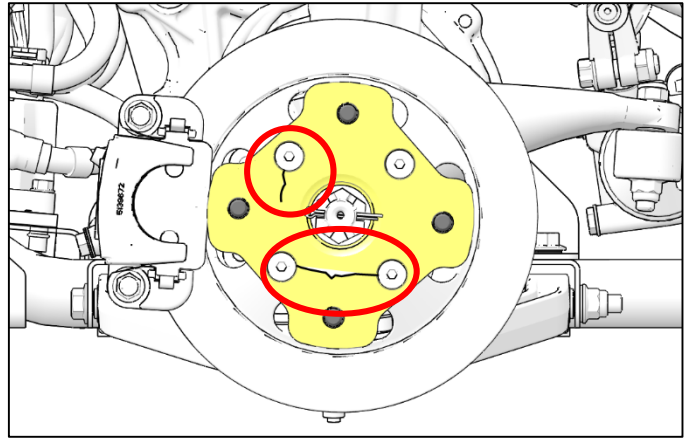
8. Remove and discard lug nuts ① from front wheels and remove front wheels.



9. Inspect the wheel hub, studs, and wheel for any signs of cracks or damage. If damages are found, contact Polaris Technical service, or submit an Ask Polaris case.

### IMPORTANT – AUDIT STEP

A secondary dealer representative must verify the wheel hub, studs, and wheel do not show any signs of damage.

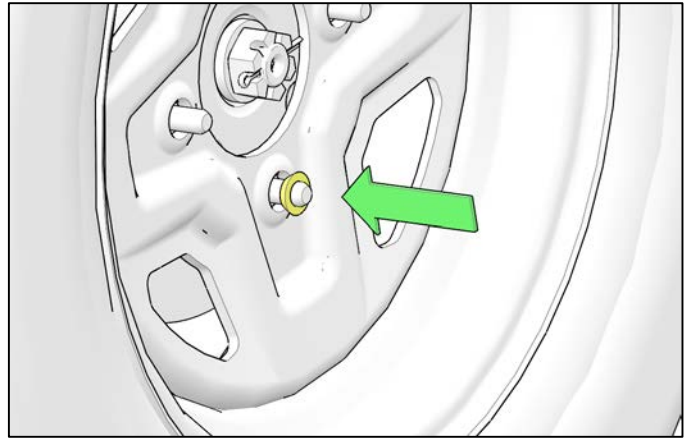


10. Reinstall front wheels.

11. Install new cone washers, taper facing inward as shown.

### NOTE

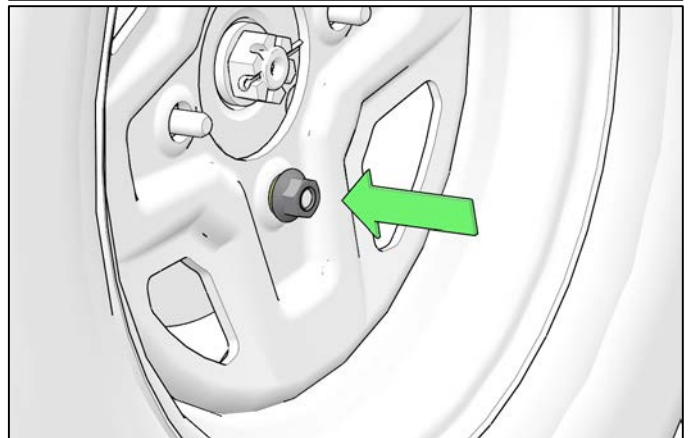
Ensure that the rim, cone, and wheel studs are clean and free of any foreign substance or lubricants.



12. Install new lug nuts. With hand tools, lightly tighten the nuts.

### NOTE

To ensure cone washers fully seat in the wheel taper, use other hand to position and center wheel, if necessary.



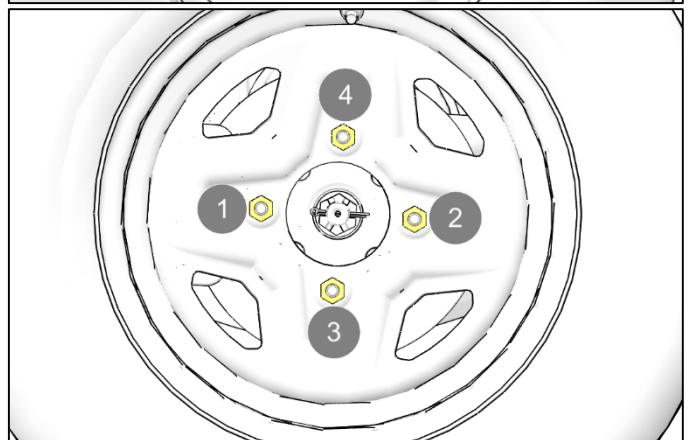
13. Raise vehicle and remove jack stands.

14. Lower vehicle and remove wheel chocks.

15. Torque lug nuts to specification in the sequence shown.

### TORQUE

Wheel Lug Nuts  
**50 ft-lbs (68 Nm)**



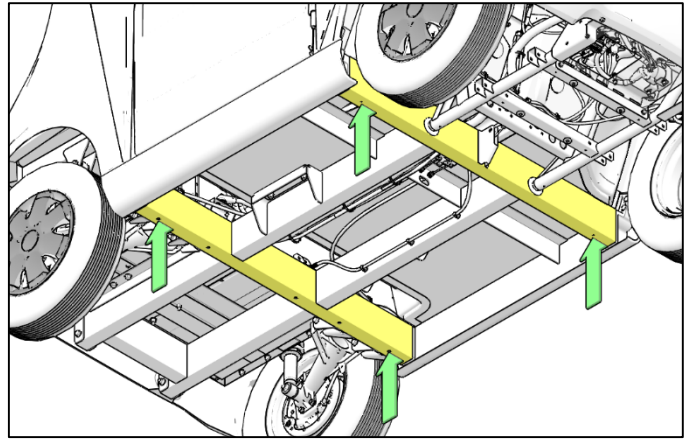
16. Block front wheels with chocks.
17. Remove rear wheel covers, if equipped.
18. **For eL XD models only:** Remove rear wheel hub caps and discard.
19. Loosen lug nuts.
20. Raise the rear of the vehicle.
21. Rest vehicle on appropriate jack stands.

### IMPORTANT

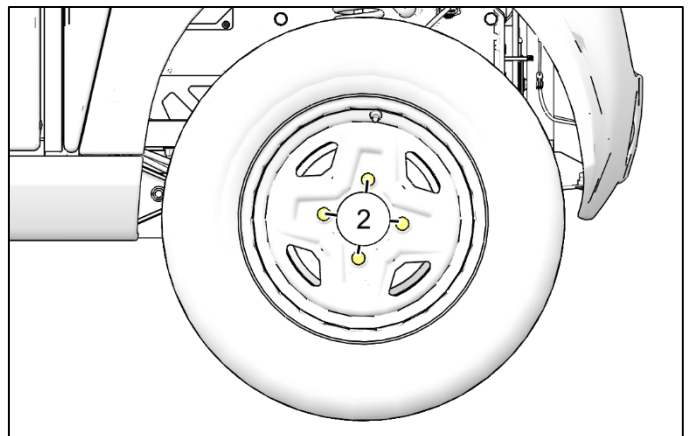
Make sure you lift the vehicle using the appropriate lift points.

### WARNING

Take precautions when vehicle is off the ground. Do not walk or stand underneath a vehicle. Failure to follow this warning may result in serious injury or death.



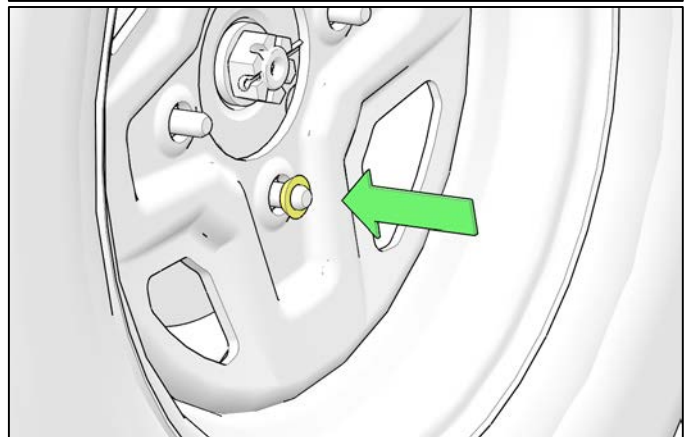
22. Remove and discard lug nuts ② from rear wheels, do not remove rear wheels.



23. Install new cone washers, taper facing inward as shown.

### NOTE

Ensure that the rim, cone, and wheel studs are clean and free of any foreign substance or lubricants.

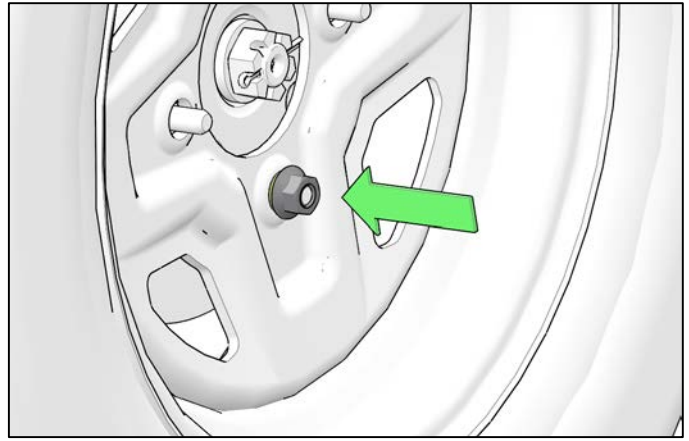


24. Install new lug nuts. With hand tools, lightly tighten the nuts.

**NOTE**

To ensure cone washers fully seat in the wheel taper, use other hand to position and center wheel, if necessary.

- 25. Raise vehicle and remove jack stands.
- 26. Lower vehicle and remove wheel chocks.



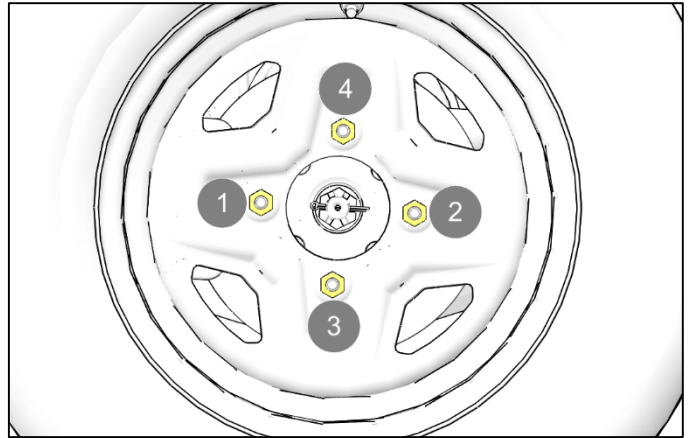
27. Torque lug nuts to specification in the sequence shown.

**TORQUE**

Wheel Lug Nuts  
**50 ft-lbs (68 Nm)**

**IMPORTANT – AUDIT STEP**

A secondary dealer representative must verify that all sixteen lug nuts have been torqued to **50 ft-lbs (68 Nm)** using a torque wrench set to the correct specification.



## JOINT INSPECTION CHART

### IMPORTANT – AUDIT STEP

A secondary dealer representative must verify that all sixteen flange nuts are raised off of the rim, and do not make contact with the rim. Then mark each lug nut with a paint pen.

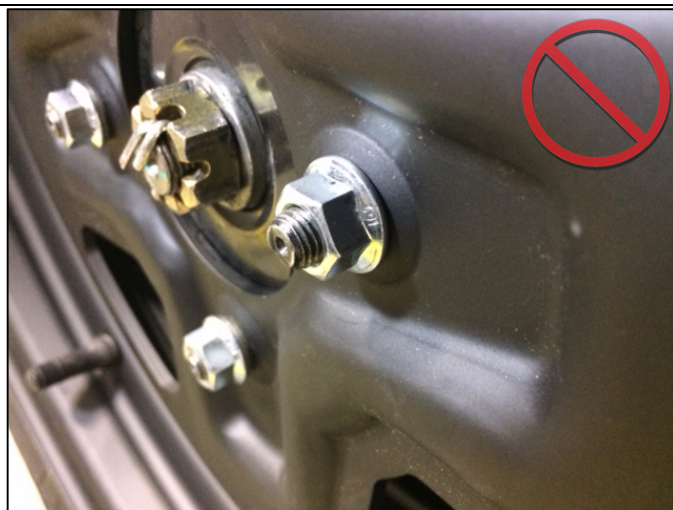
#### Front Wheels



**ACCEPTABLE** – Washer is installed correctly and flange nut does not make contact with the rim.

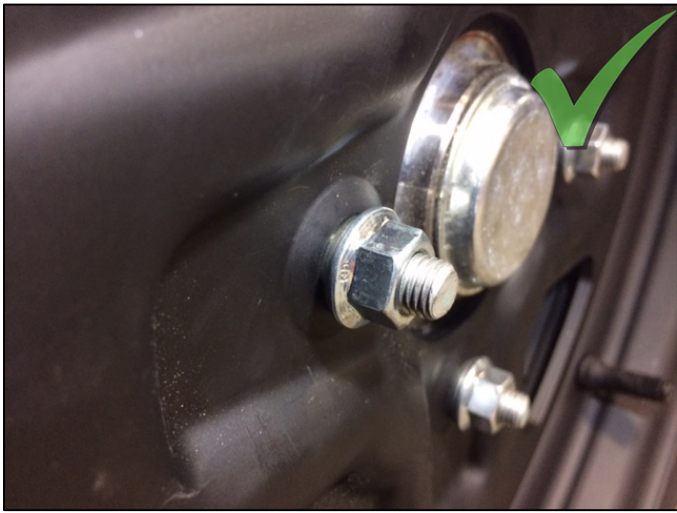


**UNACCEPTABLE** – Washer is installed backwards.

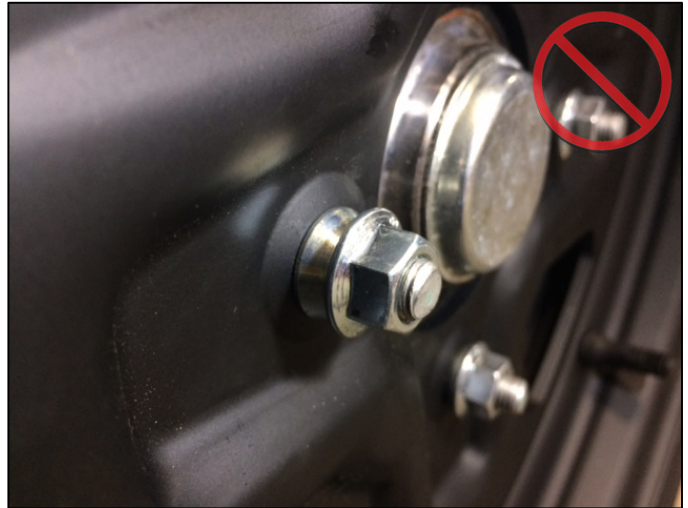


**UNACCEPTABLE** – Washer was not installed and flange nut is contacting rim.

## Rear Wheels



**ACCEPTABLE** – Washer is installed correctly and flange nut does not make contact with the rim.



**UNACCEPTABLE** – Washer is installed backwards.



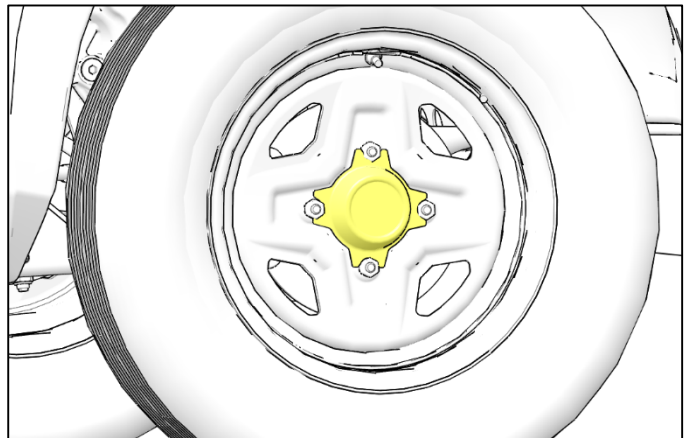
**UNACCEPTABLE** – Washer was not installed and flange nut is contacting rim.

28. Reinstall wheel covers, if equipped.
29. **For eL XD models only:** Install new hub caps (P/N 5454794) by tucking each wing of the hub cap under each flange nut, one at a time.

### IMPORTANT

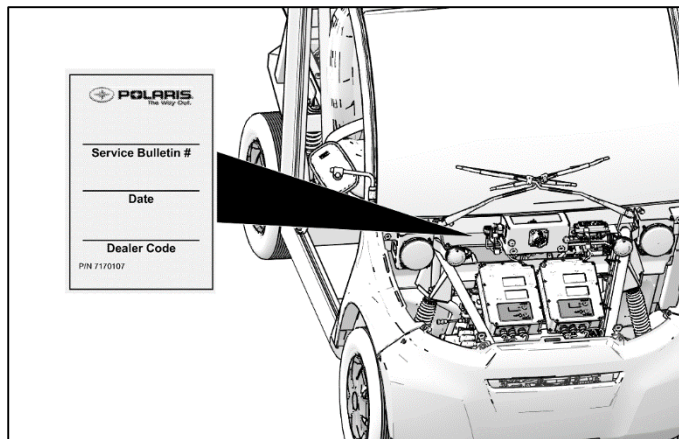
Do NOT loosen lug nuts to install the new hub caps (P/N 5454794) hub caps MUST be installed AFTER lug nuts are installed and torqued to specification.

30. Place owner's manual addendum (P/N 9928602) provided with the bulletin parts kit into the vehicle Owner's Manual or provide it to the customer if the owner's manual is unavailable.



**eL XD Models only**

31. Install a completed Service Bulletin completion decal (7170107).
32. For e2, e4, and e6 models, file bulletin L-17-01-A.
33. For eL XD models, file bulletin L-17-01-B.





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**

**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.

***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



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: 2017236**

**Subject: 2016-2017 GEM**

**STEEL WHEEL LUG NUT TORQUE**

**PLEASE READ IMMEDIATELY**

### **Dear GEM Owner:**

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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.

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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 Transport Canada's Head of Recalls, 80 Noel Street, Gatineau, Quebec J8Z 0A1; or call toll-free at 1-800-333-0510.

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

Lessors receiving this recall notice please forward a copy of this notice to the lessee within 10 days. If you are no longer the owner of the GEM vehicle indicated by this letter, please contact your local GEM dealer to have the ownership information changed.

Polaris Industries Ltd.  
Consumer Service Department  
50 Prairie Way  
Winnipeg, MB, CA R2J – 3J8

Ref: L-17-01