

2016-2017 GEM Steel Wheel Lug Nut Torque Stop Sale

What is the purpose of the L-17-01 Safety Bulletin/Stop Sale?

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.

What make & model year is included in this bulletin?

2016-2017 GEM e2, e4, e6, and eL XD models equipped WITH STEEL WHEELS.

Is every 2016-2017 GEM e2, e4, e6, and eL XD vehicle affected?

All vehicles WITH STEEL WHEELS are impacted.

Are 2016-2017 GEM e2, e4, e6, and eL XD vehicles with aluminum wheels affected?

No, vehicles with aluminum wheels are NOT affected by this concern.

Are 2016-2017 GEM eM1400 and eM1400 LSV vehicles with steel wheels affected?

No, these models are not affected.

How can a dealer see which units in inventory are impacted by this?

Review your dealership's inventory to locate affected models by this bulletin (or any previous bulletins).

You can then use Unit Inquiry OR:

1. Login to the dealer website.
2. Locate the 'Service and Warranty' dropdown, click on STOP Site.
3. On the left-hand side of the page, under 'STOP Site Links,' click on 'Service Bulletins.'
4. Locate the link for the Service Bulletin of interest and click on the 'All VINs' link located on the right.
5. The 'All VINs' page will display all affected VINs within your dealership's inventory.

Is this a STOP SALE?

Yes, this is a STOP SALE until wholegood stock vehicles are updated.

What Dealers CAN Do

1. Can display impacted GEM products
2. Can quote new GEM products
3. Can accept deposits from consumers as a reservation for a future sale
4. Can utilize PCDX to begin setup and PDI (except for test ride)
5. Can, and should, warranty register impacted GEM product that was delivered to consumers prior to the release of the Bulletin to ensure Polaris has accurate records and can notify the customer of the recall

What Dealers CANNOT Do

1. Cannot complete a sale
2. Cannot deliver impacted GEM products to consumers until the Safety Bulletin work is completed
3. Cannot allow a consumer to purchase and take an affected GEM product with them until the Safety Bulletin work is completed
4. Cannot warranty register an affected GEM until Safety Bulletin work is completed (unless delivered to the consumer prior to the release of the Safety Bulletin)
5. Cannot hold customers' vehicles in service against their will

What do I say to customers who ask if they can continue to operate their vehicle before it is serviced?

Owners can continue to operate their vehicles provided they confirm wheel lug nut torque is 40 lb-ft, in accordance with the pre-ride inspection outlined in the Owner's Manual. Owners should plan to have their vehicle repaired by a certified local dealer when the parts are available.

Will Polaris notify consumers?

Yes. Polaris will mail a standard consumer notification letter outlining the nature of this Safety Bulletin in the United States and Canada.

Should dealers notify consumers?

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles. Dealers should reference the STOP site for a list of their dealership's affected VINs.

Is training required before ordering parts or filing claims for this bulletin?

Yes, one person from the dealership needs to be certified before ordering parts and two people must be certified before warranty claims may be processed. 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.

Why is Polaris asking for dealers to complete the training and double check completed work?

As a fail-safe and best practice, Polaris is requiring technicians to complete the training and have all work completed double checked by the completing technician and by an Owner, Service Manager or Lead Technician. The signed document must be retained with their repair order. The bulletin repair time takes this labor into account for the standard flat rate time.

Why can't dealers file claims until training is completed?

Dealers must complete the bulletin training on University of Polaris before DEX will allow them to file bulletin claims. This training is critical to ensuring the updates are done correctly.

What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?

All affected units require lug nut kit 2207415, and eL XD vehicles also require 5454794 (QTY 4) hub caps. Dealers can order their desired quantity of kits on a daily order, however they will not be available to start shipping until early July, 2017.

Are parts available for this repair?

Polaris is working with suppliers to expedite parts, however they will not be available to start shipping until early July, 2017.

Are the kits returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts.

Will Dealers have all of the appropriate tools to complete this recall?

Yes, this repair procedure requires basic shop tools.

Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the update.

How does a dealer warranty register a unit that a customer has paid for and taken delivery of PRIOR to the STOP SALE announcement?

The warranty registration capability is disabled for all units with open safety bulletins. If the unit has not been paid for, or if the unit has not yet been delivered to the customer, you should retrieve or hold the unit until repairs have been completed.

In the event that a warranty registration must be completed, please submit an Ask Polaris case using Sales Question> Wholegoods Question and include the following:

- Completed PCDX Customer Information and Customer Delivery form
- Sales invoices: Paper & DMS
- Copies of form of payment document or payment check
- Copies of purchaser's identification
- Copies of the state registration forms unless the registration was VERY recent and this has not yet been obtained
- The promo selection for the unit (Program Number, Rebate Amount, Promotional Financing, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

* Warranty Registrations that are received and processed by Polaris more than three (3) days after the date of the retail delivery of the unit to the customer will not qualify for any financial incentives and may be assessed a \$300 late fee.

If you have questions that are not addressed in this document or in the Service Bulletin document, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.