

2015-2017 SLINGSHOT – Swingarm Rubber Grommet Installation

What is the purpose of the T-17-04 Safety Bulletin?

Polaris has determined that (PN 2207085-XXX) swingarm kits being shipped to dealers, for Safety Bulletin T-16-06 swingarm replacement, did not include two rubber grommets in the swingarm. Installation of these grommets will help keep debris and moisture from entering the swingarm casting.

What make & model year is included in this bulletin?

2015-2017 Slingshot SL / LE / SLR completed under safety bulletin T-16-06 prior to May 19, 2017.

Is every model year 2015-2017 Slingshot SL / LE / SLR vehicle affected?

NO, not all model year 2015-2017 Slingshot SL / LE / SLR vehicles are impacted, only those completed under safety bulletin T-16-06 prior to May 19, 2017.

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 and STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are updated. It is NOT a STOP RIDE for consumers.

What Dealers CAN Do

1. Can display impacted Slingshot products
2. Can quote new Slingshot 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 Slingshot 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 Slingshot products to consumers until the Safety Bulletin work is completed
3. Cannot allow a consumer to purchase and take an affected Slingshot product with them until the Safety Bulletin work is completed
4. Cannot warranty register an affected Slingshot 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 it's safe to ride their vehicle before it is serviced?

Owners can continue to drive their vehicles; however, they should plan to have it repaired by a certified local dealer when the repair procedure is 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?

No, dedicated training is not required beyond the information outlined in the Bulletin.

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

If the grommets are confirmed to be missing after performing the inspection, grommet part numbers 5414601 & 5414602 are required. Dealers can order their desired quantity of parts on a daily order.

Are parts available for this repair?

Yes. Polaris has sufficient parts in stock to fill anticipated dealer orders.

What should dealers do with 2207085-XXX swing arm kits in dealer inventory?

Refer to the latest version of Safety Bulletin T-16-06 which was updated to instruct dealers to use the grommets from the original swingarm, if needed. Team Tip T-17-05-01 also has information relating to this topic.

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.