



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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: 18V-485
Subject: 2011-2016 Classic GEM eLXD

Frame Inspection
PLEASE READ IMMEDIATELY

VIN L-18-03

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 Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in some model year 2011-2016 Classic GEM eLXD GEM vehicles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

GEM has determined that some 2011-2016 Classic GEM eLXD vehicles may have been manufactured with a frame that does not meet Polaris quality standards. The lower main frame tube may crack which can result in failure of the secondary upper cab frame. If the upper cab frame fails, it can increase the risk of injury or crash.

What GEM and your dealer will do:

GEM has issued a Safety Recall Bulletin to all GEM dealers, with the appropriate instructions to inspect and install a frame stiffener kit on affected vehicles. Repairs will be made at an authorized GEM dealer at no cost to you. The actual repair should take under three and a half 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 Polaris Owner Connections 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 believe that the GEM 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