



SAFETY BULLETIN

Release Date: August 15, 2018

LEV

Communication #: L-18-03-A

Model Year(s): 2011-2016

— Confidential and Proprietary —

VERSION: R02 (December 18, 2018)

****Changed from Stop Sale to Safety Bulletin****

IMPORTANT STOP SALE SAFETY NOTICE!

Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.

IMPORTANT

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

SUBJECT: CLASSIC GEM ELXD FRAME

PURPOSE

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.

To correct this concern, GEM has released this Safety Bulletin instructing dealers to inspect the frame for cracking and install frame stiffener brackets.

AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2011-2016	Classic GEM eLXD	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected VINs.

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Polaris will be mailing a notification letter to consumers affected by this Bulletin.

WARRANTY CLAIM PARTS INFORMATION

Bulletin/Advisory parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this bulletin. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

MAIN FRAME – INSPECT / REPAIR	
Bulletin #	L-18-03-A
Claim Type	SB (Service Bulletin)
Labor Allowance	3.5 hours (210 minutes)
Part Number / Description	2208013 (QTY 1) K-STIF,FRAME
Parts Availability	Available to order
University of Polaris Video Training Required	Yes ¹

¹Polaris 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 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 30 minutes of labor:

Enter the actual labor time for the removal and installation into the Accessory R&R Min Field on the bulletin claim.

For accessory removal and installation over 30 minutes 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-18-03 in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 107/163/122.
5. Add part 0000541, quantity 1.
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Polaris.

US & CANADA TRANSPORT & MOBILE SERVICE REIMBURSEMENT

Polaris will authorize up to 1.0 hour of labor to perform the bulletin. Wholegood stock vehicles are not eligible for travel/transport coverage reimbursement. Polaris recommends that dealers work with vehicle owners to determine the best solution for their situation. To obtain travel/transport reimbursement, enter the actual labor time up to 1.0 hour, into the Travel Hours or Travel Minutes on the bulletin claim.

BULLETIN CONTACT LIST & SCHEDULING TOOL

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled for this bulletin. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service. For more information, log in to <http://www.universityofpolaris.com>.

COVERAGE PERIOD

Coverage will begin on December 18, 2018. This bulletin has no expiration date.

UNIVERSITY OF POLARIS TRAINING REQUIREMENT

Each member of your service department team must complete the training on University of Polaris prior to completing **ANY** work, or submitting **ANY** warranty claim for this Bulletin. You must complete the entire course on University of Polaris in order to get credit.

www.universityofpolaris.com

PARTS RETURN / DISPOSAL INFORMATION

Under no circumstances shall the parts removed 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 communication) is taken out of circulation and disposed of properly or returned to Polaris (if required).

REPAIR AUDIT INFORMATION

IMPORTANT

Several steps of this procedure require an audit by a service manager, owner, or lead technician that completed the bulletin training but did not complete the repair. Please note that there is NOT an associated Dealer Confirmation document that needs to be completed and retained by the dealer.

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/video. This feedback form is viewable on a mobile device by scanning the QR code or by clicking [here](#) if viewing this document electronically.



FRAME INSPECTION PROCEDURE

IMPORTANT

Affected eLXD frames must be carefully inspected to determine which course of action must be taken, FRAME REPAIR (L-18-03-A) or ASK POLARIS (L-18-03-B).

VISUAL INSPECTION

1. Park the vehicle on a flat surface and apply the parking brake.
2. Raise and support vehicle on suitable hoist.

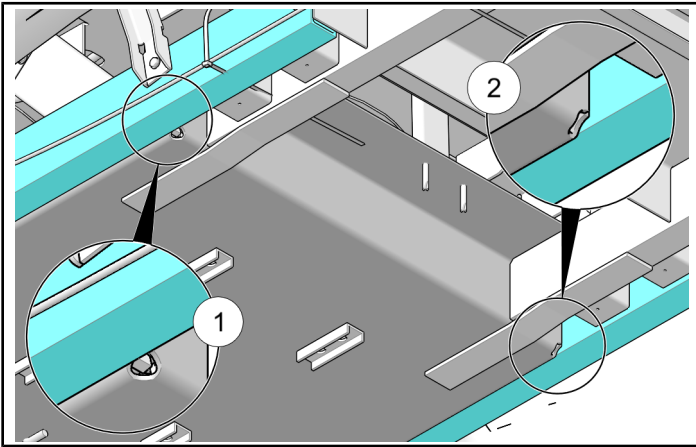
⚠ WARNING

Use care when supporting vehicle so that it does not tip or fall. Severe injury or death may occur if the machine tips or falls

3. If necessary, clean any dirt or debris off of the frame rails and battery tray prior to performing inspection.

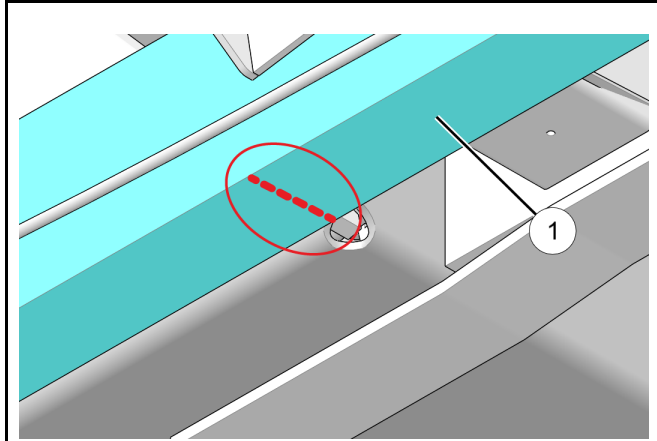
Outer Rail Inspection

4. On the underside of the vehicle, locate area ① and ② on the outer frame rails.

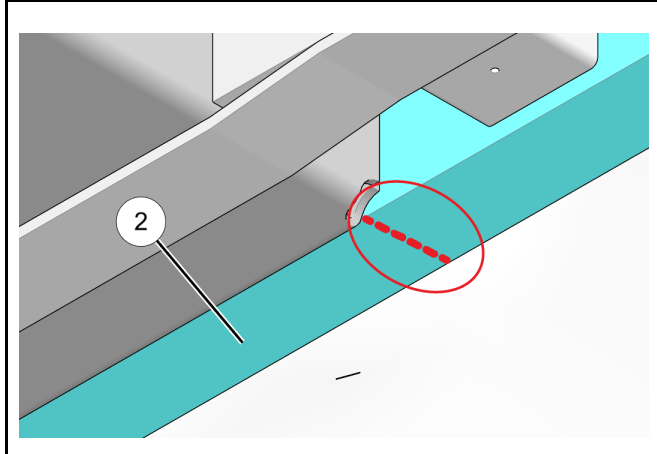


5. Using a suitable flashlight, inspect the outer frame rails where they meet the leading edge of the battery tray.

Right Outer Frame Rail ①



Left Outer Frame Rail ②



IMPORTANT — AUDIT STEP

A secondary dealer representative must inspect the outer frame rails where the rails meet the leading edge of the battery tray

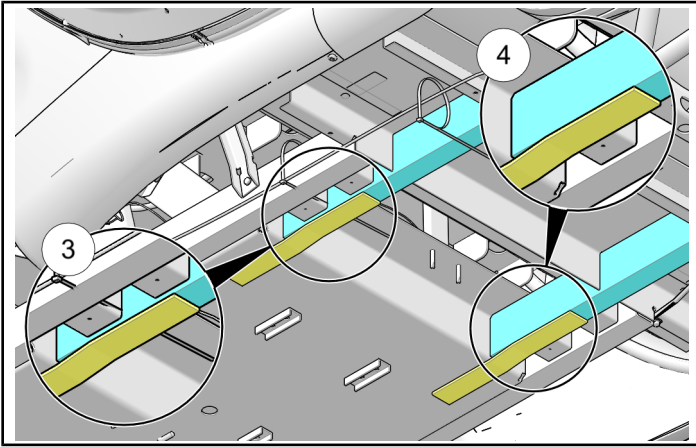
STOP!

If both of the outer frame rails are not cracked, proceed to Inner Rail Inspection, [page 5](#).

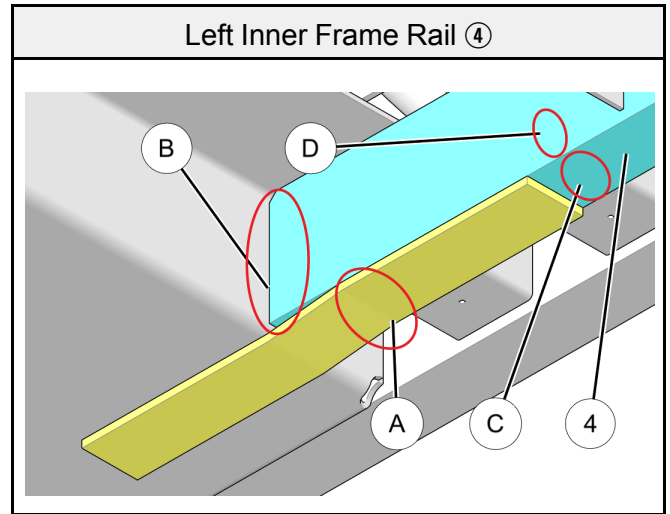
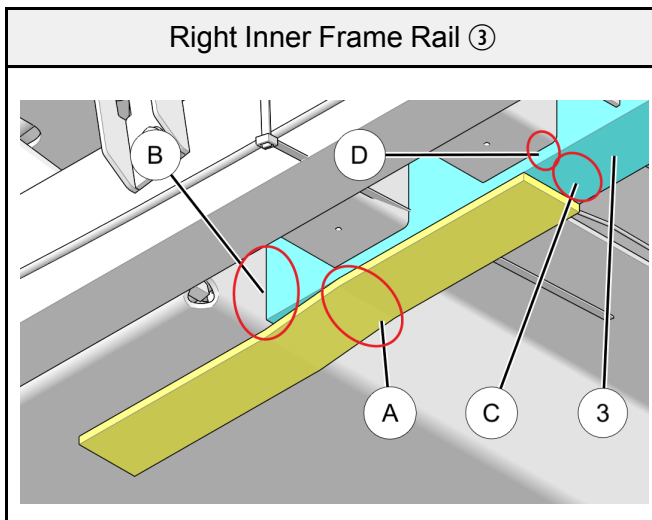
If either of the outer frame rails show signs of cracking, proceed to the ASK POLARIS portion of this bulletin found on [page 14](#).

Inner Rail Inspection

6. On the underside of the vehicle, locate area ③ and ④ on the inside frame rails just in front of the frame straps.



7. Using a suitable flashlight, inspect the following areas for cracks:
- ① - Bottom side of frame straps
 - ② - Vertical welds where the inner frame rails meet the battery tray
 - ③ - Bottom side of inner frame rail along the front edge of the frame rail straps.
 - ④ - Vertical sides of inner frame rail near the front edge of the frame rail straps.



IMPORTANT — AUDIT STEP

A secondary dealer representative must inspect the inner frame rails and surrounding welds where the frame rail straps meet the frame rails and the welds where the inner frame rails meet the battery tray.

STOP!

If both of the inner frame rails and surrounding welds are not cracked, proceed to FRAME STIFFENER KIT INSTALLATION, [page 9](#).

If bottom sections, ① and/or ③ are showing signs of cracking, and there are no signs of cracking on the vertical sections ② or ④, proceed to FRAME DEFLECTION INSPECTION, [page 6](#).

If either vertical sections, ② or ④, show signs of cracking, proceed to the ASK POLARIS portion of this bulletin found on [page 14](#).

FRAME DEFLECTION (SAG) INSPECTION

Tools Needed:

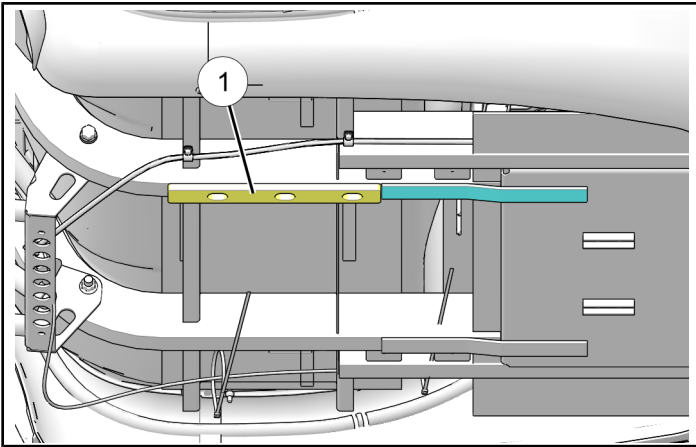
- 48" Level (or suitable straight-edge)
- 1/2" thick bar stock or board (12" minimum length)
- Measuring Tape or Ruler

1. Park the vehicle on a flat surface and apply the parking brake.
2. Raise and support vehicle on suitable hoist.

⚠ WARNING

Use care when supporting vehicle so that it does not tip or fall. Severe injury or death may occur if the machine tips or falls

3. Starting on the left side inner frame rail, place 1/2" thick piece of bar stock ① (or similar) in position on frame as shown.

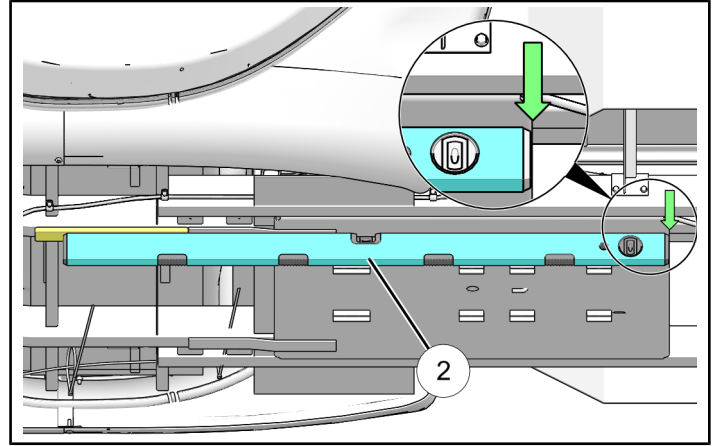


← Front of Vehicle

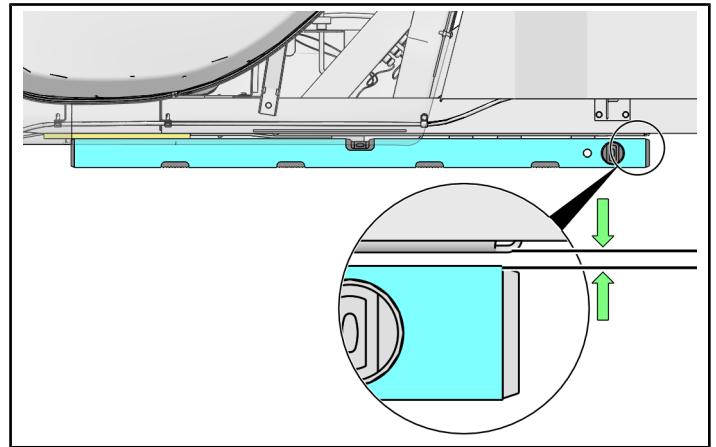
NOTICE

The bar stock should be placed just in front of the frame strap.

4. Hold 48" level ② tight against the bar stock with the trailing edge aligned with the rear of the battery tray as shown.



5. With the bar stock and level held in place, have an assistant measure the gap between the rear of the battery tray and the trailing edge of the level as shown.



MEASUREMENT

Acceptable Deflection:
24mm or LESS

6. Repeat steps 1-5 on the right side inner frame rail.

IMPORTANT — AUDIT STEP

A secondary dealer representative must verify the frame deflection measurement on both frame rails.

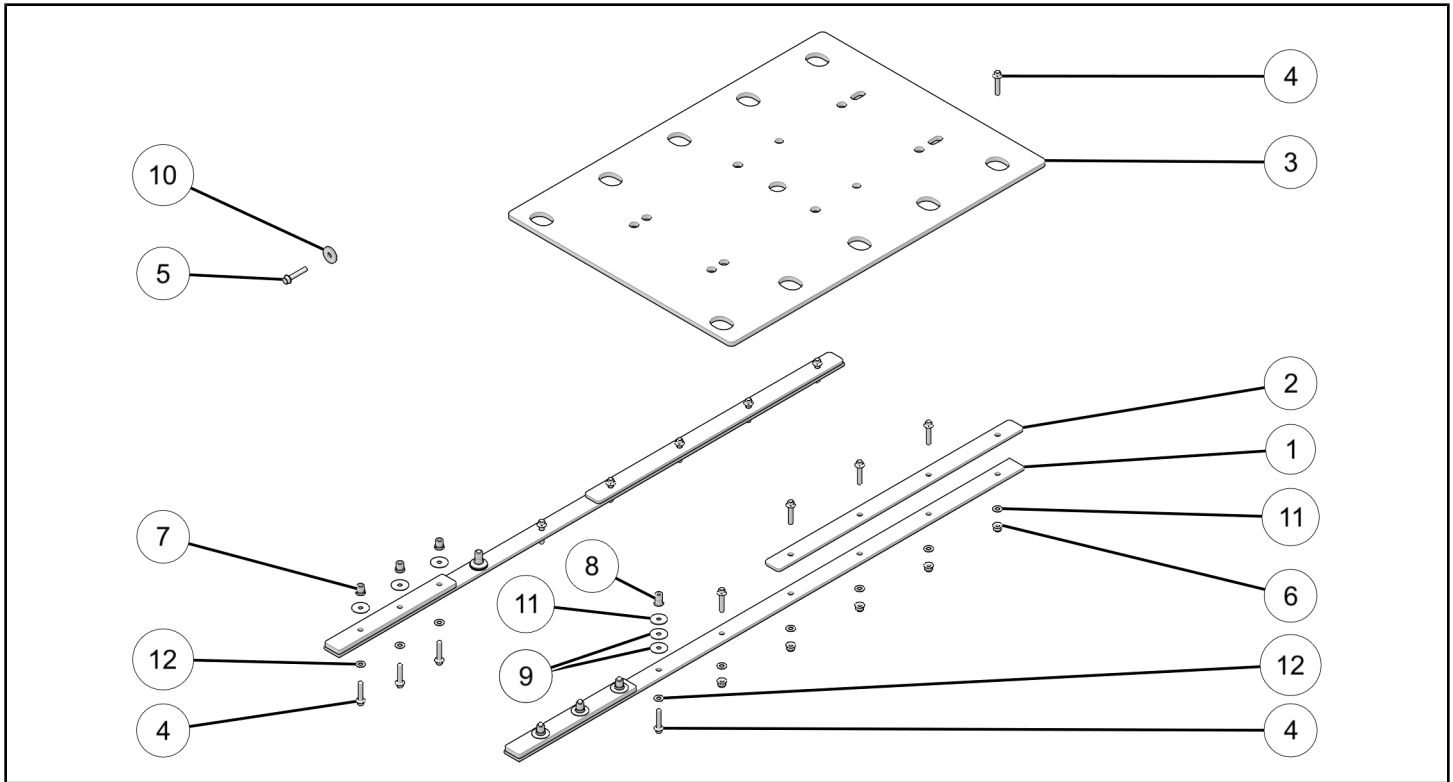
STOP!

If the gap on both frame rails is **24mm or LESS**, proceed to FRAME STIFFENING KIT INSTALLATION, [page 9](#).

If the gap on either frame rail is **25mm or GREATER**, proceed to the ASK POLARIS portion of this bulletin found on [page 14](#).

L-18-03-A REPAIR

KIT CONTENTS (2208013)



REF	PART NUMBER	DESCRIPTION	QTY
①	1024875	WELD-STIF	2
②	5267877	BRKT-FLAT, STIF	2
③	5452565	BASE-BTRY TRAY, FULL	1
④	7517881	SCR-HXFL - M8 X 1.25 X 40 8.8 ZPB	18
⑤	7516732	SCR-HXFL-M8X1.25 <i>Use these fasteners when the frame has a deflection that does not allow 7517881 to be used.</i>	10
⑥	7547332	NUT-M8 X 1.25, FLG, NYLOC - OLIVE D	10
⑦	7547788	NUT-RIVNUT, M8 X 1.25	6
⑧	7547229	NUT-RIVNUT	2
⑨	7555716	WASHER - .328 X 1.25 X 16GA, FL-Y "THIN" thickness of the large diameter washers	28
⑩	7555761	WASHER, 31.75 X 3.30 X 9.78 "THICK" thickness of the large diameter washers	20
⑪	7556175	WASHER - .325 X 1.20 X .090, FL-Y "MEDIUM" thickness of the large diameter washers	10
⑫	7558402	WASHER - .344 X .688 X .063, FL-Y Small diameter washers	18
-	8560228	LOCTITE-263, 0.5ML, RED	1
-	9929582	INSTR-K, STIF, FRAME	1

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TOOLS REQUIRED

- 3/8" Power Drill
- 17/32" or 13.5mm Drill Bit
- 3/8" Drill Bit
- M8 Rivet Nut Installation Tool
- 13mm Socket
- Assortment of C-Clamps
- 3/8" Torque Wrench
- T40 Torx
- Measuring Tape or Ruler

FRAME STIFFENER KIT INSTALLATION

IMPORTANT

The following procedure summarizes the installation of the Frame Stiffening Kit (PN: 2208013). For additional information pertaining to GEM service, please reference the appropriate GEM Service Manual. If you have any questions that cannot be answered by the service manual please contact GEM Technical Service.

1. Turn OFF the master disconnect switch. (See MASTER DISCONNECT SWITCH section of the service manual)
2. Remove the bench seat base. (See BENCH SEAT section of the service manual)
3. Remove the utility bed assembly (See UTILITY BED section of the service manual)
4. Remove all batteries from the battery tray. (See BATTERY REMOVAL section of the service manual)

CAUTION

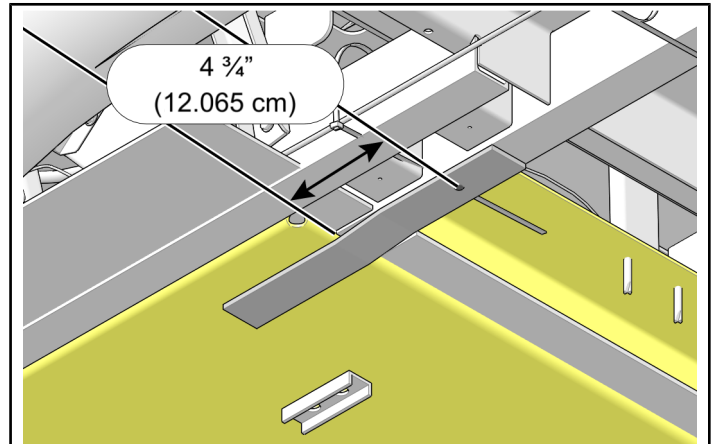
Electrical shock or circuit damage may occur if the service disconnect is not disconnected.

5. Raise the vehicle on a suitable hoist, leaving clear access to the frame rails.

WARNING

Use care when supporting vehicle so that it does not tip or fall. Severe injury or death may occur if the machine tips or falls

6. Drill first hole centered on front main frame tube 4 3/4" (12.065 cm) forward of the battery tray. See image below for reference. Drill hole to 17/32" bit. Do the same on both sides.



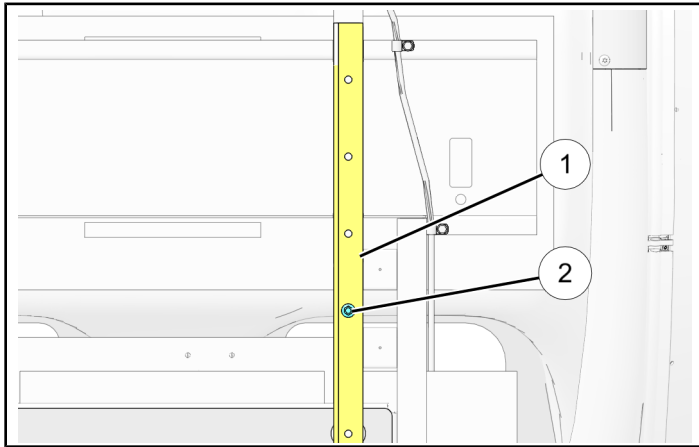
Front of Vehicle →

7. Using rivet-nut installation tool, install long M8 rivet-nut (7547229) into each frame tube.

NOTICE

The rivet-nut installation tool stroke should be set to .125" otherwise, the rivet-nut will not be properly retained in the frame.

8. Attach weld-stiffener ① using M8 fastener ② (7517881) to bottom of frame tube with spacer welded end to the front of the vehicle. Be sure to install “THIN” washer (7555716) and “MEDIUM” washer (7556175) between the stiffener and frame strap so the welded spacer is flat against the frame. Tighten fastener until snug. Do not torque or loctite as the bolt will be removed.

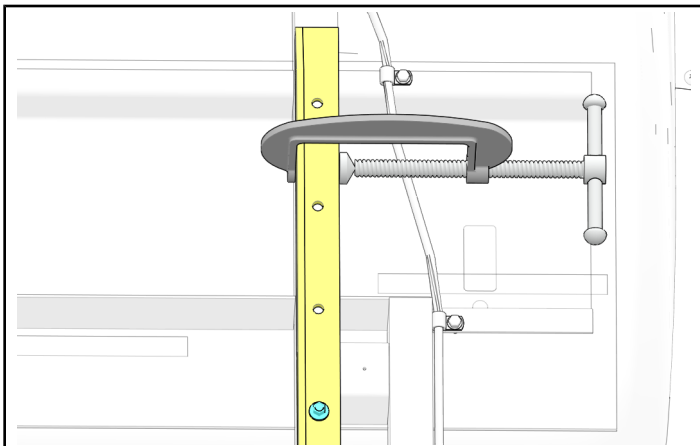


↑ Front of Vehicle

NOTICE

If any weld extends beyond the bottom of the frame tube or the battery tray and interferes with the weld-stiffener, grind the excess weld flat.

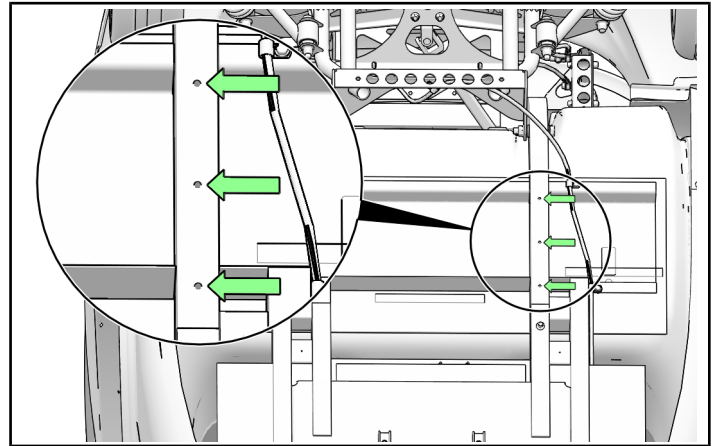
9. Clamp stiffener to front frame tube using C-clamp.



10. Using the weld-stiffener as a hole template, drill the eight remaining holes on each side with the 3/8" drill bit through the frame and battery box.

11. Remove the C-clamp, fastener, and weld-stiffener from the frame.

12. Using the 17/32" drill bit, drill the front three previously drilled holes in each front main frame tube to 17/32" holes.



13. Install three short M8 rivet-nuts (7547788) into each main frame tube using rivet-nut installation tool.

NOTICE

The rivet-nut installation tool stroke should be set to .250" otherwise, the rivet-nut will not be properly retained in the frame.

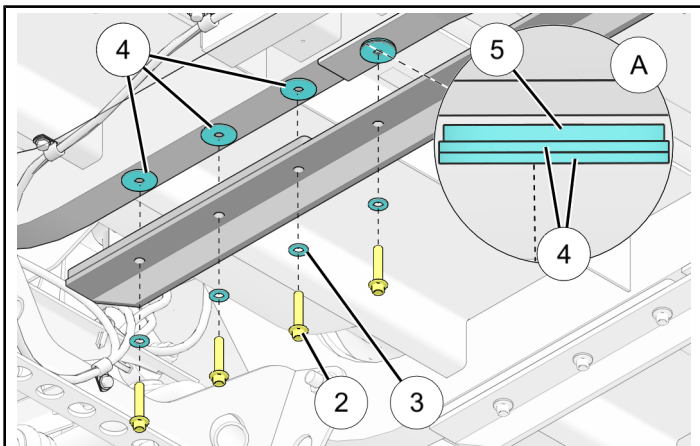
IMPORTANT — AUDIT STEP

A secondary dealer representative must inspect the installation of the rivet-nuts to ensure that they have expanded and properly retained in the frame.

14. Assemble weld-stiffener with spacer welded end to the front of the vehicle using four M8 fasteners (7517881) ② and washers (7558402) ③ to the front four holes first. Apply Loctite 263 to each screw prior to installation.

- For the front three holes of the frame tube, install "THIN" washer (7555716) ④ between the weld-stiffener and the frame.
- Be sure to install "THIN" washers (7555716) ④ and "MEDIUM" washer (7556175) ⑤ between the stiffener and frame strap for the rear washer stack ①.

Repeat for remaining side.

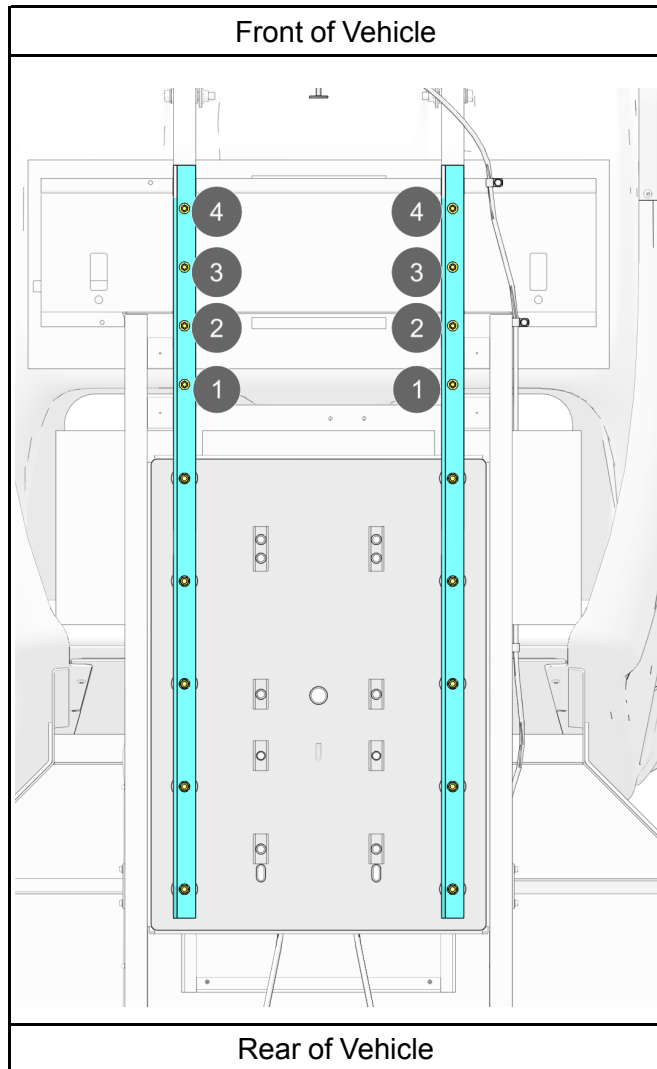


← Front of Vehicle

NOTICE

Add "THICK" washer(s) (7555761) as needed to the rear washer stack ① to properly fit the gap between the weld-stiffener and frame.

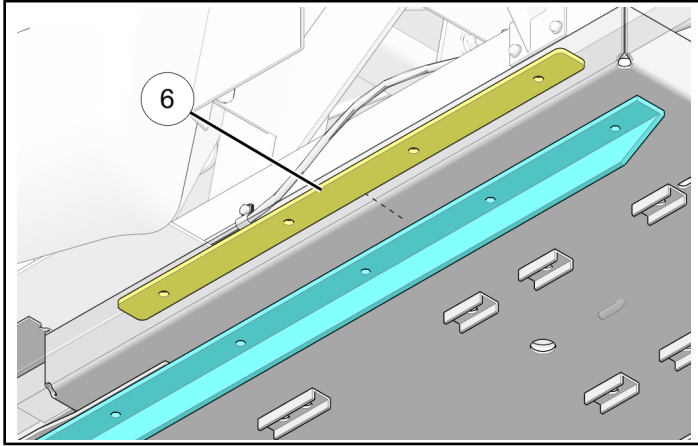
Torque fasteners 1-4 to specification following sequence shown in below image. Repeat for remaining side.



TORQUE

Stiffener Fasteners:
20 ft-lbs (27 Nm)

15. Install the rear spacer ⑥ between the weld-stiffener and battery box. Repeat for remaining side.

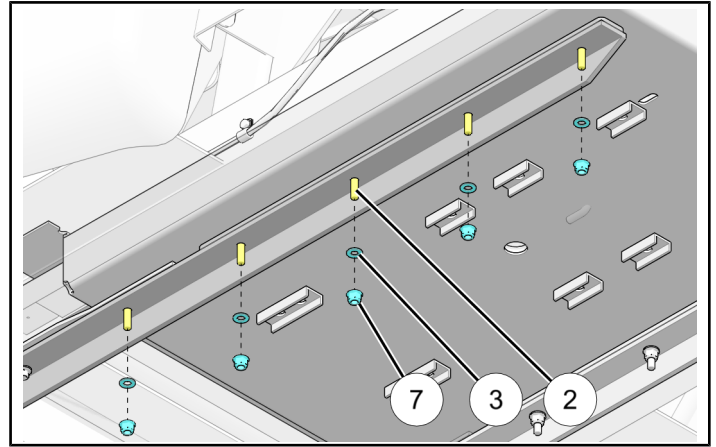


Rear of Vehicle →

NOTICE

The rear spacer should be placed behind the frame strap. If needed, "THICK" washers (7555761) or "THIN" washers (7555716) should be installed between the weld-stiffener and the rear spacer to ensure the entire length of the rear spacer is up against the battery box.

16. Loosely assemble fasteners (7517881) ② in five rear holes with the bolt head inside the battery box so the nut will be installed from under the vehicle. Assemble nut (7547332) ⑦ with washer (7558402) ④ to bolt from bottom side of battery box. Repeat for remaining side.

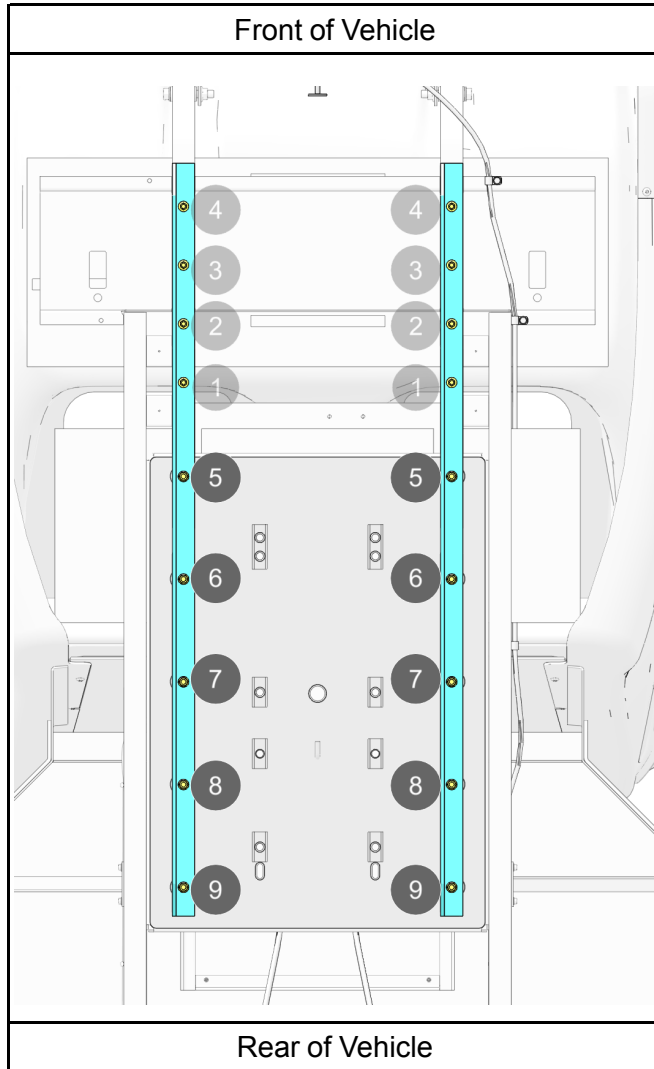


IMPORTANT

Use black bolts (7517881) for weld-stiffener installation. If required, use yellow bolts (7516732) for frames with a larger frame deflection.

Ensure the bolt heads are inside the battery box.

Torque fasteners 5-9 to specification following sequence shown in below image. Repeat for remaining side.

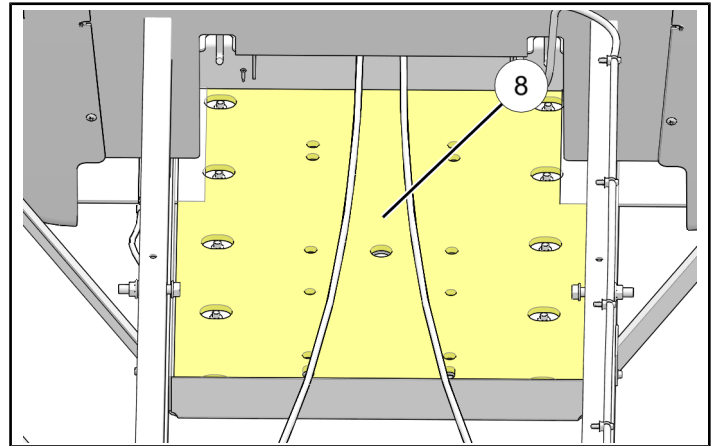


TORQUE
Stiffener Fasteners:
20 ft-lbs (27 Nm)

IMPORTANT — AUDIT STEP
A secondary dealer representative must verify all stiffener fasteners have been torqued to specification.

17. Lower vehicle.

18. Install plastic spacer ⑧ in bottom of battery box.



19. Reinstall the batteries. (See BATTERY INSTALLATION section of the service manual)

TORQUE
Deka 8V Gel Batteries:
95 - 105 in-lbs. (10.7 - 11.9 Nm)

TORQUE
Deka 12V Gel/EV31 Batteries:
120 - 180 in-lbs. (13.6 - 20.3 Nm).

IMPORTANT — AUDIT STEP
A secondary dealer representative must inspect the battery cables to ensure they are torqued/tightened properly

20. Install the utility bed assembly (See UTILITY BED section of the service manual)

21. Install the bench seat base. (See BENCH SEAT section of the service manual)

22. Turn ON the master disconnect switch. (See MASTER DISCONNECT SWITCH section of the service manual)

23. File a claim for L-18-03-A.

L-18-03-B ASK POLARIS

Vehicles that DO NOT PASS the frame inspection outlined in this bulletin should not be considered safe, and require further evaluation. Follow the procedure below to submit an ASK Polaris case:

IMPORTANT

All requested images and documentation must be attached to the case to help expedite the process.

1. Go to your dealer homepage and start an ASK Polaris case
2. Click on 'Service & Warranty Question'.
3. Click on 'Vehicle Diagnostic Question'.
4. In the **Description of Diagnostics / Symptom** field, enter: L-18-03-B
5. Include the following information / attachments:
 - a. **Vehicle photos – Front / Back / Left Side / Right Side / Battery pack / Odometer**
 - b. **Frame photos – Any signs of fatigue or cracking**
 - c. **Vehicle odometer reading**
 - d. **List of accessories that have been added to the vehicle**
 - e. **Summary of vehicle condition**
 - f. **Age / condition of vehicle battery pack**

Once GEM Technical Service has reviewed the case and determined the proper course of action, additional guidance will be provided in the case as well as instructions on when to file a claim for L-18-03-B.

Do not allow the machine to be operated. If the vehicle does not pass the frame inspection, do not install the frame stiffener kit or file a warranty claim for either L-18-03-A OR L-18-03-B until directed by GEM Technical Service.



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