



URGENT SAFETY RECALL NOTICE

L-18-03 2011-2016 Classic GEM eLXD
Frame Inspection

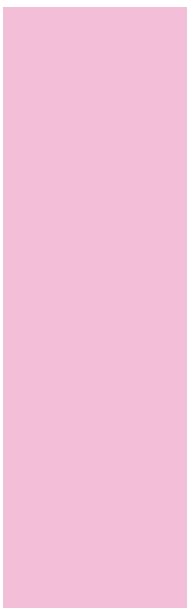


Operating your vehicle without having this recall performed may increase a safety risk to riders.

Contact your GEM dealership immediately

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

**2ND NOTIFICATION
ACTION REQUIRED!**



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. You are being sent this notification because our records indicate you have not had this recall completed.

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 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.

DO NOT OPERATE YOUR VEHICLE UNTIL THIS SAFETY RECALL HAS BEEN COMPLETED BY YOUR GEM DEALER.

What your dealership 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.

This notice was mailed to you according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your local GEM dealer to complete a transfer of ownership. 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 need assistance contacting or locating a GEM dealer, or if you have questions your GEM dealer is not able to address, you may contact our Polaris Owner Connections Department at 1-855-743-3436, scan the QR code, or go to www.polaris.com/en-us/contact/.



If you believe that the GEM Division of Polaris 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 www.safercar.gov.

We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world class products for riders to enjoy.

Sincerely,

The GEM Team

For the latest updates to this safety recall, or to check if your vehicle is part of another safety recall, scan the QR code, or go to www.polaris.com/en-us/on-road-recalls/.

