



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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: **INSERT VIN HERE**

Recall Campaign: 18V-484

Subject: 2016-2017 GEM

DRIVE-MODE

PLEASE READ IMMEDIATELY

VIN L-18-02

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 2016-2017 GEM vehicles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

GEM is issuing a STOP Sale on certain GEM vehicles. Some 2016-2017 GEM vehicles built through 03/09/2017 have a drive-mode switch that may send an incorrect signal, and therefore does not meet Polaris quality standards. The result may be the vehicle entering an unintended drive mode, other than the mode selected. If the operator intends to go forward, but the vehicle reverses instead, there could be an increased risk of a crash.

What GEM and your dealer will do:

GEM is currently evaluating a comprehensive repair for this concern. At the time of availability, GEM will notify dealers and notify you by mail. When the final repairs are available, your GEM dealer will be authorized to complete them at no cost to you.

What you should do:

GEM will be sending you a follow-up communication regarding the next steps for completing this bulletin.

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 GEM Consumer Service 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 have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact the GEM Consumer Service Department using the contact information above.

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