



Seat Base Frame Inspection/Replacement Safety Bulletin FAQ

Version: R01 (March 27, 2018)

What is the purpose of the T-18-01 Safety Bulletin?

A small number of Slingshot vehicles may have been manufactured with defective seat base frames, including one or both of the following issues:

- Driver-side and passenger-side seat base frames may have been improperly manufactured, lacking one or more welds. The absence of one or more welds can compromise the strength of the mount and cause the seatback frame and/or seatbelt buckle to separate from the seat base frame, increasing the risk of injury during a crash.
- Driver-side seat base frames may contain a seat slider defect which may cause the seat to slide without driver input during acceleration or braking events, increasing the risk of a crash.

To address this concern, dealers should follow the inspection process outlined in Part A of the bulletin to ensure all seat base frame welds are present. Additionally, for driver-side seats, complete a driver seat slider test to ensure the mechanism is engaging properly. If a defect is found during the inspection, replace the seat base as directed in the instructions of this bulletin.

What make & model year is included in this bulletin?

2015-2018 Slingshot / SL / SLR / GT.

Is every model year 2015-2018 Slingshot / SL / SLR / GT vehicle affected?

NO, not all vehicles are impacted.

How can a dealer see which units in inventory are impacted by this?

1. Login to the dealer website (DEX).
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 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.

NOTE: Unit Inquiry can always be used to check an individual VIN.

Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are updated.

What Dealers **CAN** Do

1. Can quote new products.
2. Can accept deposits from consumers as a reservation for a future sale.
3. Can utilize PCDX to begin setup and PDI (except for test ride).
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required.

What Dealers **CANNOT** Do

1. Cannot complete a sale.
2. Cannot deliver impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

Will Polaris notify consumers?

Yes. Polaris will mail a standard consumer notification letter outlining the nature of this 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?

Yes, one person from the dealership needs to be certified before ordering parts or filing claims for the T-18-01-A INSPECTION ONLY portion of the bulletin. Two people must be certified before warranty claims may be processed for the other bulletin variations that require parts.

Why is Polaris asking for dealers to complete the training and double check completed work?

As a fail-safe and best practice, Polaris is requiring technicians to complete the training and have all work completed double checked by the completing technician and by an Owner, Service Manager or Lead Technician. The signed document must be retained with their repair order. The bulletin repair time takes this labor into account for the standard flat rate time.

Why can't dealers file claims until training is completed?

Dealers must complete the bulletin training on University of Polaris before DEX will allow them to file bulletin claims. This training is critical to ensuring the updates are done correctly.

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

Parts are needed only if the inspection reveals a failed driver-side seat base slider test or missing welds on either the driver or passenger-side seat bases. Dealers must submit an Ask Polaris case for authorization to order parts.

Are the kits returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts.

What should dealers do with related service parts in dealer inventory?

Refer to the bulletin for detailed instructions to file a single Parts Stock claim for all inventory of the following parts.

- 2686180 Weld-Frame, Seat, BTM, LH
- 1023138 Weld-Frame, Seat, BTM, LH
- 1021240 Weld-Frame, Seat, BTM, RH

Will Dealers have all of the appropriate tools to complete this bulletin?

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 affected by the stop sale. 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 bulletin, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.