



2017-2018 Slingshot Brake Pedal Clevis Pin Clip Inspection- Safety Bulletin FAQ

Version: R01 (May 17th, 2018)

What is the purpose of the T-18-02 Safety Bulletin?

A small number of Slingshot vehicles may have been manufactured with a brake pedal clevis pin clip that was not installed properly. A misassembled or absent clevis pin clip may allow the clevis pin to back out of the assembly thereby preventing the brake pedal from functioning as intended and increasing the risk of a crash.

To address this concern, dealers should follow the inspection process outlined in Part A to ensure the clip securing the brake pedal pin is properly installed. If the clip is missing, damaged, or found to be improperly installed during the inspection, you will need to start an ASK Polaris case for repair instructions and warranty claim processing.

Note: Only a small number of vehicles will exhibit the manufacturing defects described above. The required inspection outlined below will resolve the majority of the affected population without requiring brake pedal clevis pin / clip replacement.

What make & model year is included in this bulletin?

2017-2018 Slingshot S / SL / SLR / GT models

Is every model year 2017-2018 Slingshot S / SL / SLR / GT vehicle affected?

No, not all model year 2017-2018 Slingshot 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/or a STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are inspected, and updated if required. This is not a STOP RIDE for consumer vehicles.

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
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 newly purchased 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, and before warranty claims may be processed.

Why is Polaris asking dealers to complete the training?

As a fail-safe and best practice, Polaris is requiring technicians to complete the training.

Is a check-back by a secondary dealer representative needed to verify the work of this bulletin?

No. Due to the nature of this inspection procedure, a secondary representative does not need to complete a second inspection of the same items. However, the technician completing the inspection should adhere to each step in the bulletin document, ensuring that all visual and movement inspections are complete.

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 inspection/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 missing or compromised brake clevis pin and/or clip. If parts are required, dealers should submit an Ask Polaris Case -> Service and Warranty Question-> Authorization: Non-cosmetic & Polaris ESC. The Ask Polaris team will then work with dealers to place an order for the required parts.

Are parts returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts. Submit an Ask Polaris case to order parts once the actual need is determined based on completing the visual inspection.

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

A flashlight is the only tool required to perform the inspection and update.

Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of labor for the inspection, and parts and labor to perform any required updates.

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 > Whologoods 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.