



# 2011-2016 Classic GEM eLXD Frame Safety Bulletin FAQ

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Version: R02 (December 18, 2018)

## **When was the Stop Sale originally announced and what is the updated action?**

GEM originally announced a Stop Sale on August 15, 2018. Today that communication has been updated with Safety Bulletin L-18-03. The Safety Bulletin outlines the repair procedure.

## **What is the purpose of the L-18-03 Safety Bulletin?**

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.

## **What make & model year is included in this Safety Bulletin?**

2011-2016 Classic GEM eLXD. This does NOT include the GEM eLXD vehicles with the new body style.

## **Is every model year 2011-2016 GEM eLXD vehicle affected?**

Yes, all Classic GEM eLXD vehicles are impacted for these years. The 2016 GEM eLXD vehicles with the new body style are NOT affected.

## **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.

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

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## **Is this a STOP SALE and a STOP RIDE?**

This is a STOP SALE until wholegood stock vehicles are updated as needed. This is NOT a STOP RIDE for consumers.

## **What dealers CAN do prior to performing the procedure:**

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 – see the last page of this FAQ for instructions and guidelines.

## **What dealers CANNOT do prior to performing the procedure:**

1. Cannot process or complete a sale.
2. Cannot deliver newly 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 GEM notify consumers?**

Yes. GEM 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 two people must be certified before warranty claims may be processed.

### **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?**

The inspections in the bulletin procedure will determine if the following kit can be installed on affected vehicles. Dealers can order their desired quantity of parts on a daily order.

- 2208013 – FRAME STIFFENER KIT

A feature has been created within the DEX PG&A ordering system to help identify parts needed for this bulletin, as well as initial recommended order quantities. Take the University of Polaris training 'Item Availability and Daily Ordering' to learn more, or follow the instructions below:

#### DEX Homepage-> PG&A-> Start a New Purchase Order

- 1.) From the Purchase Order Homepage, select Bulletin Ordering
- 2.) Choose the impacted Product Line and Bulletin Number
- 3.) A full parts list will populate. Simply choose the items you would like to order, and enter an Order Quantity

\*\*Reference the Initial Recommended Ordered Quantity for a recommendation from Polaris on the amount of inventory to order. Use the recommendation in conjunction with the Open VIN List from the STOP site to determine an order amount that's right for your dealership. Keep in mind that bulletin parts are non-returnable.

### **What if parts are showing on backorder or not available?**

Dealers should still place orders for the quantities required. It's important to get all orders entered into the system so Polaris can track demand and keep parts flowing to dealers.

### **Are the kits returnable if a dealer over orders?**

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

### **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 that is in the customer's possession 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 Safety Bulletin, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.**