



2011-2016 Classic GEM ELXD Frame Stop Sale FAQ

Version: R01 (September 13, 2018)

What is the purpose of the L-18-03 Stop Sale?

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. GEM is currently evaluating a comprehensive repair for this concern. At the time of availability, GEM will re-issue this communication with additional repair information.

What make & model year is included in this stop sale?

2011-2016 Classic GEM eL XD. 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.

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 as needed. This is NOT a STOP RIDE for consumers.

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 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?

GEM did notify consumers by mail and will follow-up with an additional notification when the repair details are released. At that time, dealers should also contact owners of affected VINs.

When will the full bulletin repair be released?

GEM is currently targeting an early November release.

Will flooring be extended for impacted vehicles?

Yes, for a period of 60 days.

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 Stop Sale, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.