



# Seatbelt Guide Installation Safety Bulletin FAQ

---

Version: R01 (August 16, 2018)

## What is the purpose of the T-18-03 Bulletin?

Polaris has identified a concern with the seat belt safety system used on some Slingshot models. In the event of a side impact collision, the seat belt retractor mechanism on the side opposite the collision (e.g. the driver's side in a passenger side impact) may be compromised, which may cause it to fail. Failure of the seat belt retractor mechanism may increase the risk of injury. To correct this concern, Polaris has released this Safety Bulletin instructing dealers to install a driver and passenger-side seat belt guide.

## What make & model year is included in this bulletin?

2017-2019 Slingshot S / SL / SLR / GT.

## Is every model year 2017-2019 Slingshot S / SL / SLR / GT Slingshot vehicle affected?

Yes, 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 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 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. **Note: Parts availability will be limited through the beginning of September. Service appointments should be planned as shipping dates are confirmed on DEX or as parts arrive at the dealership.**

## 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 verified 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?

Affected units will require part number 2208021 (QTY 1) Kit, Seat Belt Guide to perform the Safety Bulletin. These kits can be placed on a daily order, and incremental kits will ship throughout August/September until orders are completely fulfilled.

### Are parts available now?

Our #1 goal is to get dealers enough parts to address affected customer owned units AND customers who want to buy. Initial quantities will be available by the end of August, but not in the quantity required to fix all affected units. To best service dealer and consumer needs, an initial allocation has been determined. **Each dealer must have 2 employees complete training module T-18-03 found on University of Polaris and place a parts order by 8p.m. CST on Thursday, August 23rd to ensure shipment of this initial allocation.** Dealers should expect to see kits arrive in incremental quantities until their full order has been fulfilled. By the end of September, we expect parts availability to cover all affected vehicles (inventory and customer).

A new feature has been created within the DEX PG&A ordering system to help identify parts needed for this bulletin. 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

### How does a dealer know if/when they're receiving parts?

Follow this path: DEX Homepage -> PG&A -> Purchase Order Inquiry. Once there, follow these steps:

Marketing	Finished Goods	PG&A	Service and Warranty	Accounting and Finance	Dealer Management
PO Number		Dealer Reference		Starting Date	Sort
<input type="text"/>		<input type="text"/>		One Week Ago	PO Number
Find	Search by Part Number				
Order Number	Vehicle Down	Status	Dealer Reference	Order Date	
M100043		Invoiced	US	03/28/18	
H224247		Invoiced	4933	03/28/18	
E229896		Invoiced	US	03/29/18	
P384132	REGULAR CUST ORDER	In Progress	4939	03/29/18	

Click on the Order Number containing the bulletin parts

Marketing	Finished Goods	PG&A	Service and Warranty	Accounting and Finance	Dealer Management		
Header - Order Number P384770							
PO Order Type	Regular Cust Order	Order Date	03/30/18				
Freight Method	Prepaid	Vehicle Down Order No					
Shipping Status	Best Way Ground	Ship To					
CASE #							
Parts Ordered							
Part Number	Invoice Number	Description	Qty	Qty Ship	Qty Back Order	In Prog	Tracking
286387103		IND MEN REVERSIBLE BELT-M	1	0	1	0	Track
286881806		MENS WRECKING CREW SWEAT-L	1	0	1	0	Track
2879586-410	0604688	KIT-HNDLBAR,PULLBACK,TOUR,POL	1	1	0	0	Track
2882251-650	0604688	K-PEG,PASS,N2,TI SLV	1	1	0	0	Track
<b>Order Totals</b>			<b>4</b>		<b>2</b>	<b>0</b>	
				\$370.96			

Items in the 'QTY Ship' category are on their way to the dealership

'QTY Back Order' items haven't shipped

'In Prog' items will ship in the next 1-2 days

### 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?

No. Special tool 5341728 will be included in each service kit to aid in pulling the seat belt from the retractor without damaging the material.

### Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the update.

### **Can I allow demos on Slingshots that haven't had T-18-03 performed?**

It's recommended that you provide demo rides only on Slingshots that have had the bulletin update performed. Since this is not a Stop Ride, Slingshots that haven't had the update performed can still be driven (both consumer and dealer vehicles), but are not recommended for demo use.

### **Will demo goals be adhered to?**

There will be no demo goals for August or September, but dealers can still claim \$25/ride.

### **Will flooring be extended?**

Parts will begin to flow to dealers consistently on a weekly basis starting the week of August 27<sup>th</sup>. As such, there is no plan to adjust flooring.

### **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.**