



2015-2016 Slingshot Backup Camera Stop Sale FAQ

Version: R01 (November 16 2018)

What is the purpose of the T-18-04 Stop Sale?

Polaris is issuing a STOP SALE for the following due to a backup camera that does not meet Polaris Quality Standards. Effective immediately until further notice;

- STOP SALE and STOP INSTALLATION of accessory infotainment kit (PN:2880603).
- STOP SALE of Model Year 2015–2016 Slingshot vehicles with listed infotainment kit or factory backup camera installed.
- STOP SALE of backup camera (PN:4015018).

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

What make & model year is included in this bulletin?

2015-2016 Slingshot S / SL.

Is every model year 2015-2016 Slingshot 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. 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 – see the last page of this FAQ for instructions and guidelines.

What Dealers CANNOT Do

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 Polaris notify consumers?

Polaris will be mailing a notification letter to consumers in the United States and Canada affected by this communication once a solution is identified.

Should dealers notify consumers?

Dealers do not need to notify consumers until repair details are available.

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

Dealers should stop selling infotainment kit PN 2880603 and backup camera PN 4015018. Once a solution is identified, it will include details about what actions dealers need to take with kits they have in inventory.

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.