



# SAFETY BULLETIN

Release Date: March 27, 2018

## SLI

Communication #: T-18-01

Model Year(s): 2015-2018

— Confidential and Proprietary —

**VERSION: R01 (March 27, 2018)**

### **IMPORTANT STOP SALE SAFETY NOTICE!**

**Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.**

#### **IMPORTANT**

If you are working with a printed copy, please verify you have the most current version of these instructions.

## **SUBJECT: SEAT BASE FRAME INSPECTION / REPLACEMENT**

### **PURPOSE**

A small number of Slingshot vehicles may have been manufactured with defective seat base frames, including one or both of the following issues:

- Driver-side and passenger-side seatbase frames may have been improperly manufactured, lacking one or more welds. The absence of one or more welds can compromise the strength of the mount and cause the seatback frame and/or seatbelt buckle to separate from the seat base frame, increasing the risk of injury during a crash.
- Driver-side seatbase frames may contain a seat slider defect which may cause the seat to slide without driver input during acceleration or braking events, increasing the risk of a crash.

To address this concern, dealers should follow the inspection process outlined in Part A to ensure all seatbase frame welds are present. Additionally, for driver-side seats, complete a driver seat slider test to ensure the mechanism is engaging properly. If a defect is found during the inspection, replace the seat base as directed in the instructions of this bulletin.

#### **NOTE**

Only a small number of vehicles will exhibit the manufacturing defects described above and require seat base replacement. The required inspection outlined below will resolve the majority of the affected vehicle population without requiring seat base replacement.

## AFFECTED MODELS

MODEL YEAR	MODELS	VEHICLE IDENTIFICATION NUMBER RANGE
2015–2018	Slingshot / SL / SLR / GT	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected VINs.

## CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Safety Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Polaris will be mailing a Safety Alert notification letter to consumers affected by this Safety Bulletin in the United States and Canada.

## WARRANTY CLAIM PARTS INFORMATION

Bulletin/Advisory parts are excluded from the standard RMA policy and cannot be returned. An Initial Recommended Order Quantity has not been provided for this bulletin. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

### NOTE

Parts are needed only if the inspection reveals a failed driver-side seat base slider test or missing welds on either the driver or passenger-side seat bases.

### DRIVER-SIDE AND PASSENGER-SIDE SEAT BASE INSPECTION

<b>Bulletin #</b>	T-18-01-A
<b>Claim Type</b>	SB (Safety Bulletin)
<b>Labor Allowance</b>	0.4 hours (24 minutes)
<b>Part Number / Description</b>	0000541 (QTY 1) Bulletin Misc Labor
<b>Parts Availability</b>	NA
<b>University of Polaris Video Training Required</b>	YES <sup>1</sup>

<sup>1</sup>Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

<b>DRIVER-SIDE SEAT BASE INSPECTION AND REPLACEMENT</b>	
<b>Bulletin #</b>	T-18-01-B
<b>Claim Type</b>	SB (Safety Bulletin)
<b>Labor Allowance</b>	0.9 hours (54 minutes)
<b>Part Number / Description</b>	<b><i>Additional parts and labor required to complete T-18-01-B to be authorized through an ASK Polaris case.</i></b>
<b>Parts Availability</b>	Limited quantities available
<b>University of Polaris Video Training Required</b>	YES <sup>1</sup>

<sup>1</sup>Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

<b>PASSENGER-SIDE SEAT BASE INSPECTION AND REPLACEMENT</b>	
<b>Bulletin #</b>	T-18-01-C
<b>Claim Type</b>	SB (Safety Bulletin)
<b>Labor Allowance</b>	1.2 hours (72 minutes)
<b>Part Number / Description</b>	<b><i>Additional parts and labor required to complete T-18-01-C to be authorized through an ASK Polaris case.</i></b>
<b>Parts Availability</b>	Limited quantities available
<b>University of Polaris Video Training Required</b>	YES <sup>1</sup>

<sup>1</sup>Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

<b>DRIVER-SIDE AND PASSENGER-SIDE SEAT BASE INSPECTION AND REPLACEMENT</b>	
<b>Bulletin #</b>	T-18-01-D
<b>Claim Type</b>	SB (Safety Bulletin)
<b>Labor Allowance</b>	1.7 hours (102 minutes)
<b>Part Number / Description</b>	<b><i>Additional parts and labor required to complete T-18-01-D to be authorized through an ASK Polaris case.</i></b>
<b>Parts Availability</b>	Limited quantities available
<b>University of Polaris Video Training Required</b>	YES <sup>1</sup>

<sup>1</sup>Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

## ACCESSORY REMOVE & REPAIR LABOR

Polaris will cover labor for the removal and installation of accessories required to complete the bulletin work. Follow the steps below to obtain reimbursement.

### For accessory removal and installation up to 30 minutes of labor:

Enter the actual labor time for the removal and installation into the Accessory R&R Min Field on the bulletin claim.

### For accessory removal and installation over 30 minutes of labor:

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter T-18-01 in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 110/233/158.
5. Add part 0000541, quantity 1.
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Polaris.

## INVENTORY / STOCK PART CLAIMS

Dealers should review their service parts inventory and ensure the following service parts are **NOT** used for any repairs. Return all parts to Polaris:

- 2686180 - Driver-Side Seat Base Frame
- 1023138 - Driver-Side Seat Base Frame
- 1021240 - Passenger-Side Seat Base Frame

### NOTE

To remove these service parts from circulation, file a parts stock claim as directed below.

Use the following process for filing a PART STOCK warranty claim for any of the parts listed above.

1. Start a new Part Stock warranty claim.
2. Select Product Line: SLI
3. Enter today's date into the Date Failed and Date Repair information fields
4. Enter T-18-01 into the CONCERN field.
5. Enter T-18-01 into the CAUSE field.
6. Enter T-18-01 into the CORRECTION field.
7. Enter the part number and quantity.
8. Enter warranty fail codes: 110/233/158
9. Validate the parts.
10. Save and submit the claim to Polaris.



## BULLETIN CONTACT LIST & SCHEDULING TOOL

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled for bulletin repairs. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service. For more information, log in to <http://www.universityofpolaris.com>.

## BULLETIN COVERAGE PERIOD

Coverage for this bulletin will begin on March 27th, 2018. This bulletin has no expiration date.

## UNIVERSITY OF POLARIS TRAINING REQUIREMENT

Each member of your service department team must watch the training video on University of Polaris prior to completing **ANY** work, or submitting **ANY** warranty claim for this Safety Bulletin. You must watch the video through the University of Polaris in order to get credit for watching the video.

[www.universityofpolaris.com](http://www.universityofpolaris.com)

## PARTS RETURN / DISPOSAL INFORMATION

Under no circumstances shall the parts removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributor's responsibility to make sure every part replaced (related to this communication) is taken out of circulation and disposed of properly or returned to Polaris (if required).

## FEEDBACK FORM

A feedback form has been created for the technician to provide Polaris with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/video from a specific repair. This feedback form is viewable on a mobile device by scanning the QR code or by clicking **HERE** if viewing this document electronically.



# T-18-01-A SEAT BASE INSPECTION

## TOOLS REQUIRED

- Flashlight
- Mirror

## SEAT BASE FRAME WELD INSPECTION

### IMPORTANT

Most vehicles affected by this bulletin will be resolved by T-18-01-A.  
Seat Base Frame Weld Inspection and Seat Slider Test.

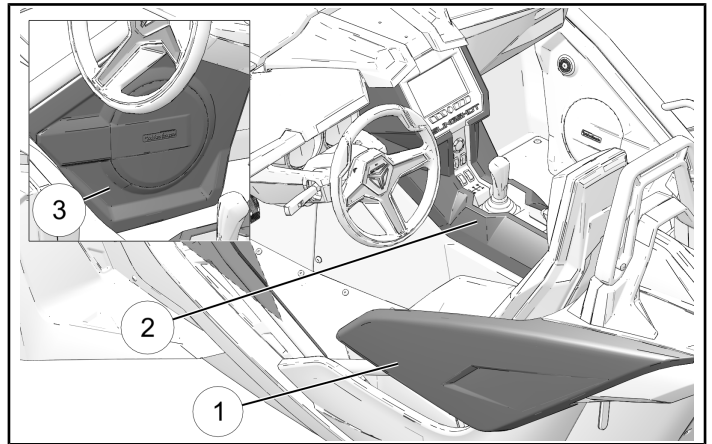
However, if the inspection does reveal missing Seat Base Frame Welds OR a failed Seat Slider Test:  
US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Vehicle Diagnostic Question case.  
INT'L Dealers: Contact your Country Service Department

**Submit pictures of area in question and wait for further instructions from Polaris Technical Service.**  
**DO NOT** allow the vehicle to be operated until you have repaired the vehicle as directed by Technical Service.

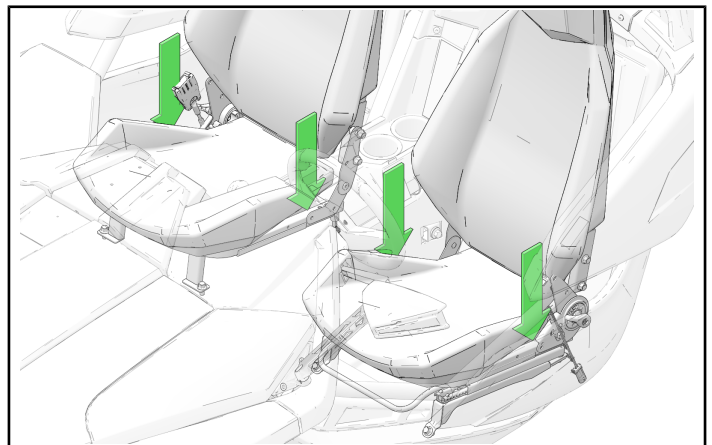
- Park vehicle on a flat and level surface. Keep transmission in gear. Set parking brake. Turn key to "OFF" position and remove from vehicle.
- Cover Wing Panel ① Center Console ②, and Speaker Surround ③ with a protective mat to prevent cosmetic damage to panels and painted surfaces.

### CAUTION

Remove personal items such as rings, keychains, belts, etc. which may unintentionally damage cosmetic surfaces



- Inspect for welds along both sides of the seat base as indicated by the arrows.



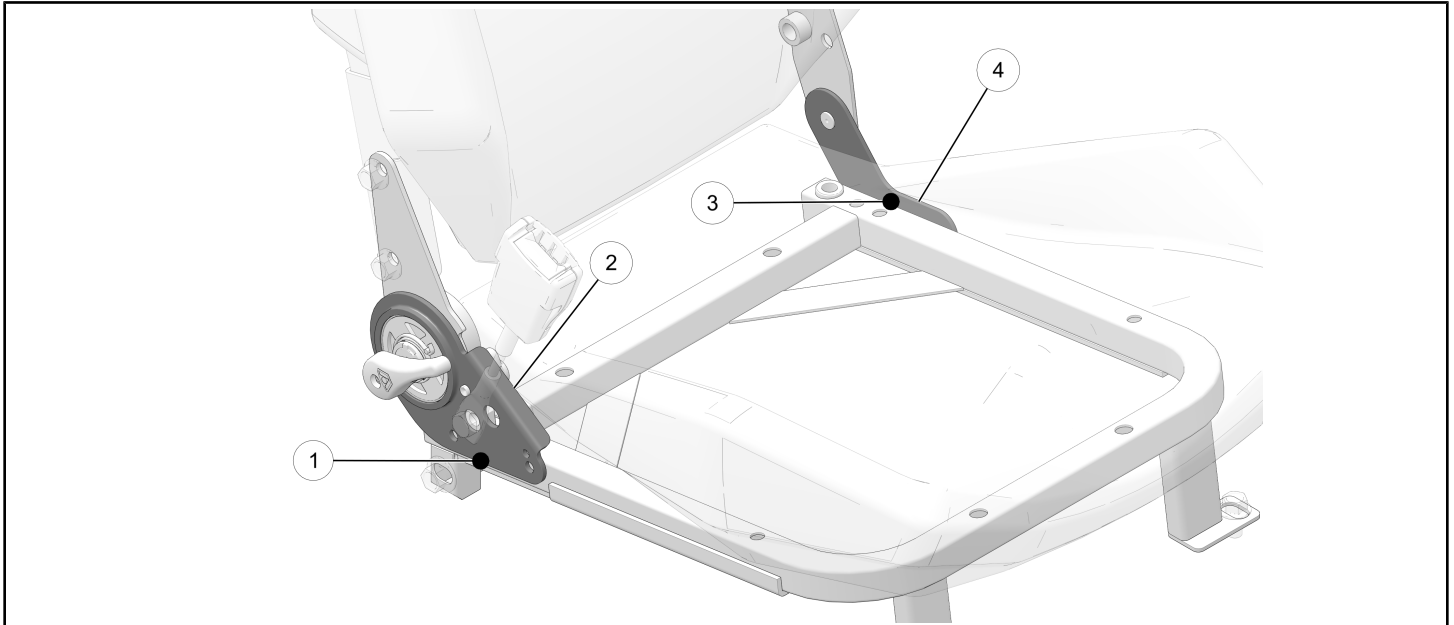
## Passenger-Side Seat Base Frame Weld Inspection:

### IMPORTANT

Each weld is unique, the length and size of the welds are not critical. If welds are present in the approximate locations specified, then the seat base frame passes inspection.

Visually inspect the passenger-side seat base frame using an inspection mirror and a flashlight at the locations shown below. See next page for examples of good and bad welds with locations matching the callout numbers ① - ④ below.

For additional pictures of good welds [CLICK HERE](#).



### STOP!

**Welds must be present at all seat base frame locations. See next page for examples. If welds are missing, the seat MUST BE REPLACED.**

To gain access to the weld area for picture submission, follow the steps below.

**A** - Remove seat from vehicle. See page 14 for detailed seat removal instructions.

**B** - To gain access to welds, remove the seat base bottom cushion.

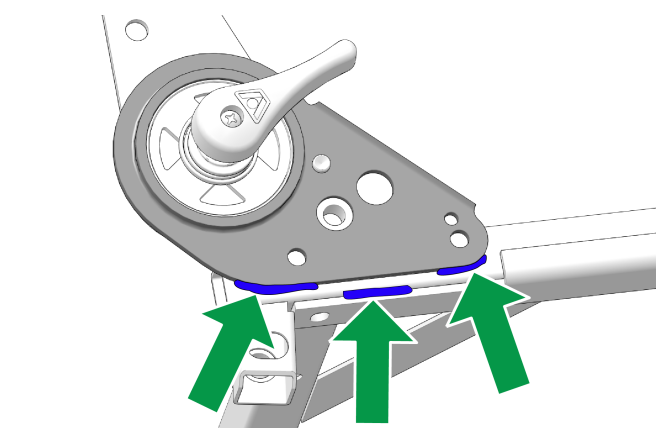
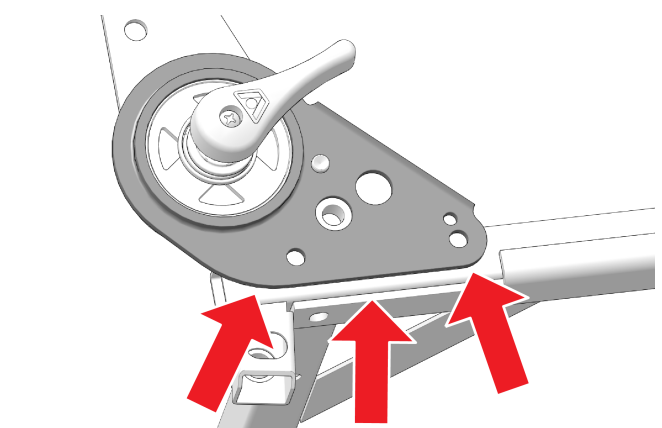
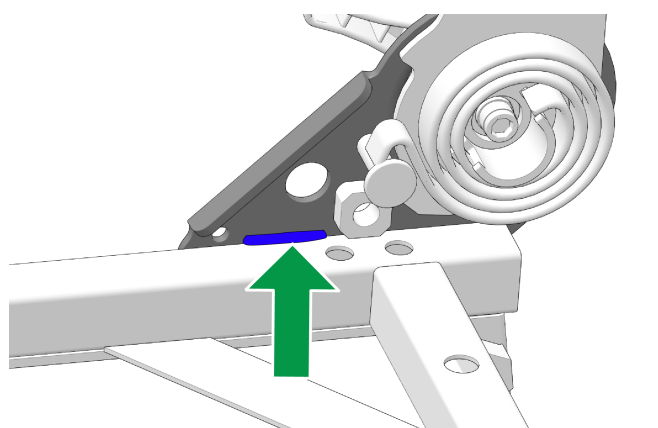
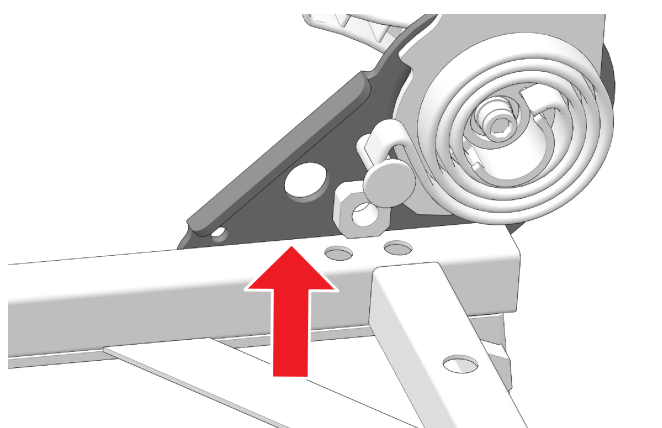
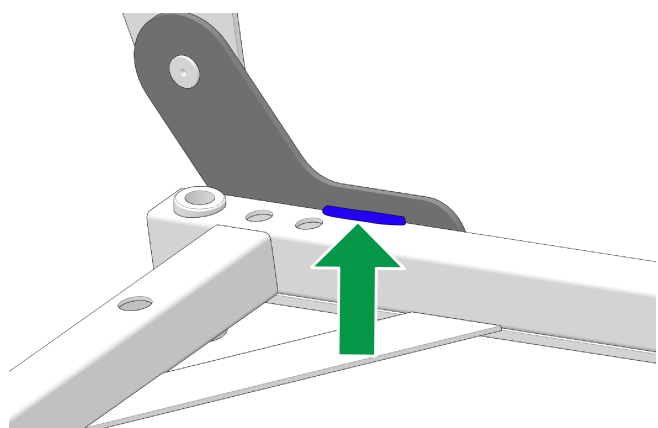
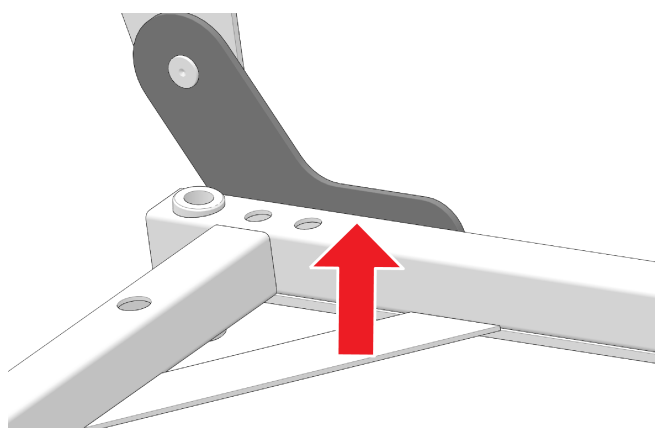
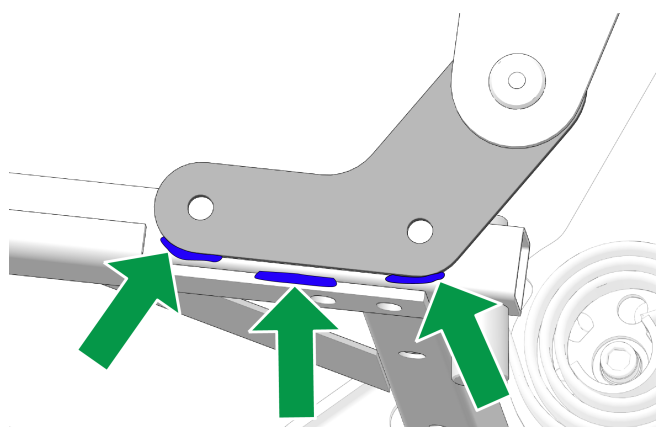
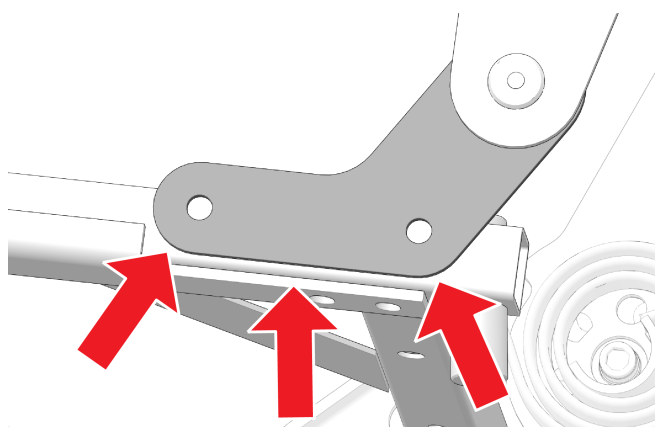
**C** - Take pictures of the area in question.

US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC.

INT'L Dealers: Contact your Country Service Department

**Submit pictures of area in question and wait for further instructions from Polaris Technical Service.**

**DO NOT** allow the vehicle to be operated until you have repaired the vehicle as directed by Technical Service.

#	EXAMPLES OF GOOD WELDS	EXAMPLES OF MISSING WELDS
①	 <p>Diagram 1 shows a close-up of a metal bracket assembly. Three green arrows point upwards to three distinct blue weld lines that are continuous and properly fused along the joint between the bracket and the frame.</p>	 <p>Diagram 1 shows the same metal bracket assembly. Three red arrows point upwards to three gaps where welds are missing, indicating a failure in the joint.</p>
②	 <p>Diagram 2 shows a different angle of the metal bracket assembly. A single green arrow points upwards to a single, continuous blue weld line.</p>	 <p>Diagram 2 shows the same angle. A single red arrow points upwards to a gap where the weld is missing.</p>
③	 <p>Diagram 3 shows another angle of the metal bracket assembly. A single green arrow points upwards to a single, continuous blue weld line.</p>	 <p>Diagram 3 shows the same angle. A single red arrow points upwards to a gap where the weld is missing.</p>
④	 <p>Diagram 4 shows a close-up of a metal bracket assembly. Three green arrows point upwards to three distinct blue weld lines that are continuous and properly fused.</p>	 <p>Diagram 4 shows the same metal bracket assembly. Three red arrows point upwards to three gaps where welds are missing.</p>

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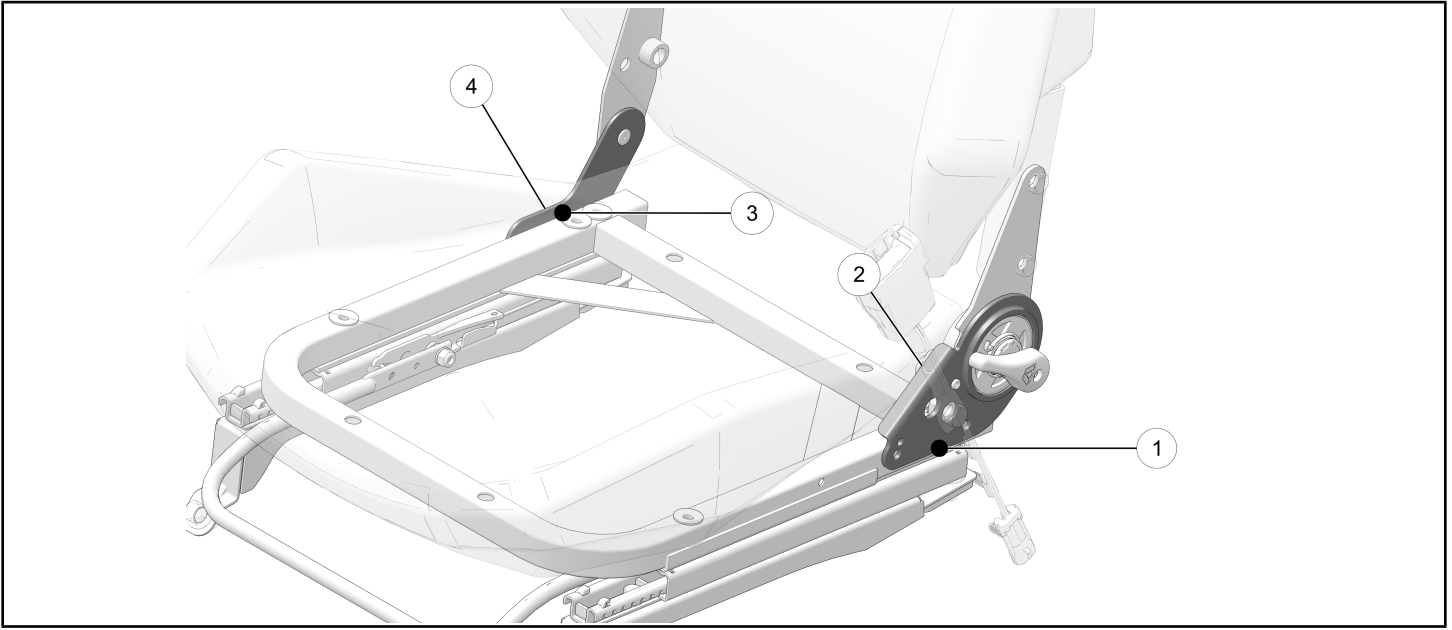
## Driver-Side Seat Base Frame Weld Inspection:

### IMPORTANT

Each weld is unique, the length and size of the welds are not critical. If welds are present in the approximate locations specified, then the seat base frame passes inspection.

Visually inspect the driver-side seat base frame using an inspection mirror and a flashlight at the locations shown below. See next page for examples of good and bad welds with locations matching the callout numbers ① - ④ below.

For additional pictures of good welds [CLICK HERE](#).



- If all welds are present on the driver-side seat base frame, perform the **Seat Slider Test** on page 11.

### STOP!

**Welds must be present at all seat base frame locations. See next page for examples. If welds are missing, the seat MUST BE REPLACED.**

To gain access to the weld area for picture submission, follow the steps below.

**A** - Remove seat from vehicle. See page 12 for detailed seat removal instructions.

**B** - To gain access to welds, remove the seat base bottom cushion.

**C** - Take pictures of the area in question.

US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC.

INT'L Dealers: Contact your Country Service Department

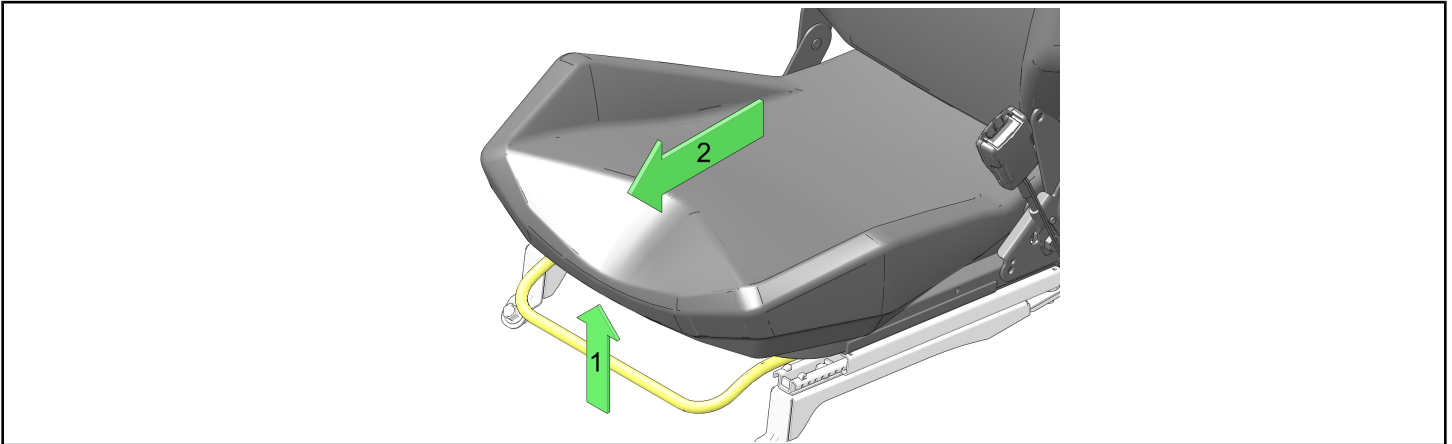
**Submit pictures of area in question and wait for further instructions from Polaris Technical Service. DO NOT allow the vehicle to be operated until you have repaired the vehicle as directed by Technical Service.**

#	EXAMPLES OF GOOD WELDS	EXAMPLES OF MISSING WELDS
①		
②		
③		
④		

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## T-18-01-A SEAT SLIDER TEST

1. While sitting in the seat, grab slider bar in the middle of the seat base, and pull up to release slider latches.
2. Pull seat to the fully forward travel position using your legs until the seat slider stops.



3. Push the seat back slightly, and gently release the slider bar ensuring that it falls all the way down and properly latches into the first slider position.
4. Place one foot on the dead pedal and the other on the brake pedal. Place both hands on the steering wheel. Using your hands and feet, push the seat backward, testing to ensure the seat stays locked in place.
5. Repeat above procedure at the three additional positions below to ensure engagement along the entire seat slider travel range:
  - 1/4 travel position
  - 1/2 travel position
  - 3/4 travel position

### STOP!

If the seat unlatches or moves more than one tooth rearward in ANY of the four positions, the test is considered a FAIL and a new seat base MUST be installed:

US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC.

INT'L Dealers: Contact your Country Service Department

**Open a case and wait for further instructions from Polaris Technical Service.**

DO NOT allow the vehicle to be operated until you have repaired the vehicle as directed by Technical Service.

- **If the seat passes both the Seat Base Frame Weld Inspections, page 6, and Seat Slider Test on page 11, then no seat base replacement is required. File a claim for T-18-01-A.**



# T-18-01-B DRIVER-SIDE SEAT BASE FRAME

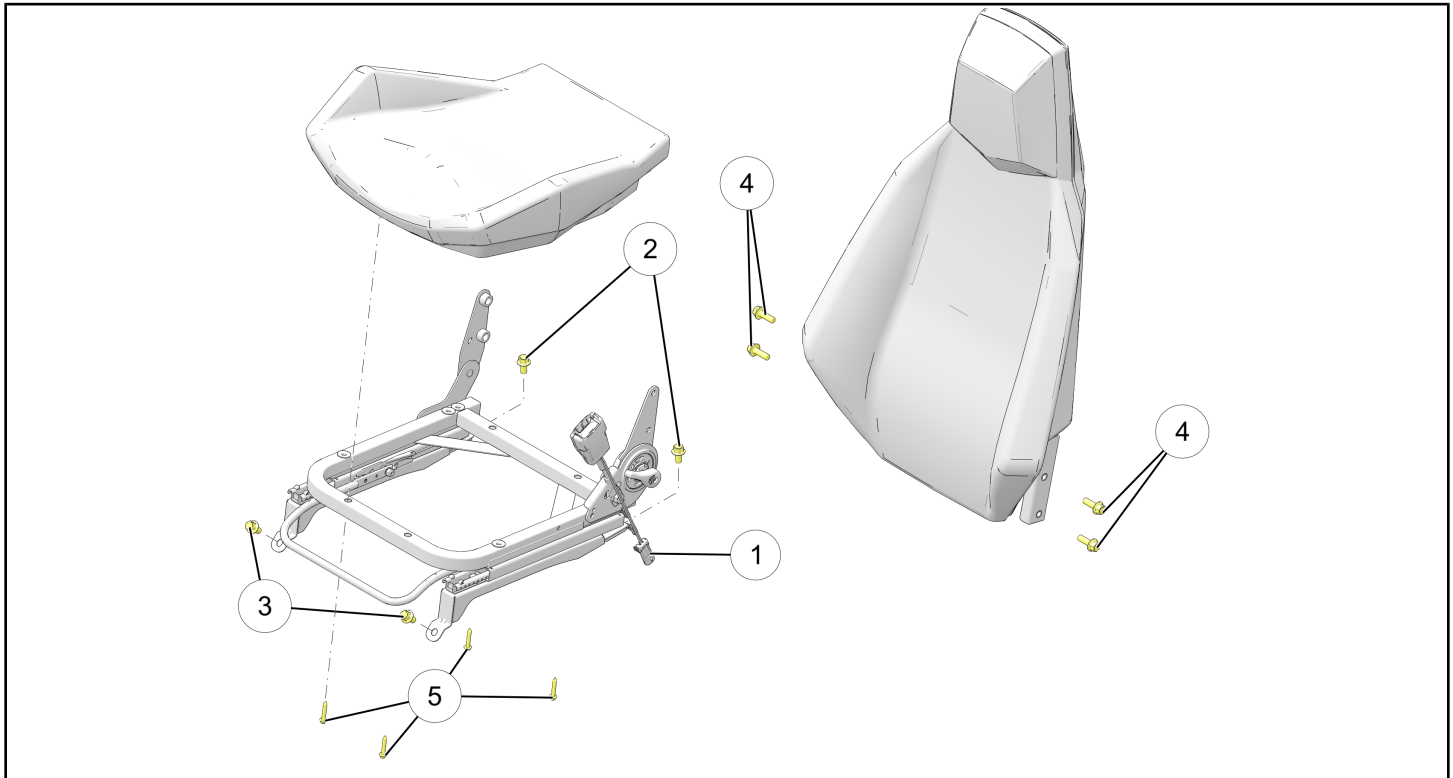
## TOOLS REQUIRED

- Trim Removal Tool
- 8 mm Socket or T30 Torx
- 15 mm Socket
- Socket Wrench
- Torque Wrench

## DRIVER-SIDE SEAT BASE FRAME REMOVAL

### IMPORTANT

Retain and remember the location of all fasteners for installation of the new seat base frame.

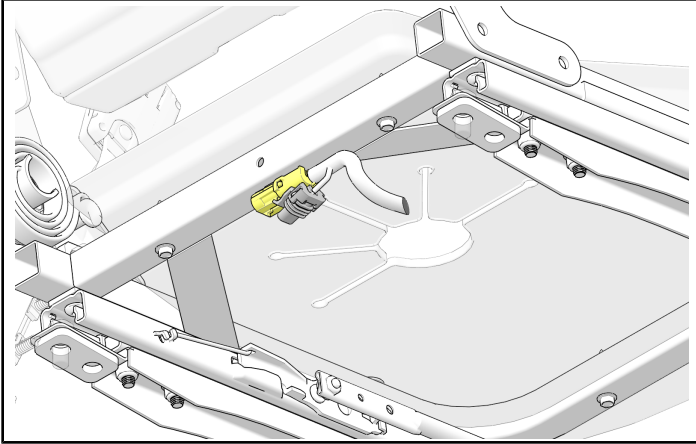


ITEM	DESCRIPTION	LOCATION	FASTENER DETAILS
①	Seatbelt Switch Connector	Connector mounted on the back of the rear seat frame rail	—
②	Seat Base Fasteners, Rear	Rear of seat base	15 mm Hex / 20 mm Length (QTY 2)
③	Seat Base Fasteners, Front	Front of seat base	15 mm Hex / 20 mm Length (QTY 2)
④	Seat Back to Seat Base Fasteners	Both sides of the seat back securing the seat back to the seat base	15 mm Hex / 30 mm Length (QTY 4)
⑤	Seat Bottom Cushion Fasteners	Bottom of seat base	8 mm or T-30 Torx (QTY 4)



**Slingshade Equipped Models Only:** Unlock and open Slingshade door before performing this procedure.

1. Slide seat to the forward-most position and tilt seat forward toward the steering wheel.
2. Disconnect the seatbelt switch electrical plug ① located along the back of seat rail.
  - 2015 and 2016 vehicles include a second electrical connector mounted to the rear seatbase frame rail's bottom surface. Separate electrical connector from the seat base by forcing the connector fir tree pin out of the hole in the frame with a trim removal tool.



3. Remove the two rear seat fasteners ②.
4. Slide seat to the rear-most position and tilt the seatback toward the rear of the vehicle.
5. Remove the two front seat fasteners ③.
6. Carefully remove seat assembly from vehicle.

### IMPORTANT

Verify electrical connector(s) have been disconnected before removing seat.

### CAUTION

Seat base assembly is heavy! Use care when removing from vehicle.

### CAUTION

DO NOT lift the seat base using the slider bar during removal. Doing so may allow the seat to slide and damage other components.

7. Remove four fasteners ④ to disassemble the seatback frame assembly.

### NOTE

This step is NOT required unless approval has been given to replace the seat base frame.

### CAUTION

Place seatback frame assembly on a soft, clean surface to prevent damage.

8. Remove four fasteners ⑤ and disassemble seat bottom cushion from seat base frame.

### CAUTION

Place seat bottom cushion on a soft, clean surface to prevent damage.

9. US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC.

INT'L Dealers: Contact your Country Service Department

**Submit pictures of area in question and wait for further instructions from Polaris Technical Service.**

DO NOT allow the vehicle to be operated until you have repaired the vehicle as directed by Technical Service.

### IMPORTANT

Retain and remember the location of all fasteners for installation of the new seat base frame.

# T-18-01-C PASSENGER-SIDE SEAT BASE FRAME

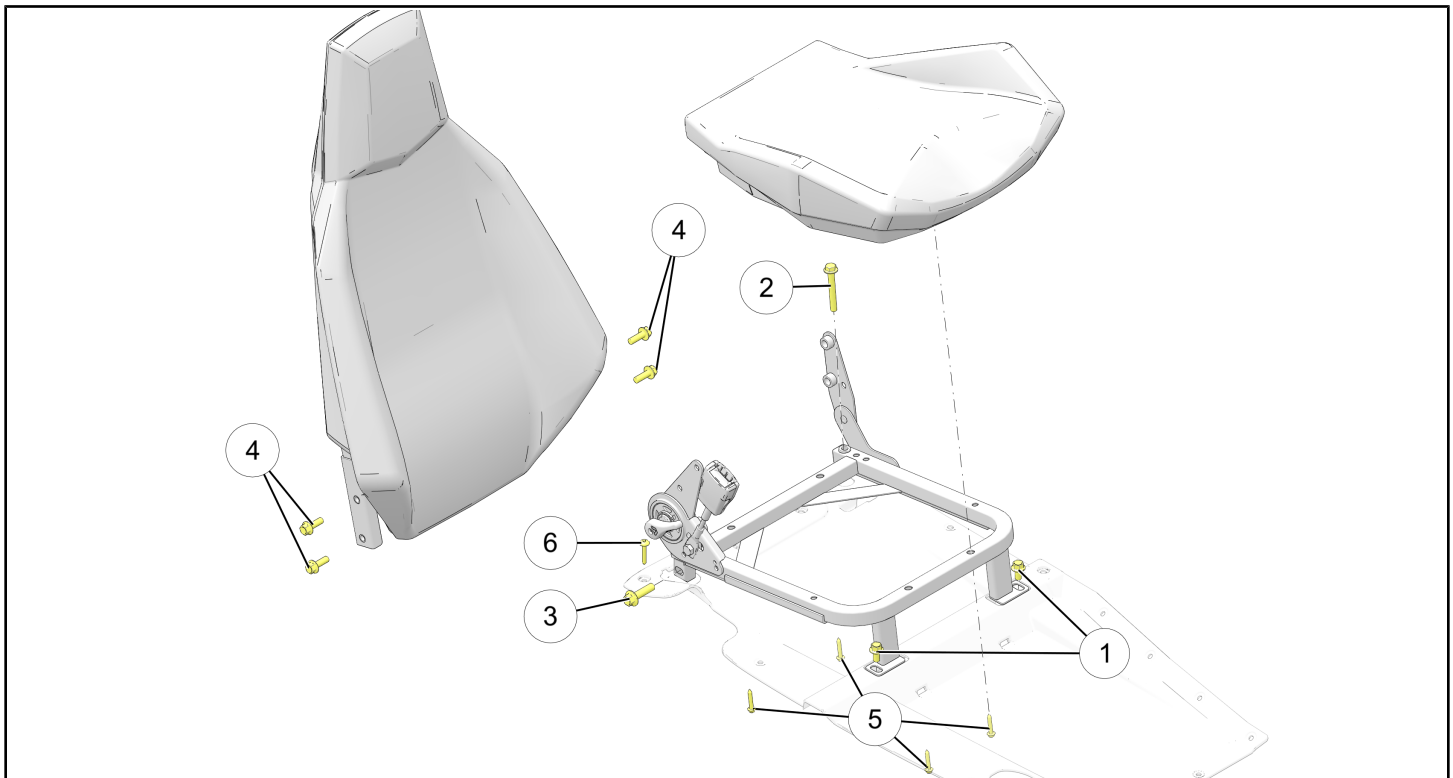
## TOOLS REQUIRED

- Trim Removal Tool
- Side Cutter
- T27 Torx
- 8 mm Socket or T30 Torx
- 15 mm Socket
- 16 mm Socket
- 16 mm Open End Wrench
- Socket Wrench
- Torque Wrench

## PASSENGER-SIDE SEAT BASE FRAME REMOVAL

### IMPORTANT

Retain and remember the location of all fasteners for installation.

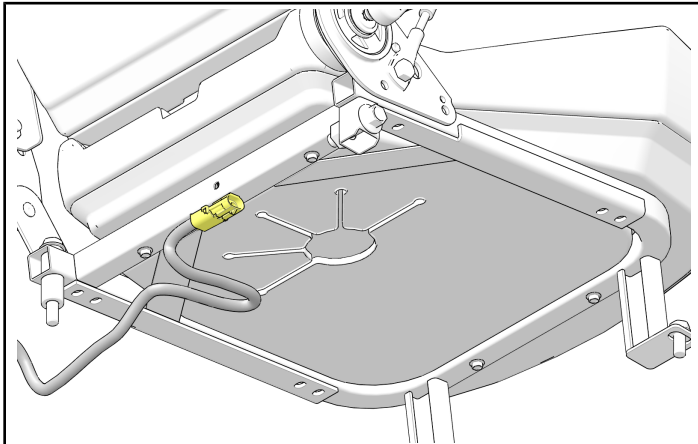


ITEM	DESCRIPTION	LOCATION	FASTENER DETAILS
①	Seat Fasteners, Front	Front of seat base	15 mm Hex / 20 mm Length (QTY 2)
②	Seat Base Fastener, Rear Vertical	Rear of seat base	15 mm Hex / 84 mm Length (QTY 1)
③	Seat Base Fastener, Rear Horizontal	Rear of seat base	16 mm Hex / 45 mm Length (QTY 1)
④	Seat Back to Seat Base Fasteners	Both sides of the seat back securing the seat back to the seat base	15 mm Hex / 30 mm Length (QTY 4)
⑤	Seat Bottom Cushion Fasteners	Bottom of seat base	8 mm Hex or T-30 Torx (QTY 4)
⑥	Floor Pan Fastener	Rear left side of seat base	T-27 Torx (QTY 1)

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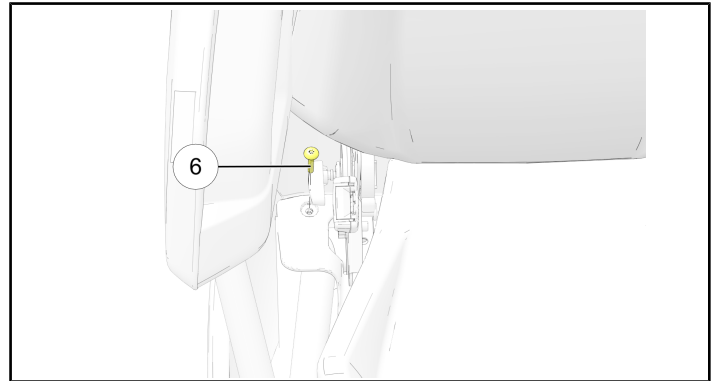
1. **Slingshade Equipped Models Only:** Unlock and open Slingshade door.
2. Remove the two front seat fasteners ①.
3. Remove the vertical rear seat fastener ②.
4. Tilt seat forward toward the dash.
5. **2015 / 2016 Models Only:**

2015 / 2016 models were designed to include an electrical connector mounted to the rear seatbase frame rail's bottom surface. Separate the electrical connector from the seat base by forcing the connector fir tree pin out of the hole in the frame with a trim removal tool.

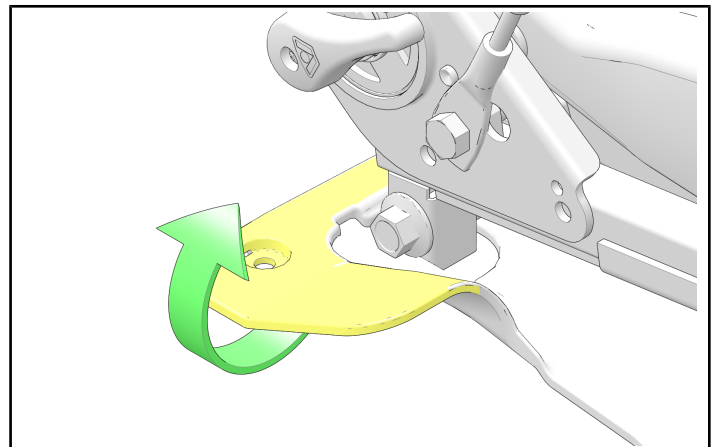


6. **2017 / 2018 Models Only:**

Remove T27 Torx fastener ⑥ securing the floor pan to the frame.



Deflect floor pan slightly upward to gain access to horizontal rear seat fastener ③.



**CAUTION**

Cover wrench head with a rag to prevent damage to interior panel.

7. Remove the horizontal rear seat fastener ③.
8. Tilt the seatback toward the rear of the vehicle.
9. Carefully remove seat assembly from vehicle.

**⚠ CAUTION**

Seat base assembly is heavy! Use care when removing from vehicle.

10. Remove the four fasteners ④ to disassemble the seatback frame assembly.

**NOTE**

This step is NOT required unless approval has been given to replace the seat base frame.

**CAUTION**

Place seatback frame assembly on a soft, clean surface to prevent damage.

11. Remove the four fasteners ⑤ and disassemble the seat bottom cushion from the seat base frame.

**CAUTION**

Place seat bottom cushion on a soft, clean surface to prevent damage.

12. US/CAN Dealers: Submit an Ask Polaris Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC.

INT'L Dealers: Contact your Country Service Department

**Submit pictures of area in question and wait for further instructions from Polaris Technical Service.**

DO NOT allow the vehicle to be operated until you have repaired the vehicle as directed by Technical Service.

**IMPORTANT**

Retain and remember the location of all fasteners for installation of the new seat base frame.