



2015-2019 Slingshot Battery Fuse Block Inspection & Chassis Fuse Relocation

Version: R01 (October 22, 2019)

What is the purpose of the T-19-01 Safety Bulletin?

Polaris Slingshot has determined that the vehicle's electrical current requirements may exceed the capability of the Battery Fuse Block terminals under certain conditions. Excess current may lead to terminal damage, resulting in a loss of forward and rear lighting, instrument cluster, or power steering assist, which could increase the risk of a crash.

Polaris is instructing dealers to inspect the Battery Fuse Block terminals installed in affected vehicles and relocate the 50A Main Chassis fuse, as outlined in the repair instructions

What make & model year is included in this bulletin?

2015-2019 Slingshot S / SL / SLR / GT

Is every model year 2015-2019 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 Communications'.
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. All impacted units, new and used, in dealer inventory cannot be retailed until updates are performed. 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 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.

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 dealers to complete the training?

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.

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?

All affected units require a 50A Maxifuse kit 2208580. Dealers can order their desired quantity of parts on a daily order,

How can a dealer get parts as quickly as possible?

Place a Priority Shipping order that ONLY contains parts required to complete this bulletin (do not add regular Daily Order items) by 1pm CST (order must be placed, received, and credit approved by 1pm CST). If parts are in stock (not on backorder) add Priority Handling (refer to the Priority Handling Policy for costs and additional detail). Visit DEX-> PG&A-> Purchase Order Inquiry to check for shipping updates (system updates periodically throughout the day).

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.

Can I allow demos on vehicles that haven't had [bulletin #] performed?

Yes. This is not a Stop Ride, so vehicles that haven't had the update performed can still be driven (both consumer and dealer vehicles). However, we recommend providing demo rides on vehicles that have had the update completed, and therefore can be retailed immediately.

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 Program Number, Promotional Financing Rate, etc.)
- Salesperson's First Name and Last Name, PayPal email address and Vendor Number 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.