



2022-2023 Slingshot Alternator Safety Recall FAQ

Version: R01 (3/3/23)

What is the purpose of the T-23-01 Safety Recall?

Polaris has determined that on some Model Year 2022-23 Slingshot vehicles, the alternator may have been improperly manufactured by the supplier and an internal rotor segment may crack and separate during operation, posing a fire hazard and risk of serious injury. The affected population is less than 100 vehicles.

This recall has been released to instruct dealers to complete the outlined inspection to identify any improper axle assemblies and replace if necessary.

What make & model year is included in this Safety Recall?

2022 and 2023 Slingshot (All Models)

Is every model year 2022 and 2023 Slingshot vehicle affected?

No, not all 2022 and 2023 Slingshot vehicles are affected.

***You must reference unit inquiry to verify if a vehicle is impacted by this recall**

How can a dealer see which unregistered 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 recall 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 the inspection and/or repair are performed.

What dealers **CAN** do prior to performing the procedure:

1. Can display impacted products.
2. Can quote new products.
3. Can accept deposits from consumers as a reservation for a future sale.
4. Can utilize PCDX to begin setup and PDI
5. 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 processor 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 notify consumers by mail and email starting on 3/13. This is being done to give dealers an opportunity get parts ordered, as well as work through wholegood order repairs.

Should dealers notify consumers?

Yes. Dealers should also contact owners of affected VINs to inform them of the Safety Recall announcement. Dealers should reference the STOP site for a list of their affected VINs.

Is training required before ordering parts or filing claims for this Safety Recall?

No. There is no training required for this recall.

What parts are required to update the vehicles affected by this Safety Recall?

Each repair will require two parts to complete this repair

- QTY:1 of part 4017547 Alternator
- QTY:1 of part 5416314 Belt

Why does the alternator belt require replacement?

The alternator belt is a stretch-belt design that cannot be removed without damage. The belt must be cut off, and a new one installed with the new alternator.

What if parts are showing on backorder or not available?

Parts will be available in limited quantities starting the week of 3/13/23. 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.

*** Most dealers should not order parts for this Recall. Dealers should confirm they will be servicing an affected unit prior to submitting orders, due to the small affected vehicle population.**

Are dealers required to record any information during repair?

Yes, Polaris is requiring dealers to record new serial number information from the back of the NEW alternator. This 9-digit serial number will need to be entered during claim submission.

Are the parts returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service Bulletin or Safety Recall parts.

Do I need to inspect any alternators that my dealership sold or used previously?

Dealer inventory and any sales of service part 4017547 Alternator completed after February 2022 should be reviewed to ensure the 9-digit serial number is not affected. Reference the recall documentation for affected serial numbers.

Will Dealers have all the appropriate tools to complete this Safety Recall?

A commercially available Stretch Belt Installation Tool, such as OEM Tools 24388, OTC 7425, is required for installation of the alternator belt.

Will dealers be paid for performing this Safety Recall?

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

Can I allow demos on vehicles that haven't had T-23-01 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, 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 recall, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.