

 <b>POLARIS<sup>®</sup> TECHNICAL SERVICE BULLETIN</b>	
Date: October 30, 2013 Expiration Date: December 31, 2015	<b>GEM</b>
Bulletin Number: L-13-03 / A / B Model Year(s): 2012-2013	
<input type="checkbox"/> Safety Bulletin	<input checked="" type="checkbox"/> <b>Service Bulletin</b>
<input type="checkbox"/> Service Alert Fax	<input type="checkbox"/> Production Update Kit
Distribution: <input type="checkbox"/> Owner / Principle <input type="checkbox"/> Service Manager <input type="checkbox"/> Sales Manager <input type="checkbox"/> Parts Manager <input type="checkbox"/> Technicians	
<p style="text-align: center;"><i>This Service Bulletin is located at <a href="http://www.polarisdealers.com">www.polarisdealers.com</a></i></p> <p style="text-align: center;"><small>-Confidential and Proprietary-</small></p>	

## Subject: 2012-2013 GEM e6 / eXLD Deka 8G8VGC Battery Replacement

**IMPORTANT: DO NOT RETAIL ANY AFFECTED UNITS THAT HAVE NOT HAD THIS SERVICE BULLETIN PERFORMED.**

### Purpose:

Deka Batteries & Accessories, a division of the East Penn Manufacturing Co., and GEM have determined all 8G8VGC 8-volt gelled electrolyte batteries manufactured between January 1, 2011 and March 31, 2013 must be replaced as a small percentage of the batteries do not meet our quality standards. Affected batteries (part number 4013694) were original equipment in select 2012-2013 GEM e6 and eXLD vehicles and sold over-the-counter as service replacement batteries for GEM vehicles designed to use 8 volt batteries.

This issue could cause a short circuit that could cause decreased performance of the battery to the point of premature failure. In a small number of instances, a short could ignite the gas produced in a battery during charging causing the battery to rupture or "explode" within the battery compartment. Therefore, the battery compartment should not be opened and the battery should not be handled within 24 hours after charging. This is crucial to prevent injuries during this replacement effort! Operators should always exercise extreme caution while working with or around batteries.

Please replace all 8G8VGC batteries, PN 4013694, in affected 2012-2013 GEM e6 and eXLD vehicles. An affected model list can be found on page two. Please reference the important battery handling information on page five. To view a list of your dealership's affected units, utilize the Service Bulletin lookup located at: <https://www.polarisdealers.com/servwarr/SrvBulletins.asp>. After completing the repair on a 2012-2013 GEM e6 or eXLD vehicle, file a warranty claim for Service Bulletin L-13-03 or L-13-03A.

This Service Bulletin has a provision for your dealership to reimburse all or a portion of your customers' trailering or towing costs. Owners of affected GEM vehicles will be mailed a letter explaining the Service Bulletin and directing them to their authorized GEM dealer for repairs. The letter also states that a portion of their towing expense can be reimbursed by the dealership. The reimbursement will equal one hour of your dealership's posted shop rate.

When claiming additional transportation coverage, please file the warranty claim using Service Bulletin L-13-03A.

In addition to replacing the batteries in affected vehicles, please remove all affected batteries from your inventory. Reference page four for the battery parts stock return process.

Lastly, please review your sales and service records to identify any customers that may have purchased affected batteries. Your dealership must contact customers that purchased affected batteries and make arrangements with them to have the batteries replaced. Please see page four for more information.

### Warranty Coverage Period:

Warranty coverage for Service Bulletin L-13-03 will begin on October 30, 2013 and will expire on December 31, 2015. All affected vehicles are covered during the campaign period. After the expiration date, no affected vehicles will receive warranty coverage.

**Affected Models:**

Model Year	Models	Model Numbers	Vehicle Identification Number Range
2012	e6	L12G6AGALA L12G6SGALA	Reference Unit Inquiry on the dealer website or the Service Bulletin list on the STOP site to lookup affected GEM models.
	eXLD	L12G2DGALA L12G2DGAEA	
2013	e6	L13G6AGALA L13G6SGALA	
	eXLD	L13G2DGALA L13G2DGAEA	

**L-13-03 Parts Information:**

SERVICE BULLETIN #	L-13-03
PART NUMBER/QTY./ DESCRIPTION	4013694 (QTY.9) – 8G8VGC Battery 7170107 (QTY.1) – Bulletin Completion Decal
PARTS AVAILABILITY	YES
DIRECT-SHIP FROM POLARIS?	NO
TO BE ORDERED BY DEALER?	YES

**L-13-03 Warranty Claim Information:**

SERVICE BULLETIN #	L-13-03
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1.5 Hours (90 Minutes)
CLAIM PART NUMBERS	N/A - Auto Process Bulletin

**L-13-03A Parts Information:**

SERVICE BULLETIN #	L-13-03A
PART NUMBER/QTY./ DESCRIPTION	4013694 (QTY.9) – 8G8VGC Battery 7170107 (QTY.1) – Bulletin Completion Decal
PARTS AVAILABILITY	YES
DIRECT-SHIP FROM POLARIS?	NO
TO BE ORDERED BY DEALER?	YES

**L-13-03A Warranty Claim Information:**

SERVICE BULLETIN #	L-13-03A
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	2.5 Hours (150 Minutes)
CLAIM PART NUMBERS	N/A - Auto Process Bulletin

### L-13-03 / A Warranty Claim Information:

A single group claim may be submitted listing the complete (17 digit) Vehicle Identification Number for machines with the same model number. File claim type SB (Service Bulletin). **DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.**

### Repair Procedure:

Please reference your GEM Service Manuals (part numbers: 9924052 and 9924112) for battery inspection, removal and installation procedures.

### Battery Return Process:

Please contact Deka Batteries to schedule battery pickup and disposal by calling Mary Sell at (610) 682-6361 ext. 2283 / Email: [Morbann@dekabatteries.com](mailto:Morbann@dekabatteries.com)

### L-13-03B Information:

Service bulletin L-13-03B has been loaded to Unit Inquiry to notify dealers of vehicles that could have potentially received affected service batteries. Potentially affected models will be noted with "Review Bulletin to See If It Applies". If this occurs, please inspect the vehicle to verify it is not equipped with affected batteries. If the vehicle is equipped with affected batteries, please reference: "Over-the-Counter Sales / Service Battery Warranty Claim Process" on page 4. Service Bulletin L-13-03B will not be open for warranty claims.

### Customer Notification:

Dealers are required to notify owners of affected models, and make arrangements to perform this repair. To view a list of your dealership's affected units, utilize Service Bulletin lookup located at:

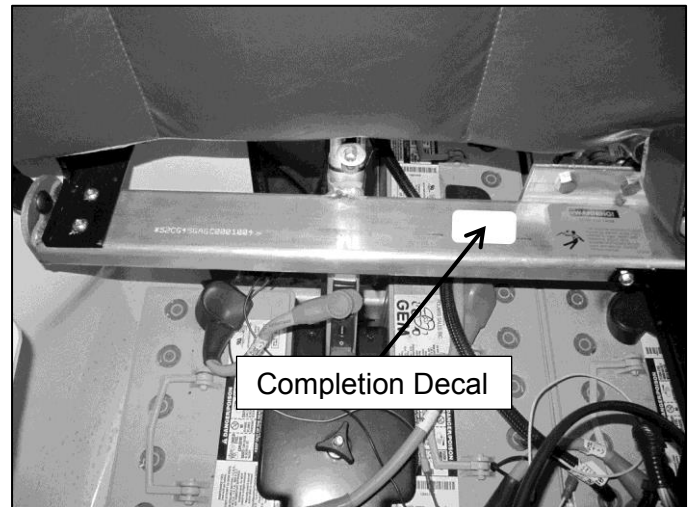
<https://www.polarisdealers.com/servwarr/SrvBulletins.asp>

Please review your sales records and repair orders to determine all Deka 8G8VGC batteries, part number 4013694, manufactured between January 1, 2011 and March 31, 2013 that your dealership either sold over-the-counter or used to service a customer vehicle. Please contact these customers and make arrangements with them to have the batteries replaced.

In addition to dealers notifying customers, Polaris will be mailing a notification letter to all customers who have taken delivery of an affected unit. Copies of the customer notification letters can be found on pages 5 and 6.

### Bulletin Completion Decal:

A Service Bulletin Completion Decal must be completed for this bulletin repair. Place the decal on the bench seat support member as shown. If you require more decals, order them through normal Polaris parts ordering channels.



Sincerely,

Doug Koch  
Technical Service and Warranty Manager

### **Batteries in Dealer Inventory Warranty Claim Process:**

All Deka 8G8VGC batteries, part number 4013694, manufactured between January 1, 2011 and March 31, 2013 that are in your inventory must be removed from stock immediately and returned to Deka Batteries & Accessories. Please use the following process for filing an Ask Polaris warranty claim:

STEP 1: Submit a warranty request through Ask Polaris for approval.

STEP 2: Attach an image of the date code sticker from each battery warranty request in the Ask Polaris case. The date code is printed on a round sticker that may be adhered to the top or side of the battery.

**NOTE: All batteries will have a date code sticker. Affected date codes are: J1, K1, M1, A2, B2, C2, D2, E2, F2, G2, H2, J2, K2, L2, M2, A3, B3, and C3.**

STEP 3: Please contact Deka Batteries to schedule battery pickup and disposal by calling Mary Sell at (610) 682-6361 ext. 2283 / Email: [Morbann@dekabatteries.com](mailto:Morbann@dekabatteries.com)

### **Over-the-Counter Sales / Service Battery Warranty Claim Process:**

Please review your sales records and repair orders to determine all Deka 8G8VGC batteries, part number 4013694, manufactured between January 1, 2011 and March 31, 2013 that your dealership either sold over-the-counter or used to service a customer vehicle. Please contact these customers and make arrangements with them to have the batteries replaced. Please use the following process for filing an Ask Polaris warranty claim:

STEP 1: Submit a warranty request through Ask Polaris for approval.

STEP 2: Attach an image of the date code sticker from each battery warranty request in the Ask Polaris case. The date code is printed on a round sticker that may be adhered to the top or side of the battery.

**NOTE: All batteries will have a date code sticker. Affected date codes are: J1, K1, M1, A2, B2, C2, D2, E2, F2, G2, H2, J2, K2, L2, M2, A3, B3, and C3.**

STEP 3: Labor for replacing over-the-counter sales / service batteries will be reimbursed based upon flat rate allowance.

STEP 4: Please contact Deka Batteries to schedule battery pickup and disposal by calling Mary Sell at (610) 682-6361 ext. 2283 / Email: [Morbann@dekabatteries.com](mailto:Morbann@dekabatteries.com)

**(No Mobile Service Contact Information Customer Letter)**

Dear GEM Owner:

Thank you for purchasing a GEM vehicle. Deka Batteries & Accessories, a division of the East Penn Manufacturing Co., and GEM have determined all 8G8VGC 8-volt gelled electrolyte batteries manufactured between January 1, 2011 and March 31, 2013 must be replaced as a small percentage of the batteries do not meet our quality standards. Affected batteries were original equipment in select 2012-2013 GEM e6 and eXLD vehicles and sold over-the-counter as service replacement batteries for GEM vehicles designed to use 8 volt batteries.

This issue could cause a short circuit that could cause decreased performance of the battery to the point of premature failure. In a small number of instances, a short could ignite the gas produced in a battery during charging causing the battery to rupture or “explode” within the battery compartment. **Therefore, the battery compartment should not be opened and the battery should not be handled within 24 hours after charging.** This is crucial to prevent injuries during this replacement effort! Operators should always exercise extreme caution while working with or around batteries. Please reference the below image of the Polaris 4013694 label that provides important battery safety information.



**What GEM and your dealer will do:**

GEM has issued *Service Bulletin L-13-03* to all GEM dealers, with instructions to replace the batteries in affected 2012-2013 e6 and eXLD vehicles. Repairs will be made by any authorized GEM dealer at no cost to you. The actual repair should take under 2 hours to perform; however, it may take longer due to service scheduling requirements.

In addition to replacing the batteries in your GEM vehicle, GEM has authorized your dealer to reimburse a portion of any towing expenses you may incur with transporting your GEM vehicle to the dealership. Please consult your authorized GEM dealer for more information.

**What you should do:**

Please call your authorized GEM dealer, or the GEM Mobile Service dealer in your area, to schedule an appointment to have the bulletin repair performed. Do not attempt repairs yourself. Repairs must be done only by an authorized GEM dealer.

**If you have questions or if you need more information:**

If you need assistance locating a GEM dealer, please visit the GEM website at [www.gemcar.com](http://www.gemcar.com), FIND A DEALER. While your GEM dealer is in the best position to answer your questions, if you have any questions that your dealer cannot address, please contact GEM Consumer Service at 855-RIDE-GEM (743-3436). This notice was mailed to you according to our most current registration information. If you no longer own your GEM vehicle, please contact your local GEM dealer to have the ownership information changed. The GEM Consumer Service Department cannot change ownership information without identification.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your GEM vehicle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

**GEM Division of Polaris Industries Inc.**

**(Mobile Service Contact Information Customer Letter)**

Dear GEM Owner:

Thank you for purchasing a GEM vehicle. Deka Batteries & Accessories, a division of the East Penn Manufacturing Co., and GEM have determined all 8G8VGC 8-volt gelled electrolyte batteries manufactured between January 1, 2011 and March 31, 2013 must be replaced as a small percentage of the batteries do not meet our quality standards. Affected batteries were original equipment in select 2012-2013 GEM e6 and eXLD vehicles and sold over-the-counter as service replacement batteries for GEM vehicles designed to use 8 volt batteries.

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In addition to replacing the batteries in your GEM vehicle, GEM has authorized your dealer to reimburse a portion of any towing expenses you may incur with transporting your GEM vehicle to the dealership. Please consult your authorized GEM dealer for more information.

**What you should do:**

Please call your authorized GEM dealer, or the GEM Mobile Service dealer in your area, to schedule an appointment to have the bulletin repair performed. Do not attempt repairs yourself. Repairs must be done only by an authorized GEM dealer.

The GEM Mobile Service dealer in your area is: Xxx Contact Info for dealer xxx

**If you have questions or if you need more information:**

If you need assistance locating a GEM dealer, please visit the GEM website at [www.gemcar.com](http://www.gemcar.com), FIND A DEALER. While your GEM dealer is in the best position to answer your questions, if you have any questions that your dealer cannot address, please contact GEM Consumer Service at 855-RIDE-GEM (743-3436). This notice was mailed to you according to our most current registration information. If you no longer own your GEM vehicle, please contact your local GEM dealer to have the ownership information changed. The GEM Consumer Service Department cannot change ownership information without identification.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your GEM vehicle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

**GEM Division of Polaris Industries Inc.**