

CSC-10055110-3966

(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, 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.

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

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