



# POLARIS

## NORTH STAR SERVICE SOLUTIONS

### NEWSLETTER




Volume 11: February 20, 2014

### RECENT FIELD COMMUNICATIONS

The following list includes the most recent Team Tips, Voice of Victory, Service Bulletins, and Service Advisories that have been released. Please take the time to visit the dealer STOP site and familiarize yourself with them.

#### SERVICE BULLETINS

##### I-14-01

*2014 Indian® Motorcycle Service Bulletin Released*

Service Bulletin I-14-01 has been published. I-14-01 instructs Indian® Motorcycle dealers to reflash the VCM in some 2014 Indian® motorcycles with updated software.

#### TEAM TIPS

##### C-14-02-01

*BRUTUS Drive Performance Checks Team Tip*

This Team Tip has been released to explain vehicle performance expectations and provide tests to verify the vehicle is delivering intended performance as specified by Polaris. Please review the Team Tip for further details

### Meet the New Polaris Staff

Each month the North Star Service Solutions newsletter features a member of the Polaris Dealer Services team. This month's featured team member is **Andrew Collins**.



Andrew joined the Service Department three months ago as a Technical Service Representative. He takes ORV calls and responds to ASK Polaris cases. He also works on flat rate time validations. Before coming to Polaris, Andrew worked in the automotive industry as a journeyman for four years prior to starting at Polaris. Andrew does not currently own any Polaris Products, but sees an Indy in his garage in the near future.

Andrew enjoys spending time with family, reading, and playing / listening to music. Andrew is ASE-master certified and General Motors Silver certified. He is excited to attend MSD Silver and Gold courses at Polaris.

### Newsletter Delivery

To receive the newsletter, send your request to: [service.newsletters@polarisind.com](mailto:service.newsletters@polarisind.com) and you'll receive the following month's newsletter via email! Enter "North Star Service Solutions Newsletter" as the subject line.

Please note, the newsletter will still be posted under *News, Forms & Links Newsletters*. The Newsletter is no longer being faxed.



# POLARIS

## NORTH STAR SERVICE SOLUTIONS



## NEWSLETTER

Volume 11: February 20, 2014



### NEWS AND INFORMATION

#### MSD BRONZE TRAINING ONLINE

All Master Service Dealer (MSD) Bronze-level training is now online, free of charge. Dealers must complete all 10 courses to pass the Bronze level as a prerequisite for Silver.

Obtaining MSD Bronze Certification has never been easier! Polaris has recently added even more online courses to take at your convenience. Don't forget to complete the Online Fundamentals course prior to taking the MSD Bronze courses.

List of available online courses:

- 933 MSD Bronze - Section 1 - Polaris MSD Training Overview
- 934 MSD Bronze - Section 2 - ASSERT and Satisfy
- 935 MSD Bronze - Section 3 - Dealer Information Resources
- 936 MSD Bronze - Section 4 - Vehicle Identification and PDI
- 937 MSD Bronze - Section 5 - Scheduled Preventive Maintenance
- 938 MSD Bronze - Section 6 - Service Information and Special Tools
- 939 MSD Bronze - Section 7 - Electrical Systems
- 940 MSD Bronze - Section 8 - Powertrain Systems
- 941 MSD Bronze - Section 9 - Chassis Systems
- 942 MSD Bronze - Section 10 - Fuel and Engine Management

Each of the ten modules has a corresponding test to take after completion of a module. To pass the test, a score of 80% or higher is required. Once all ten modules are taken and all ten tests passed, MSD Bronze Certification will be achieved enabling transition into MSD Silver.

To access the new training, visit [www.mytrainingandrewards.com](http://www.mytrainingandrewards.com). Select *My Training* then select your product group. The training course can be found under the *Training/Service* track of the Polaris Training site. Once you have completed your training, be sure to take the corresponding test found under *Testing/Service*. Please remember that training and testing are separate menu options in the training site.

If you need any assistance, please contact Polaris Dealer Support at 1-800-330-9407 (US) & 1-877-289-1343 (Canada). You can also send your question via an ASK Polaris case. This can be found at the top of each page on the dealer website. If you have achieved the Bronze Level, you are not required to complete the New MSD Bronze Online Course.

#### MY 11-MY 12 800 INJECTORS INCORRECTLY PACKAGED

There have been several reports from Polaris dealers on MY 11 and MY 12 800 injector harnesses that are incorrectly packaged. In some ASK Polaris Diagnostic and Warranty type cases, on 800 Snowmobiles, dealers are installing incorrect injectors into units. Please identify the difference between injectors prior to installing:

- MY 11 4013046-053 Injector harness has an all plastic body with a shorter injector tip.
- MY 12 4013258-053 Injector harness is partially metal with a longer injector tip.





# POLARIS

## NORTH STAR SERVICE SOLUTIONS



## NEWSLETTER

Volume 11: February 20, 2014



### AVAILABILITY OF DW 3.6 ANNUAL VERSION

Digital Wrench 3.6 annual release is now available to dealers on DEX. Download the software by going to the dealer site.

| Service and Warranty                      |
|---|
| All In Process Warranty Claims (6 Months) |
| All Processed Warranty Claims (6 Months)  |
| Start a New Warranty Claim                |
| Warranty Claim Inquiry                    |
| View Parts Return List                    |
| Unit Inquiry                              |
| Bosch Service Solutions – Special Tools   |
| Refresh Authorization                     |
| Digital Wrench Updates                    |
| STOP Site                                 |
| MSDS Forms                                |
| News, Forms & Links - Service & Warranty  |
| ESC Documentation                         |
| ESC Administration                        |
| Kit Instructions lookup                   |
| Mobile Digital Wrench App Download        |
| Owners Manuals                            |
| View Parts Return List                    |
| Digital Wrench Annual Version 3.6         |

What is new:

- VCM Software update for Indian®
- Scrambler 1000
- Sportsman ACE
- Asphalt calibration Update
- MY14

### DEALERSHIP SERVICE DEPARTMENT AUDITS – KNOW WHAT TO EXPECT!

All Polaris dealerships service and warranty related business transactions are subject to routine audits under the standard terms of the Audit Policy in Polaris Sales Inc.'s Dealer Policy Manual. The purpose of the audit is to review a dealership's administration of Warranty policies and procedures as provided in the Polaris Dealer Agreement, as well as a dealership's practices relative to reporting, incentives and allowances, warranty claims and registrations.

When Polaris conducts a Service Department audit this is what is routinely requested of a dealership:

Copies of Repair Orders (ROs) for all Polaris warranty claims submitted. Typically a 12 month review occurs. A complete RO will have the following information:

- Date of service
- VIN and miles or hours of the serviced vehicle
- Consumer name, address and phone number
- Complete comments present for consumer concern, cause and correction of the service.
- Tech comments regarding problems found and any notes relating to the problem or repair of the problem, including testing.
- Parts listed on the RO must match the warranty claim
- RO must be signed by the consumer
- A copy of Unit Inquiry should be attached to the RO, or, at minimum, reference to any Bulletin(s) affecting the unit referenced.

A review of warranty Part-Stock & Clothing claims submitted:

- An RO or consumer returned/exchange transaction must be available for all Parts Stock warranty claims.
- The consumer receipt must be attached to the RO or return/exchange paperwork.



# POLARIS

## NORTH STAR SERVICE SOLUTIONS



## NEWSLETTER

Volume 11: February 20, 2014



- The date on the consumer receipt and RO/return paperwork will be matched to the date on the warranty claim.

During onsite visits a review of warranty parts being held for the mandatory 30 day holding period will be audited. Parts held for warranty should be inventoried in the following manner:

Parts Return Tags must be attached to each part identifying the VIN, warranty claim and date

A review for parts being held longer than the holding period will be conducted. Keep in mind that parts should NOT be held for longer than the required 30 day holding period

When Polaris conducts a Service Department Registration audit this is what is routinely requested of a dealership:

- A scanned copy of the Original Bill of Sale
  - ✓ Must be signed and dated by the consumer
- A scanned copy of the Polaris Warranty Registration Form
  - ✓ Must be signed and dated by the consumer
- A scanned copy of the Pre-Delivery Inspection Form (PDI)
  - ✓ Must be signed and dated by the consumer
- Typically a 12 month review of registrations will be audited
- The information on the dealership copies will be compared to the information the dealer entered when they registered the unit electronically on the Polaris dealer website
  - ✓ Remember, your registrations must be completed within 3 days of the date listed on the Bill of Sale. For more information please review the Warranty Registration Policy, the

*Audit Policy, and your Polaris Dealer Agreement located on your dealer website.*

*\*\*\*Failure to comply with the Warranty Registration Policy, the Audit Policy, or the Polaris Dealer Agreement can result in a fine up to and including received rebate incentives and a \$400 penalty for each violation.\*\*\**

Be sure to review your Polaris Warranty Policies & Procedures Manual frequently as updates are made throughout the year to assist dealerships in their warranty processes. Whenever questions arise or your dealerships needs further clarification please remember we are here to help! Contact a Polaris Dealer Support Representative or create an ASK Polaris case with your inquiries and we will respond to ensure you get the information you need!

### ACE SERVICE MANUAL

The Sportsman ACE service manual is now available for order. The part number for this manual is 9924863. This book will NOT be auto-shipped. If you wish to have a hard copy of this manual, you will need to order it through normal parts ordering. The service manual is also available on the STOP site in HTML format.

### INCORRECT OIL HANG TAG – INDIAN®

There are approximately 100 2014 Indian® motorcycles which likely have a Bobcat hang tag instead of the Indian® hang tag in the kit bag. Currently, there is no intention to hold units for this as the Indian® hang tag is just an oil checking procedure. This information is available in the owner's manual.

Polaris asks that dealers photo copy one of the correct tags and point this issue out to customers at time of delivery.



# POLARIS

## NORTH STAR SERVICE SOLUTIONS



## NEWSLETTER

Volume 11: February 20, 2014



### A LINK TO OWNER'S MANUALS

There is now a link for Owner's Manuals under the Service and Warranty dropdown on DEX.

| Service and Warranty                      |
|---|
| All In Process Warranty Claims (6 Months) |
| All Processed Warranty Claims (6 Months)  |
| Warranty Claim Inquiry                    |
| View Parts Return List                    |
| Unit Inquiry                              |
| Bosch Service Solutions - Special Tools   |
| Refresh Authorization                     |
| Digital Wrench Updates                    |
| STOP Site                                 |
| MSDS Forms                                |
| News, Forms & Links - Service & Warranty  |
| ESC Documentation                         |
| Kit Instructions lookup                   |
| Mobile Digital Wrench App Download        |
| Owners Manuals                            |
| View Parts Return List                    |

### 2013-2014 RANGER 900 / RANGER 900 CREW - VEHICLE SPEED SENSOR FAULT UPDATE

There have been a number of questions when filing bulletin R-13-04/A. This bulletin is broken into two parts based on the model year:

|    |          |  |
|----|----------|--|
| 1. | R-13-04  | Should be filed for <b>2013 RANGER XP 900</b> .              |
|    |          | Install speed sensor kit 2205264 <b>and</b> reflash the ECU. |
|    |          | Covers 0:18 minutes labor.                                   |
| 2. | R-14-01A | Should be filed for <b>2014 RANGER XP 900 And 900 CREW</b> . |
|    |          | Reflash the ECU <b>only</b> .                                |
|    |          | Covers 0:12 minutes labor.                                   |

2014 vehicles do not need the speed sensor kit 2205264 because these vehicles were already manufactured with the updated components it contains.

### TRIVIA

For a chance to win, correctly respond via email to the trivia below with the answer to the question by February 28, 2014. *Please include the address of your dealership in your email.* You will automatically be signed up for the monthly newsletter via email and also be entered into this month's prize drawing.

#### FEBRUARY TRIVIA

In what year did Polaris, for the first time, generate more revenue from ATV sales than snowmobile sales?



SUBMIT TRIVIA RESPONSES TO:

[service.newsletters@polarisind.com](mailto:service.newsletters@polarisind.com)

#### JANUARY TRIVIA

The January trivia answer is "Robin".

Congratulations to Jay Poturica @ Polaris of Richmond, Michigan for answering the January trivia question correctly! Look for your prize in the coming weeks!