



POLARIS

NORTH STAR SERVICE SOLUTIONS



NEWSLETTER

Volume 12: January 22, 2015

Indian
MOTORCYCLE

RECENT FIELD COMMUNICATIONS

The following list includes the most recently released Team Tips, Safety Bulletins, Service Advisories, and Service Alerts. Please take the time to visit the dealer STOP site and familiarize yourself with them.

TEAM TIPS

I-15-01-01

INDIAN® SOFTWARE UPDATE

A SOFTWARE UPDATE FOR SOME 2014-2015 INDIAN® CLASSIC / VINTAGE / CHIEFTAIN® MOTORCYCLES WHICH ADDRESSES CUSTOMER CONCERNS WITH BRAKE-THROTTLE OVERRIDE (BTO) FUNCTIONALITY.

A-15-1-21

SERVICE MANUAL CORRECTION TO PERIODIC MAINTENANCE CHART

POLARIS HAS IDENTIFIED AN ERROR IN CHAPTER 2 OF THE 2015 SPORTSMAN ETX 2014-2015 SPORTSMAN 570 / UTE SERVICE MANUAL (9925712). THE PERIODIC MAINTENANCE INTERVAL CHART DID NOT PRINT.

SERVICE BULLETINS

R-15-01

RANGER® STARTING QUALITY

2015 RANGER® 570 / CREW 570 / 570 HD INTERNATIONAL MODELS PRODUCED BEFORE JANUARY 7, 2015, MAY EXPERIENCE STARTING CHARACTERISTICS WHICH DO NOT MEET POLARIS PRODUCT QUALITY STANDARDS. SYMPTOMS MAY BE MORE PROMINENT IN TEMPERATURES BELOW 40° F (5°C).

SAFETY BULLETINS

V-15-01 A-B

VICTORY FUEL PUMP REPLACEMENT

SOME 2013-2015 VICTORY MOTORCYCLES MAY HAVE BEEN MANUFACTURED WITH A FUEL PUMP ASSEMBLY THAT DOES NOT MEET VICTORY QUALITY STANDARDS.

SLI-15-01

ROLL HOOP REPLACEMENT

THE SLINGSHOT DIVISION OF POLARIS INDUSTRIES HAS RELEASED TWO SAFETY BULLETINS PERTAINING TO 2015 SLINGSHOT / SLINGSHOT SL VEHICLES.

SLI-15-02

STEERING RACK REPLACEMENT

THE SLINGSHOT DIVISION OF POLARIS INDUSTRIES HAS RELEASED TWO SAFETY BULLETINS PERTAINING TO 2015 SLINGSHOT / SLINGSHOT SL VEHICLES.

To continue receiving the newsletter, please subscribe [here](#).

The Newsletter is now distributed in HTML format and is embedded directly into the email.

Meet the New Polaris Staff

Each month the North Star Service Solutions newsletter features a member of the Polaris team. This month's featured team member is **André-Michel Audette**.



André joined the Technical Service Department four months ago as a Technical Service Representative. In this position, he provides service support to Polaris dealers and customers through technical problem resolution and product training, while acting as the voice of the dealer technician to field and internal departments. André is bilingual in French and English.

Before coming to Polaris, André worked as a Dealer Service Consultant and has six years of experience as a Service Shop Manager. André grew up surrounded by machines and began working as a technician in a shop at a young age. He is proud of his ten+ years of auto service experience.

Outside of work, André enjoys riding in pine country with family and friends and tinkering in the shop on machines. He owns a Magnum 425, an Assault 800, and a RZR®. André's grandfather owns a 1961 Sno-Traveler and attends shows with it to this day. André also races dirt karts and has participated in a 200 lap race three years in a row. He and his team have finished in the top three each year; 2nd in 2012, 1st in 2013, and 2nd in 2014. Of all of his favorite activities, André enjoys keeping up with his three young kids the most!



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NEWS AND INFORMATION

INSTALLING POLARIS INTERACTIVE DIGITAL DISPLAY (IDD) ON A 2010-2015 600 / 800 PRO-RIDE SNOWMOBILE



Please reference the following information when ordering and installing an IDD on a PRO-RIDE snowmobile.

NOTE: The PRO-RIDE kit can be installed on all 2010 - current 600 / 800 PRO-RIDE snowmobiles. 2010 - 2011 PRO-RIDE ECUs do not use the same communication protocols that 2012 - current ECUs use. Because of this, some diagnostic trouble codes (DTCs) will not appear accurately on 2010 - 2011 models.

- The Polaris IDD can be installed on a 600 / 800 PRO-RIDE snowmobile as an accessory using the following kits:
- IDD, part number 2880402.
- PRO-RIDE IDD Hood Harness / Install Kit, part number 2880495.
- PRO-RIDE Ultimate Defrost Bag, part number 2879090.

NOTE: Some Polaris Engineered accessory literature incorrectly stated that the PRO-RIDE IDD Kit is compatible with the PRO-RIDE Low Pro Defrost Bag, part number 2879789. The PRO-RIDE Kit will not

work with the Low Pro Defrost Bag at the time of this publication.

The IDD is supplied with the GPS receiver and USB flash memory stick harness.

The PRO-RIDE IDD hood harness / install kit is supplied with a new hood harness, optional battery power harness, and a three-position ignition switch.

The PRO-RIDE IDD accessory kit does not require a battery to function. An optional battery power harness is included with the install kit so that if the snowmobile is equipped with electric start, the battery will provide power to the IDD when the three-position key is in the ON position.

If a battery is not installed on the snowmobile, the operator will not be able to use the IDD without running the engine. The IDD and GPS receiver will also lose power and re-boot whenever the engine is turned OFF/ON or when the PERC button is used.

NOTE: When shutting off the engine on an IDD-equipped PRO-RIDE snowmobile featuring a battery, always turn the ignition key to the OFF position to power-down the IDD.

PRO-RIDE IDD Initialization:

The IDD will not auto-initialize with the ECUs on the 600 / 800 PRO-RIDE snowmobiles. The user will have to follow the initialization procedure outlined in the IDD User's Guide / Owner's Manual when the IDD is first initialized, or whenever new GPS maps / gauge software is installed onto the IDD.

If the user does not initialize the IDD for the vehicle, the gauge will display ORV icons.

KEY ON Power Note:

Using the ignition switch to KEY ON power will provide power to the IDD and GPS receiver, but will



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not turn on the ECU. To utilize certain functions such as vehicle security and IDD initialization, the engine must be running -OR- 12V battery power must be connected to the ECM (EXTERNAL) PWR and DC PWR test connectors.

WARNING: Never run the engine in an enclosed space. Run the engine in a well ventilated area.

INSTALL RIDERX MAPS AND DATA AND UPDATE POLARIS INTERACTIVE DIGITAL DISPLAY (IDD)

Complete the "Update TRAILS and MAPS Data" process using the most current Trails and Maps Data for the IDD as outlined in the Display Owner's Manual (see "Connect, Register, and Update"). Applicable only to machines that come equipped with IDD as part of setup.

The Owner's Manual has been posted on the Polaris website for your convenience. The IDD manual will show when viewing RANGER, RZR, and Snowmobile vehicle types.

Owner's Manual:

<http://www.polaris.com/en-us/company/owners-manual.aspx>

Vehicle Type	2015 Snowmobiles Owners Manuals
Snowmobiles	600 IQ Widetrack
Manual Type	600/800 RMK/PRO RMK / 800 RMK ASSAULT
Owners	600/800 SWITCHBACK ASSAULT
Model Year	550 INDY 144LXT/ADVENTURE/VOYAGER
2015	Widetrak LX
	120 INDY
	600/800 INDY
	550 INDY 121
	600/800 RUSH + 600/800 SWITCHBACK
	550 INDY Adventure/VOYAGEUR 155
	600 INDY VOYAGEUR 155
	900 IQ LXT
	Interactive Digital Display

IDD INSTRUCTIONAL VIDEOS ARE AVAILABLE ONLINE AT:

[HTTP://WWW.POLARIS.COM/EN-US/SNOWMOBILES/VIDEOS.](http://www.polaris.com/en-us/snowmobiles/videos)

ELECTRONIC PRE-DELIVERY INSPECTION (EPDI) FORM RELEASE

Electronic PDI (ePDI) is part of a Dealer Services initiative to deliver time-saving mobile applications to your dealership. Implementation of the ePDI system will be a great addition to our growing list of mobile applications, such as: Mobile ASK Polaris, Vehicle Check-In (VCI), Technical Parts Chat, and Mobile Digital Wrench.

Over the next few months your dealership will receive several communications providing all of the information you'll need to make a seamless transition from the existing paper PDI forms, to the new ePDI system. Communications will cover topics such as:

ePDI launch dates (phased throughout 2015 for each product line).

- Frequently asked questions.
- Online tutorials.
- Special features and options.

In the meantime, we recommend you consider the current availability and specifications of tablets / smartphones within your dealership. Below is a list of the minimum requirements users will need to fully utilize the ePDI application:

Minimum operating system: Android 4.0™.

Dual core processor / 2 GB internal memory / external MicroSD™ (32 or 64 GB) slot / 500 MB RAM.

Front and rear-facing camera with minimum 3.0 mega pixel resolution with auto / continuous focus.

Video, microphone, and voice-to-text capable.

Internet and Bluetooth wireless technology capable.

External storage capability.

We look forward to rolling this industry-leading mobile technology out to our dealer network in the coming months.



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MASTER SERVICE DEALER (MSD) TRAINING SCHEDULE

Below are the Gold Master Service Dealer (MSD) class schedules for February and March.

FEBRUARY All classes 8:00 AM - 5:00 PM	
ORV Gold	
Canton, NY	10-13, 2015 17-20, 2015
Quebec, QC (French)	10-13, 2015
Plymouth, MN	17-20, 2015
Cleveland, OH	24-27, 2015
Snow Gold	
Plymouth, MN	10-13, 2015
Quebec, QC (French)	17-20, 2015
MARCH All classes 8:00 AM - 5:00 PM	
ORV Gold	
Plymouth, MN	3-6, 2015
	10-13, 2015
	24-27, 2015
	31-April 3, 2015
Salt Lake City, UT	17-20, 2015
Snow Gold	
Quebec	24-27, 2015

Register soon; classes fill fast and seats are limited to a first-come, first-served basis. To check your MSD status or check training schedules, please refer to the Dealer Dashboard (Dealer website > Service & Warranty) or information is also available 24/7 at www.mytrainingrewards.com or enter an ASK Polaris case. Contact Dealer Services at 1-800-330-9407 for U.S. and 1-877-289-1343 for Canada.

UNDERSTANDING YOUR DEALER SERVICE R12 INFORMATION

Dealers are ranked as "A" or "B" status by Tech Service and Dealer support depending on the dealer's Master Service Dealer (MSD) certification and Net Promoter Score (NPS). Dealers who have achieved the necessary "A" status qualifications have higher Case and Phone Priority over "B" status dealers, and will be helped sooner.

Dealers can earn Case and Phone Priority "A" status by obtaining Silver Master Service Dealer (MSD) certification for all product lines they carry AND having a service Net Promoter Score (NPS) greater than 70. For your reference, outlined in red are the Case Priority, Phone Priority, and NPS in the Dealer Service Information R12 summary.

The other items in the Dealer Service Information R12 summary (outlined in yellow) are for internal training and development identification for Tech Service and Dealer Support. The dealer is not rated or ranked on these items for Phone or Case Priority.

The A / B status is updated quarterly and the dealer's priority level makes a drastic difference when waiting for a case response or waiting on hold to speak to someone directly. Dealers can view their MSD level and NPS by logging in to DEX > Service and Warranty > Dealer Dashboard.

Dealer Service Information R12		
	Target	Actual
Case Priority	A	A
Phone Priority	A	A
Net Promoter Score	> 70	95
OW \$ Per VIN	< 5.20	N
OW Contacts	< 80	2
Stop Site Usage	>72	361
PG&A Per Phone Call	\$2800	\$5419
Retail Per Phone Call	>1.85	2.72
Information Available	< =14.5%	14.4%



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ASK POLARIS CASE QUESTIONS

Polaris has received cases related to information that is available on the STOP Site. A number of cases pertain to part number requests or the location and availability of documents such as service manuals. Please use the following resources before filing cases.

To find service manuals:

1. Go to the dealer website.
2. Select Service and Warranty.
3. Select Stop Site from the drop-down menu.
4. Select Service Manuals from the left-hand side of the screen, the bottom of the list.
5. Use the search fields at the top to locate the manual you need.

To find part numbers:

For past model year manuals, see the Prior Publications Manual.

1. Go to the dealer website.
2. Select Service and Warranty.
3. Select News, Forms, and Links from the drop-down menu.
4. Select the Prior Publications Manual link.

For current model years, refer to the part number in the html service manual on the STOP Site.

VEHICLE DOWN ORDERING (V.D.O) POLICY UPDATE

There will be an update to the Vehicle Down Ordering (V.D.O) Policy effective Monday 1/26/15. This update will better allow your dealership to identify a need for critical parts that are not currently in stock, and order parts with no additional charge. This update will also address orders for both critical and noncritical parts and accessories that require same-day shipment. For details, please refer to the [Vehicle Down \(VE\) Order and Vehicle Down Ordering \(V.D.O\) Policy Change](#) located on the dealer extranet under Special Alerts.

TRIVIA

For a chance to win, correctly respond via email to the trivia below with the answer to the question by January 31, 2015. Please include the address of your dealership in your email and your first and last name. You will be entered into this month's prize drawing.

Submit trivia responses to:

service.newsletters@polarisind.com

JANUARY TRIVIA

Who set the Guinness World Record driving a Polaris standard UTV for the longest UTV jump in 2014?



DECEMBER TRIVIA

Who founded and promoted the Polaris Thrill Team?



The December trivia answer is: Ted Otto

Congratulations Mark Baker at Polaris of Enosburg Falls, VT for answering the December trivia question correctly! Look for your prize in the mail!