



ARTICLE:L-16-06-01

DATE:06/15/2016

Published for GEM Dealerships, Distributors, and Service Technicians

SUBJECT: GEM Vehicles Displaying Incorrect State of Charge After Charging or Use

MODELS: All MY16 GEM models (excluding GEM Classic)

GEM has received reports of some 2016 GEM vehicles intermittently displaying an incorrect state of charge after charging and use.

When an incorrect state of charge is detected by the vehicle:

- the LOW BATTERY message may display,
- vehicle performance may be limited,
- or the battery meter may drift down faster than expected while the vehicle sits unplugged.


GEM has released an updated BMC (Battery Management Controller) calibration with **Digital Wrench version 3.8 7/5/16 or later** and recommends vehicles with the symptoms listed above be updated to the revised calibration.

To download and install the latest version of Digital Wrench navigate to the www.polarisdealers.com website, then from the Service and Warranty drop-down menu, click on "Digital Wrench Updates" and follow the links to download the latest version.

IMPORTANT: Verify Digital wrench has been updated to latest version of Digital Wrench 3.8 7/5/16 or later before proceeding.

PROCEDURE:

1. Verify Digital Wrench has been updated to **Digital Wrench 3.8 7/5/16 or later**, then connect the vehicle to Digital Wrench. Select the appropriate year, make and model if the vehicle does not automatically connect.

2. Click  to access the special test menu, then Double-click

5 Auxiliary Controller Reprogramming

3. Select the appropriate "Battery Controller" calibration for the battery pack installed in the vehicle; then click Continue.

4. The next screen will provide you with a Request Code, without closing Digital Wrench open www.polarisdealers.com

5. From the Service and Warranty drop-down menu, select "Reflash Authorizations" then enter the Request Code in the text field and click continue.

Select the Proper ECU Program from the List Below.
The Same ECU Program Must Be Selected When Requesting an Authorization Key from the Dealer Website.
DO NOT CONTINUE UNLESS THE VEHICLE BATTERY IS FULLY CHARGED. USE A BATTERY CHARGER IF NECESSARY.

Reflash Database Version 2.51

<input type="checkbox"/>	Battery Controller - 4 Batteries WITH Filler Caps (2016) Pn: 4016605
<input type="checkbox"/>	Battery Controller - 4 Batteries WITHOUT Filler Caps (2016) Pn: 4016607
<input type="checkbox"/>	Battery Controller - 8 Batteries WITHOUT Filler Caps (2016) Pn: 4016608
<input type="checkbox"/>	Battery Controller - Li-Ion Battery Pack (2016) Pn: 4016222
<input type="checkbox"/>	GEM Instrument Cluster (2016) Pn: 4015461
<input type="checkbox"/>	GEM Motor Controller 5 kW (2016) Pn: 4015647
<input type="checkbox"/>	GEM Motor Controller 6.5 kW (2016) Pn: 4015645
<input type="checkbox"/>	Vehicle Controller GEM 2 (2016) Pn: 4015577

1. Select File
2. Integrity Check
3. Enter Authorization Key
4. Prepare Vehicle
5. Reprogram
6. Verify Success

Continue Cancel

6. From the calibration drop-down box, select the appropriate "Battery Controller" option for the batteries installed in the vehicle, then fill out the rest of the information on the page, including the VIN and customer info, and click continue. This will give you the Authorization Key to enter in the required field in Digital Wrench.
7. Enter the Authorization Key into the required field in Digital Wrench then click Continue, the reflash process will begin. **IMPORTANT:** Follow the instructions in Digital Wrench exactly as it advises, and this will complete the reflash process.
8. After the reflash process is complete, plug the vehicle in until it is fully charged.

Tip: Check your cable's port settings on your computer per the troubleshooting guide in Digital Wrench.

Note: For any issues with the reflash process, please refer to the troubleshooting guide in Digital Wrench. If problems continue please contact Technical Service at 1-800-330-9407.

POLARIS

DSA Diagnostic Systems Associates

Reprogramming Home Start Over DSA Info

Please Enter ALL of the information below.

Request Code: DMODLLOHFDDM

File: Choose Reflash Being Performed

<input type="checkbox"/>	Battery Controller - 4 Batteries WITH Filler Caps (2016) Pn: 4016502
<input type="checkbox"/>	Battery Controller - 4 Batteries WITHOUT Filler Caps (2016) Pn: 4016504
<input type="checkbox"/>	Battery Controller - 8 Batteries WITHOUT Filler Caps (2016) Pn: 4016505
<input type="checkbox"/>	Battery Controller - Li-Ion Battery Pack (2016) Pn: 4016222
<input type="checkbox"/>	GEM Instrument Cluster (2016) Pn: 4015461
<input type="checkbox"/>	GEM Motor Controller 5 kW (2016) Pn: 4015647
<input type="checkbox"/>	GEM Motor Controller 6.5 kW (2016) Pn: 4015645
<input type="checkbox"/>	Vehicle Controller GEM 2 (2016) Pn: 4015577

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