



POLARIS[®] TECHNICAL SERVICE BULLETIN

Date: June 20, 2017

GEM

Bulletin Number: L-17-02-A

Model Year(s): 2017

Safety Bulletin

Service Bulletin

Service Alert Fax

This Stop Sale is located at www.polarisdealers.com and www.intl.polarisdealers.com

-Confidential and Proprietary-

VERSION: R01 (June 20, 2017)

IMPORTANT

If you are working with a printed copy, please verify you have the most current version of these instructions.

SUBJECT: 2017 GEM EPS BOLT INSPECTION

PURPOSE:

Polaris has found that a limited number of EPS-equipped vehicles were manufactured with bolts that have the incorrect thread pitch. These bolts mount the EPS module to its mounting bracket. These incorrect bolts damage the EPS unit as well as the bolts themselves. Any unit with incorrect bolts will require replacement of the bolts and the EPS unit. These bolts can be identified by their color; the correct bolts are an olive drab finish while the incorrect bolt is a yellow chromate finish.



**INCORRECT FASTENER
(Yellow Chromate Finish)**



**CORRECT FASTENER
(Olive Drab Finish)**

AFFECTED MODELS:

Model Year	Models	Vehicle Identification Number Range
2017	e2	Reference “Unit Inquiry” on the dealer website or the Service Bulletin list on the STOP site to lookup affected units. Production date: (02/22/2017)-(03/30/17)
	e4	
	e6	
	eL XD	

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Service Bulletin completion. In addition to consumer units, dealers are required to correct any affected units in their inventory.

WARRANTY CLAIM / PARTS INFORMATION

Service and safety bulletin parts are excluded from the standard RMA policy and cannot be returned. To assure we can update only units affected, please only place orders to update units that have an affected VIN and have been properly inspected.

SERVICE BULLETIN #	L-17-02-A
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	0.5 hr (30 minutes)
PART NUMBER / DESCRIPTION	7170107 (QTY 1) Bulletin Completion Decal
PARTS AVAILABILITY	Available to order in limited quantities
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	NO
PHOTO REQUIREMENT	NO

SERVICE BULLETIN #	L-17-02-B
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	0.8 hr (42 minutes)
PART NUMBER / DESCRIPTION	7518558 (QTY 3) Bolt 2413377 (QTY 1) EPS Module 7170107 (QTY 1) Bulletin Completion Decal
PARTS AVAILABILITY	Available to order in limited quantities
UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT	NO
PHOTO REQUIREMENT	NO

ACCESSORY REMOVE & REPLACE LABOR

Polaris will cover labor for the removal and installation of accessories required to complete the bulletin work. Follow the steps below to obtain reimbursement.

For accessory removal and installation up to 0.5 hour of labor:

1. Start a new warranty claim under the Service and Warranty dropdown and enter the VIN.
2. Enter the Date Failed and Date Repaired information into the applicable fields.
3. Enter "L-17-02" in the Authorization field.
4. Enter the miles and hours.
5. Enter the labor time up to 0.5 hour.
6. Enter "L-17-02" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
7. Add part 0000511, quantity 1.
8. Enter warranty fail codes 127/369/151.
9. Validate the parts.
10. Save and submit the claim to Polaris.

For accessory removal and installation over 0.5 hour of labor:

1. Start a new Ask Polaris Case, Service & Warranty Question > Authorization: Non-Cosmetic & Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN, along with miles and hours into the applicable fields.
3. Enter "L-17-02" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 127/369/151.
5. Add part 0000511, quantity 1.
6. Attach photos of the vehicle and accessories sufficient to support the labor time requested.
7. Submit the case to Polaris.

TRANSPORT & MOBILE SERVICE REIMBURSEMENT:

Polaris will cover up to 1 hour of labor for dealer transport, or travel to the affected vehicle(s) to perform the bulletin. Polaris understands that not all situations will require this and recommend that dealers work with the customers to determine the best solution for their situation. Follow the steps below to obtain travel/transportation reimbursement.

1. Start a new warranty claim under the Service and Warranty dropdown and enter the VIN.
2. Enter the Date Failed and Date Repaired information into the applicable fields.
3. Enter "L-17-02" in the Authorization field.
4. Enter the miles and hours.
5. Enter the labor time up to 1 hour.
6. Enter "L-17-02" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "TRAVEL LABOR".
7. Add part 0000511, quantity 1.
8. Enter warranty fail codes 127/369/151.
9. Validate the parts.
10. Save and submit the claim to Polaris.

WARRANTY COVERAGE PERIOD:

Warranty coverage for Service Bulletin L-17-02-A will expire June 28, 2019.

DISPOSAL INFORMATION

Under no circumstances shall the parts removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributor's responsibility to make sure every part replaced (related to this bulletin) is taken out of circulation and disposed of properly.

FEEDBACK FORM

A feedback form has been created for the technician to provide POLARIS with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/videos from a specific repair. This feedback form is viewable on a mobile device by scanning the QR code shown or by clicking [HERE](#) if viewing this document electronically.



EPS BOLT INSPECTION

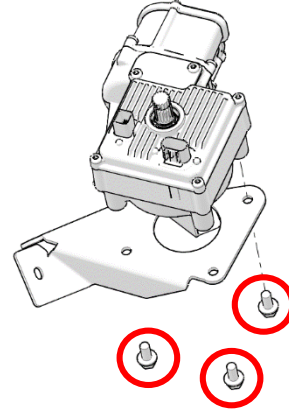
Tools Required:

- 15mm socket
- 13mm socket
- 17mm socket
- 13mm Wrench
- 15mm Wrench
- Ratchet Wrench
- Flat head screwdriver

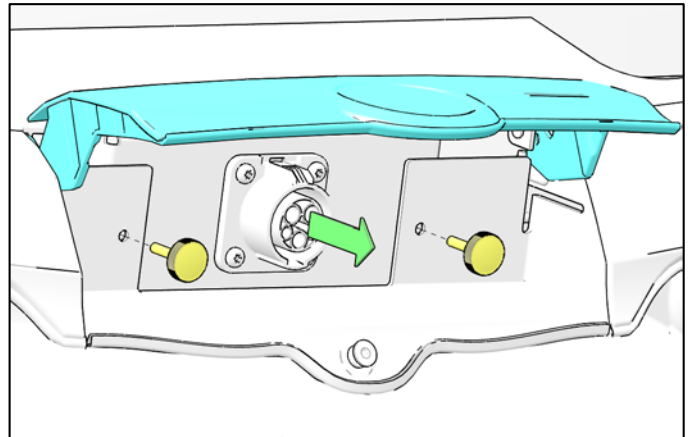
NOTE

The bolts in question are circled, which can be viewed in Figure 1.

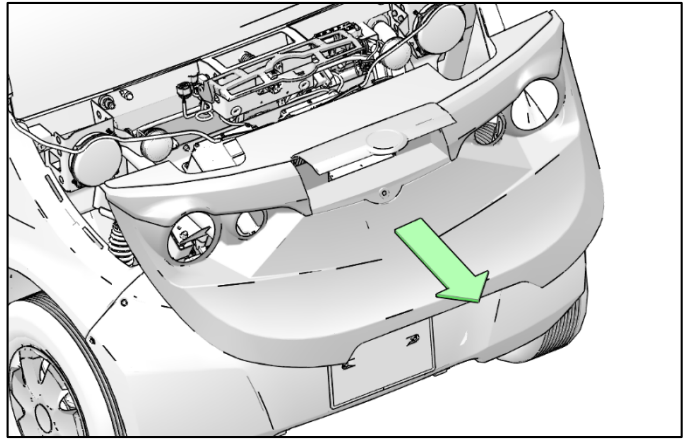
Figure 1



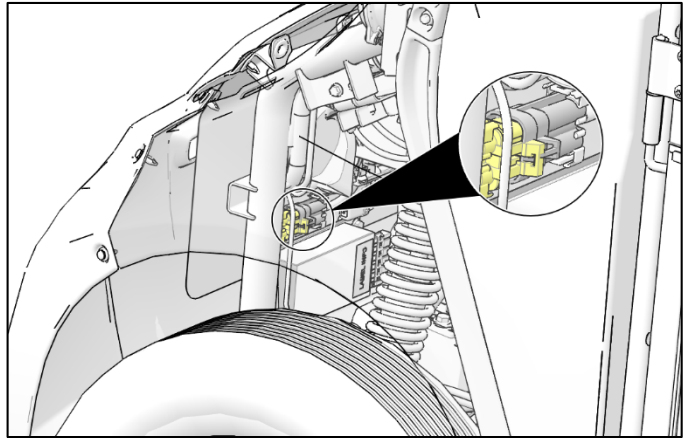
1. Engage parking brake.
2. Remove two hood screws located under the charge port.



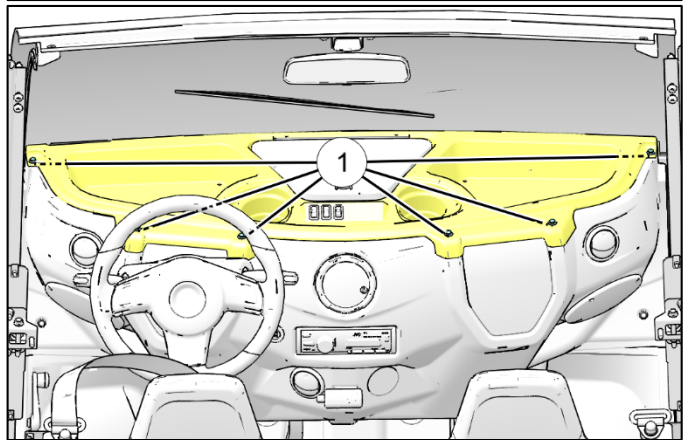
3. Keeping the hood parallel with the ground, Pull the hood forward to release it from the grommets. Carefully lift the hood away from the vehicle.



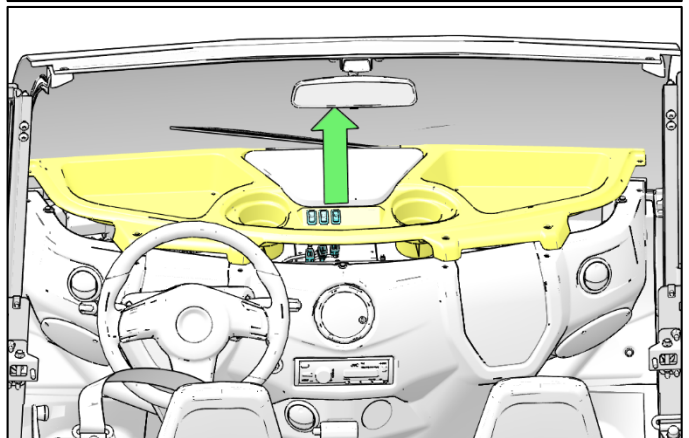
4. Disconnect power at service connect.

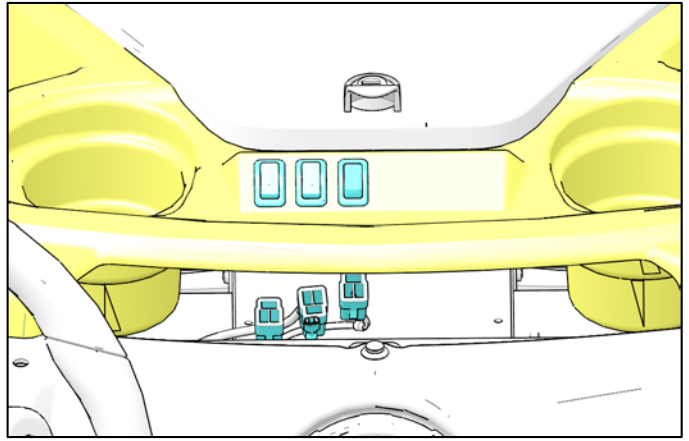


5. Remove six push pins ① from upper dash.

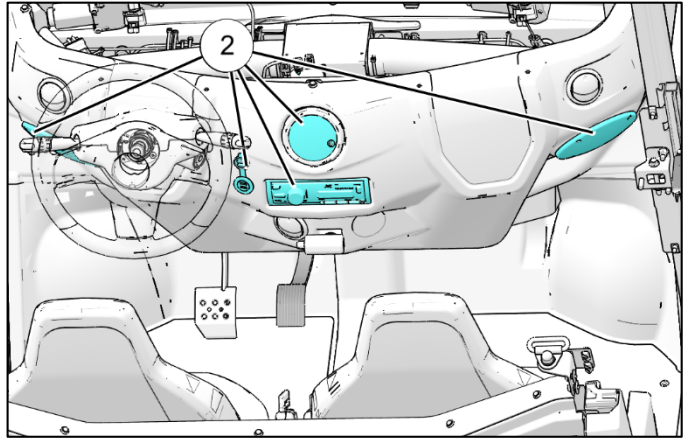


6. Lift upper dash to access and disconnect electrical connectors and remove from vehicle.

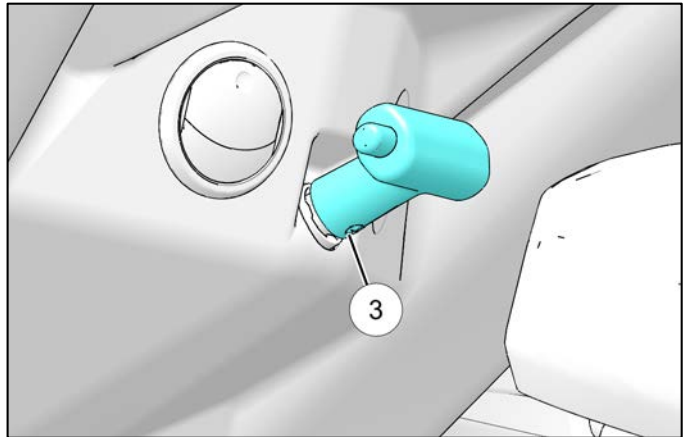




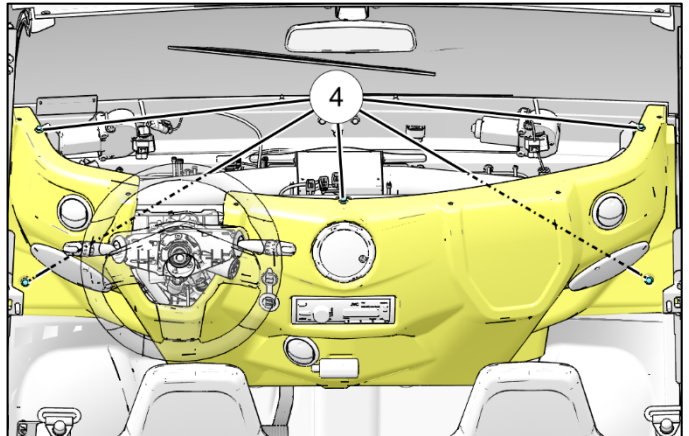
7. Remove dome light electrical connection as well as any other accessories installed in the lower dash ②.



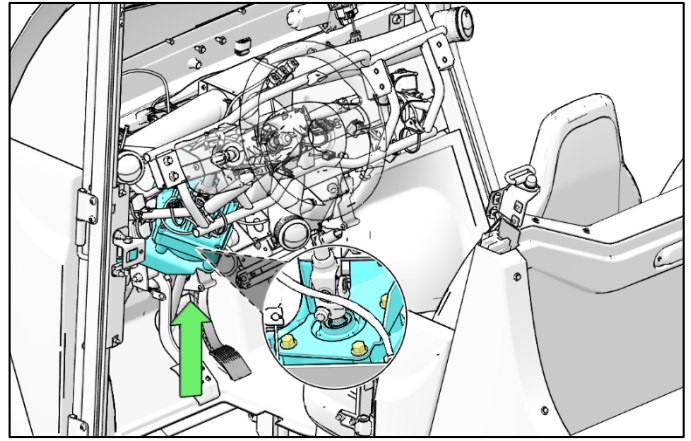
8. Remove screw ③ from parking brake handle and remove handle.



9. Remove five lower dash fasteners ④ and remove panel from vehicle.



10. Inspect EPS bolt color while being underneath EPS unit and looking upward.

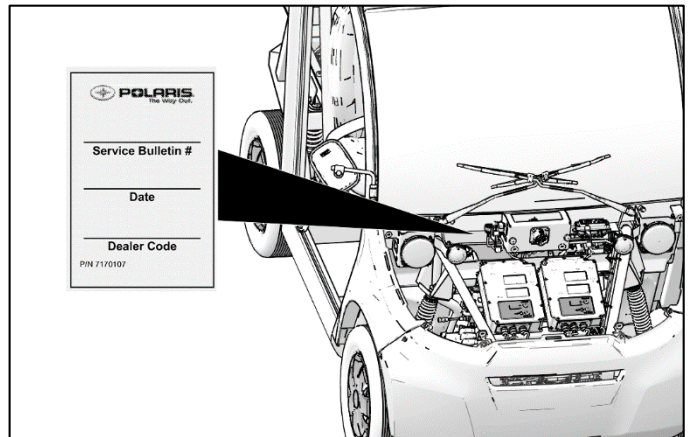


11. If the fasteners are an olive drab finish then no repair is necessary, reinstall dash components by reversing the order of steps 1-9. Install the bulletin completion decal on the frame, next to the Digital Wrench connector. File bulletin L-17-02-A.



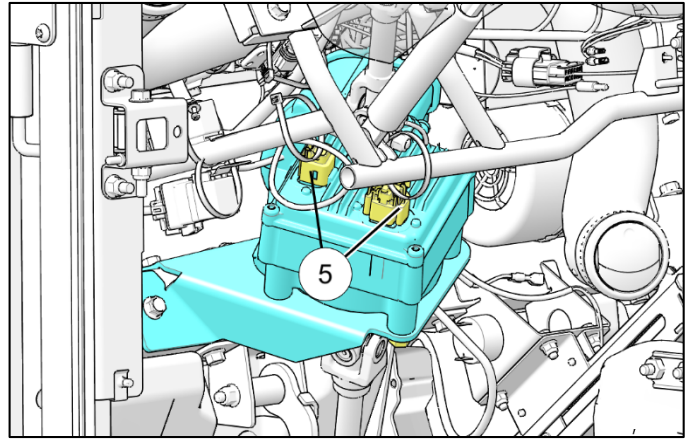
INCORRECT
(Yellow Chromate Finish)

Correct
(Olive Drab Finish)

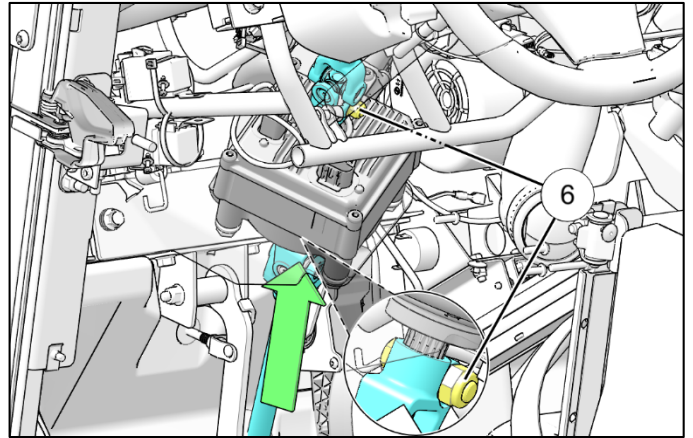


12. If the EPS fasteners have a yellow chromate finish proceed with step 13.

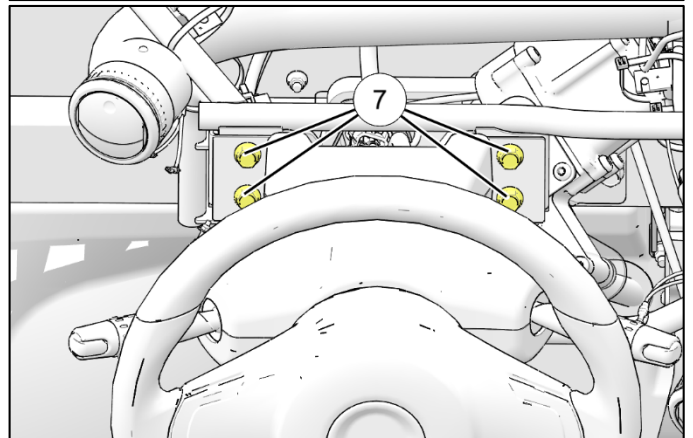
13. Remove two electrical connectors (5) from EPS module.



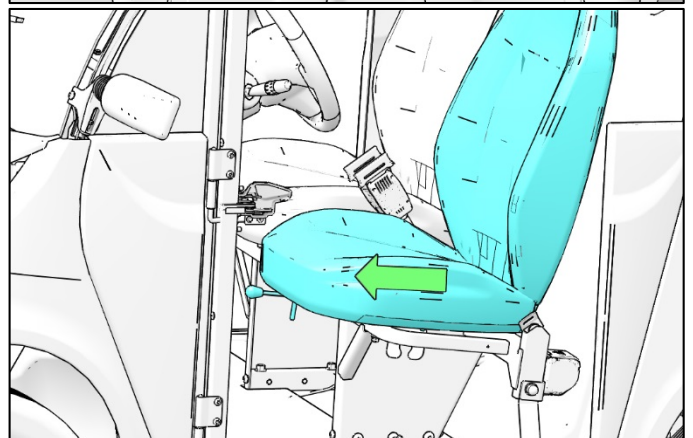
14. Remove top and bottom pinch bolts (6).



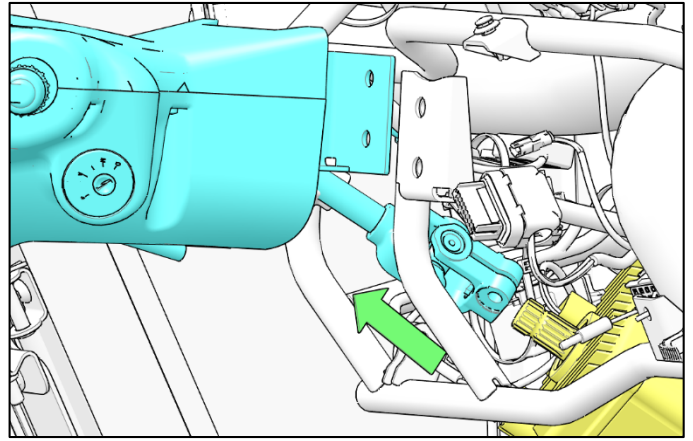
15. Remove four steering column to dash frame fasteners (7).



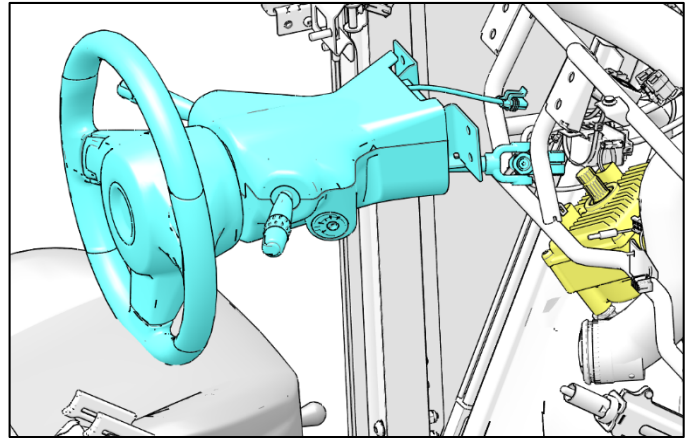
16. Move driver seat forward.



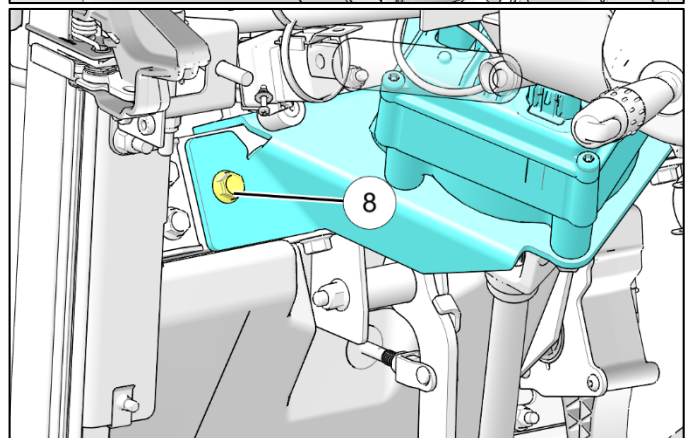
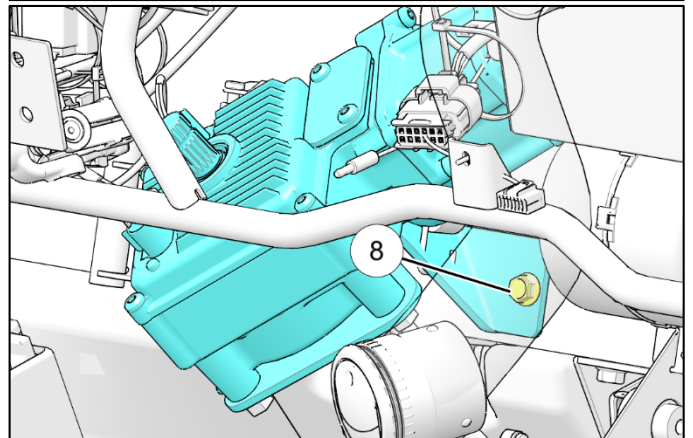
17. Remove steering column from top slip joint.



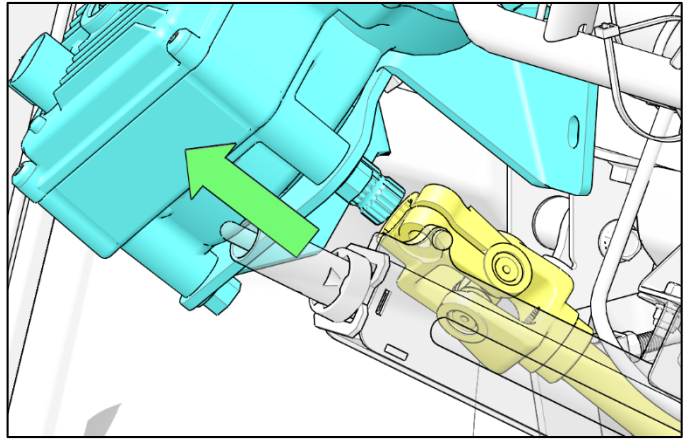
18. Rest steering wheel onto seat.



19. Remove two EPS bracket to dash frame fasteners (8).

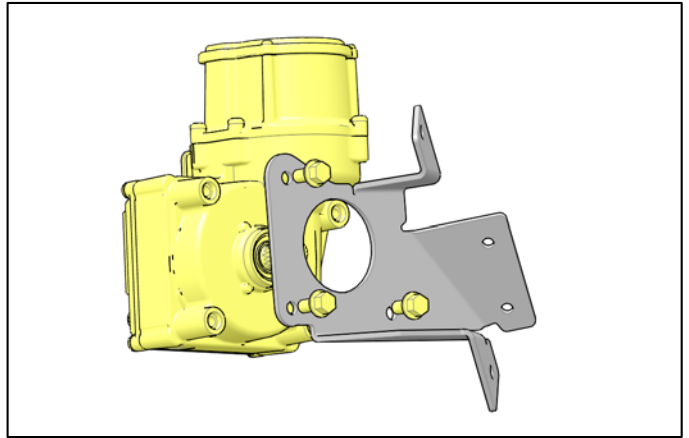


20. Lift EPS module with bracket upward and out of lower slip joint. Remove from vehicle.

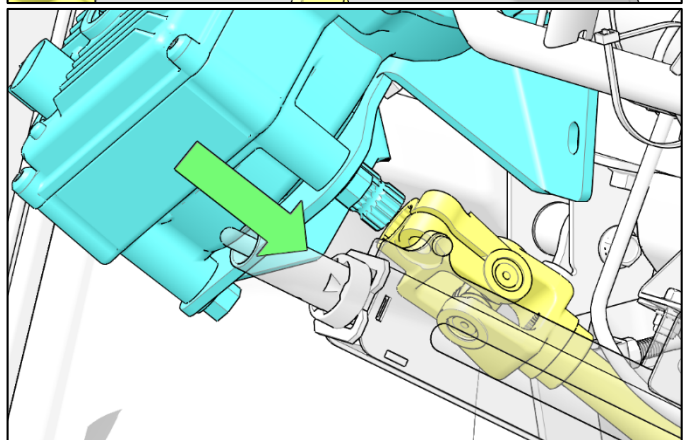
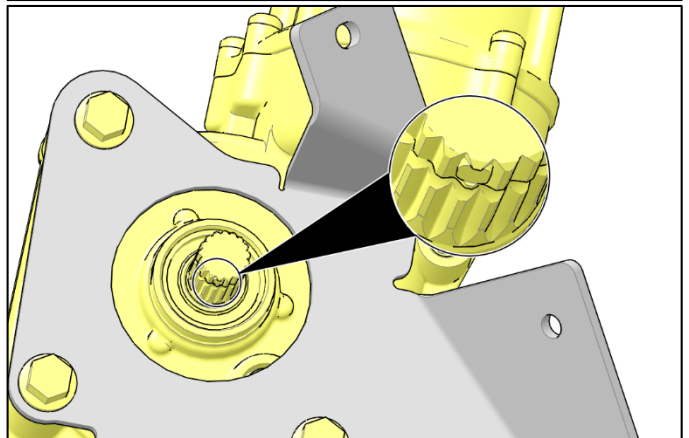


21. Transfer bracket to new EPS unit with new fasteners.

TORQUE
EPS Fasteners
30 ft-lbs (41 Nm)



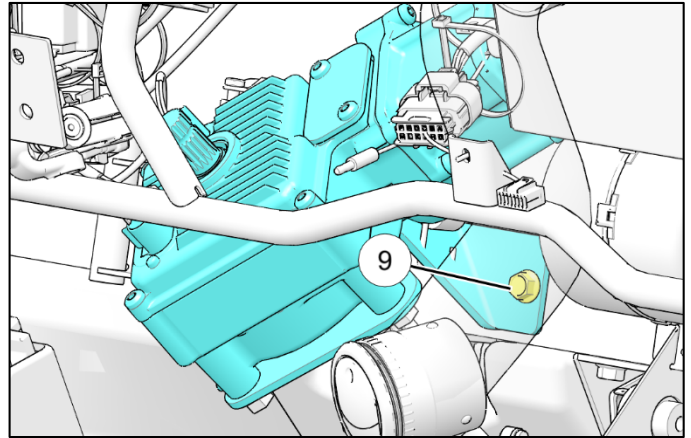
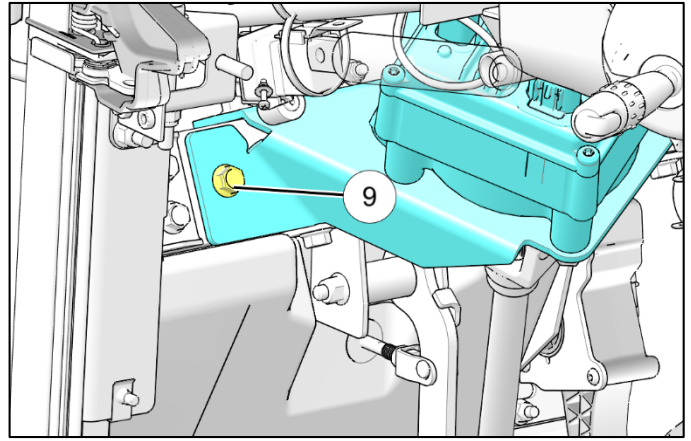
22. Insert EPS into Lower steering shaft by aligning slip joint with skip tooth on EPS Shaft.



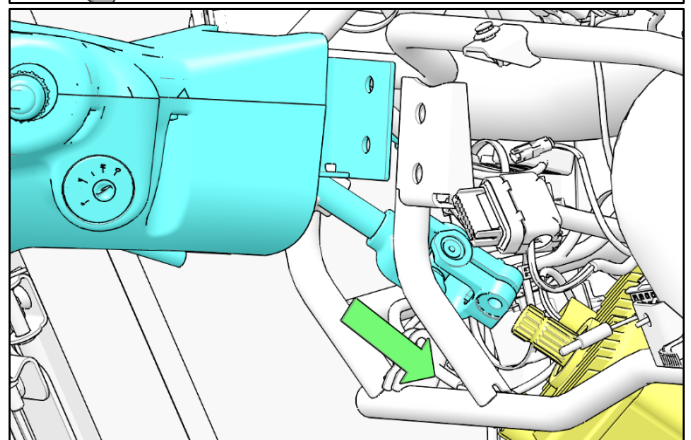
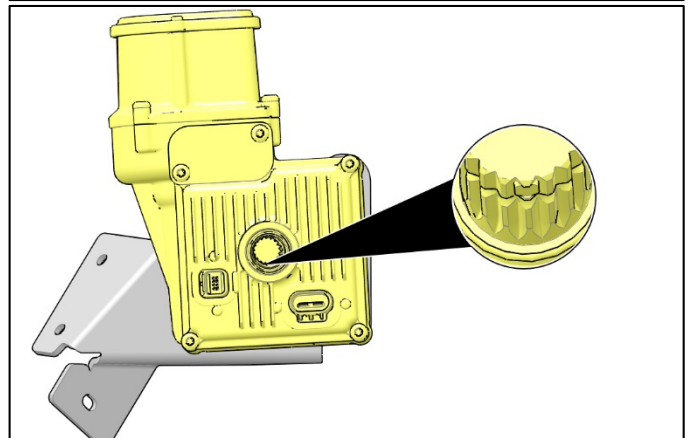
23. Install EPS bracket fasteners ⑨.

TORQUE

EPS Bracket Fasteners
30 ft-lbs (41 Nm)



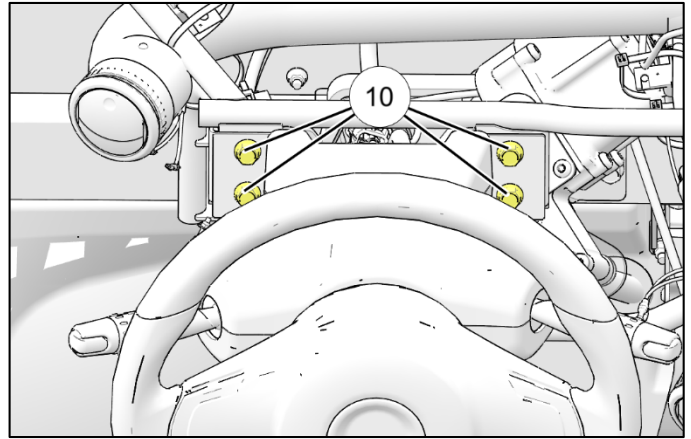
24. Install steering column to EPS by aligning skip tooth into joint.



25. Install column to dash frame fasteners ⑩.

TORQUE

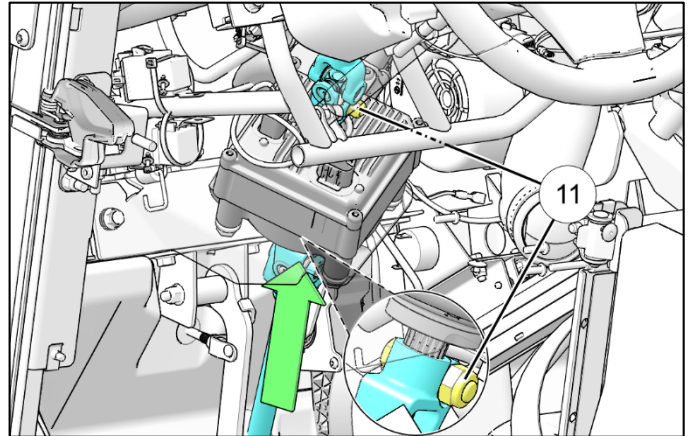
Column Fasteners
18 ft-lbs (25 Nm)



26. Install upper and lower slip joint fasteners ⑪.

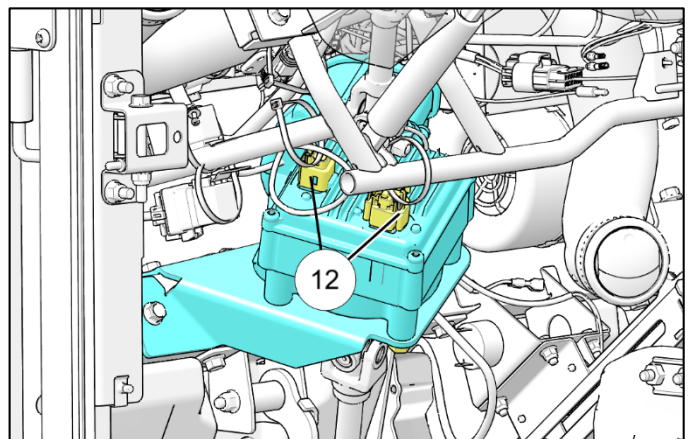
TORQUE

Slip Joint Fasteners
18 ft-lbs (25 Nm)

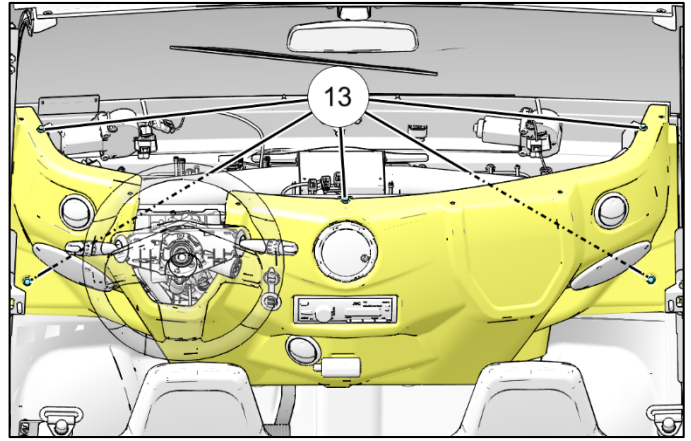


27. Turn steering wheel left and right to ensure joints are properly installed.

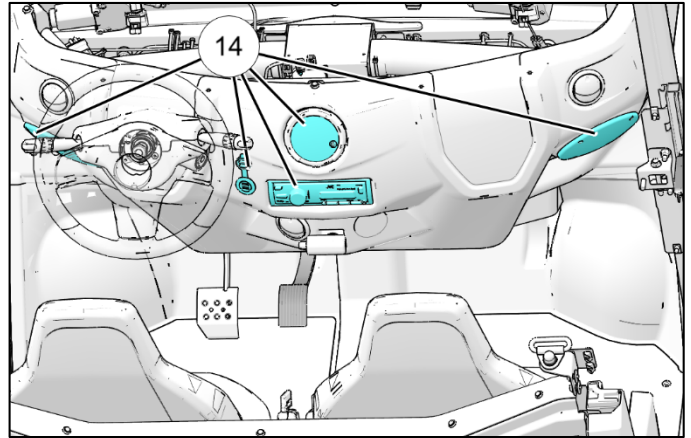
28. Connect two EPS electrical connections.



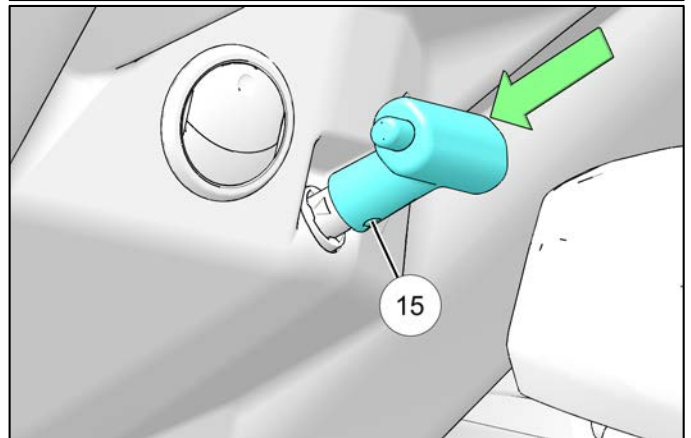
29. Reinstall lower dash panel and push pins ⑬.



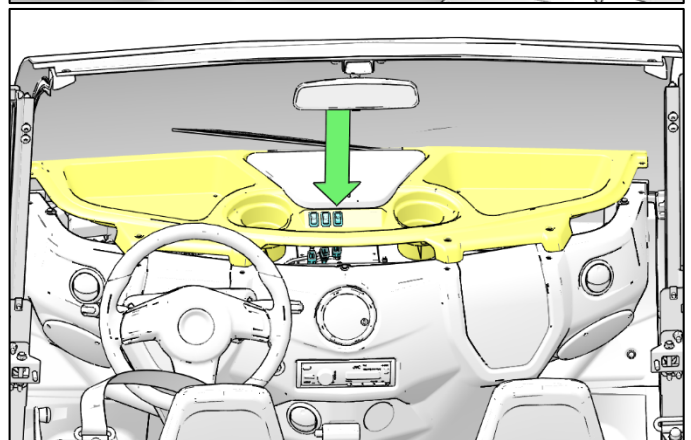
30. Connect all electrical connections ⑭.



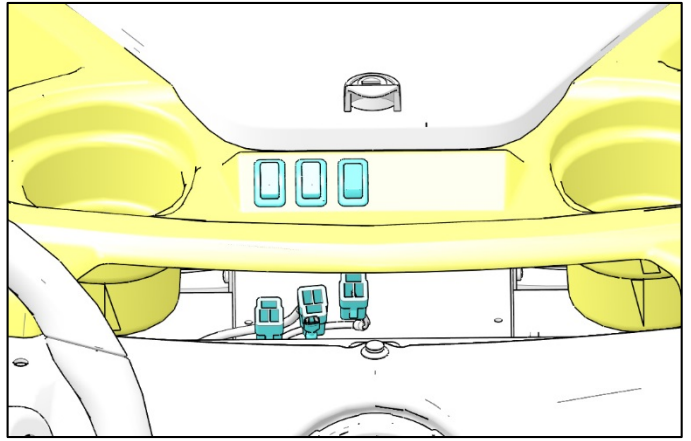
31. Reinstall parking brake handle and screw ⑮.



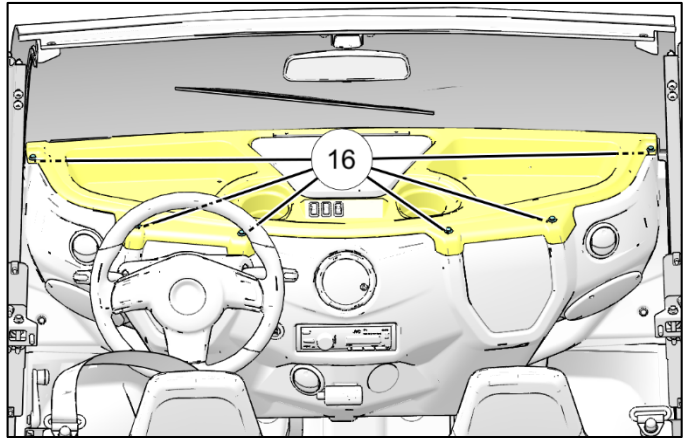
32. Reinstall upper dash panel.



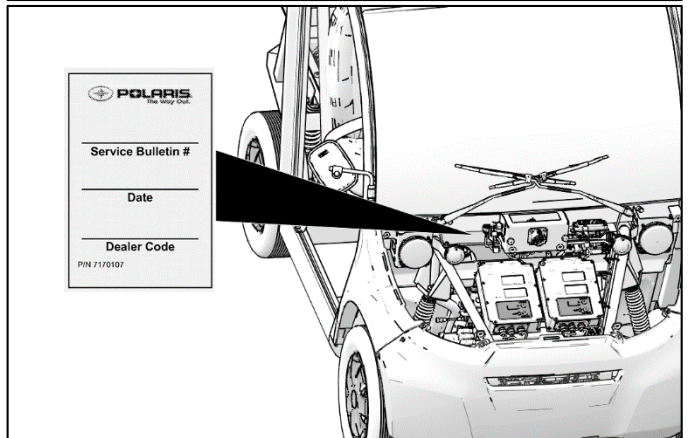
33. Reinstall dome light and other accessories.



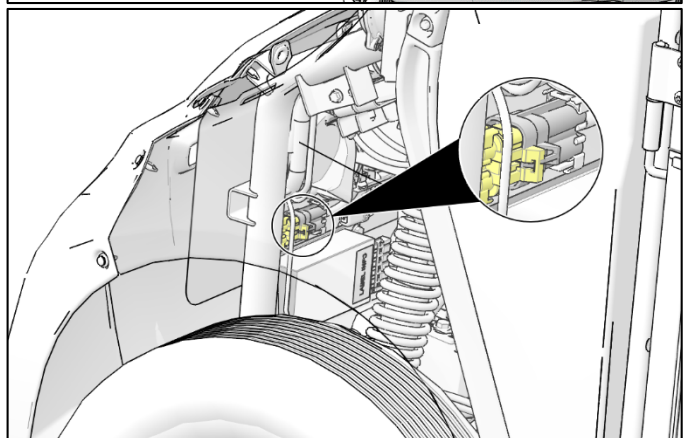
34. Insert push pins into upper dash ⑯.



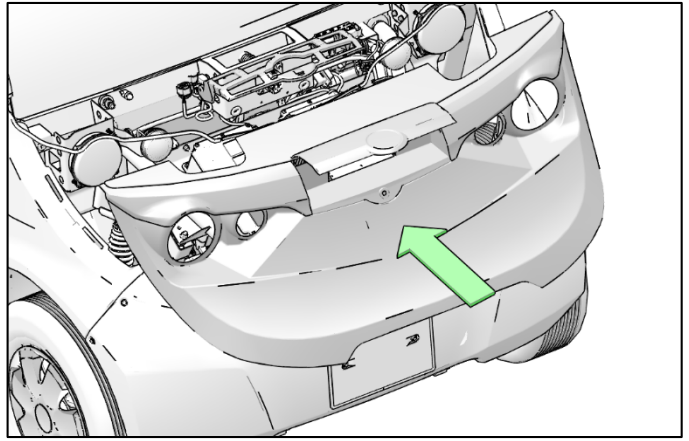
35. Install the bulletin completion decal on the frame, next to the Digital Wrench connector.



36. Reconnect power at service connect.



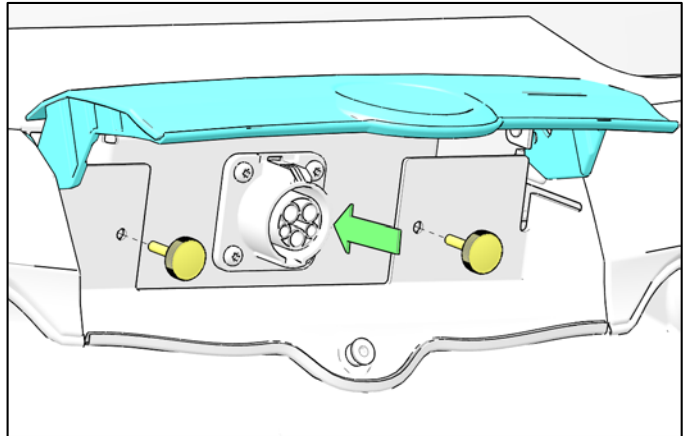
37. Keeping the hood parallel with the ground, move hood into grommets until secured.



38. Install two screws under charge port.

TORQUE

Hood Screws
6 ft-lbs (7 Nm)



39. File bulletin L-17-02-B.