



**POLARIS**

# TECHNICAL SERVICE BULLETIN

Date: October 11, 2017  
Expires: December 31, 2019

## GEM

Bulletin Number: L-17-03  
Model Years: 2016-2018

Safety Bulletin

**Service Bulletin**

Service Alert Fax

*This Service Bulletin is located at [www.polarisdealers.com](http://www.polarisdealers.com) and [www.intl.polarisdealers.com](http://www.intl.polarisdealers.com)*

– Confidential and Proprietary –

**VERSION: R01 (October 11, 2017)**

### IMPORTANT

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

### SUBJECT: 2016-2018 GEM LH STALK SWITCH

#### PURPOSE:

Some 2016 - 2018 GEM vehicles equipped with halogen headlights have exhibited failures of the headlight switch on the LH stalk assembly. To address this concern, dealers should update affected vehicles with LED headlights and LH switch as directed in the instructions of this bulletin.

#### AFFECTED MODELS:

| Model Year | Models | Vehicle Identification Number Range   |
|------------|--------|---|
| 2016-2018  | e2     | <b>Reference "Unit Inquiry" on the dealer website or the Service Bulletin list on the STOP site to lookup affected units.</b> |
|            | e4     |   |
|            | e6     |   |
|            | eL XD  |   |

#### CUSTOMER NOTIFICATION:

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

#### WARRANTY CLAIM / PARTS INFORMATION:

Bulletin parts are excluded from the standard RMA policy and cannot be returned. An initial Recommended Order Quantity has not been provided for this Bulletin. Use Quantity Ordered to Date and the Open VIN List from the STOP site to determine an order amount that's right for your dealership. For more details, refer to University of Polaris training course "Polaris Item Availability and Daily Ordering" and click on "Bulletin Ordering Training".

| 2016-2018 GEM e2, e4, e6, eL XD                         |   |
|---|---|
| <b>SERVICE BULLETIN #</b>                               | L-17-03   |
| <b>CLAIM TYPE</b>                                       | SB (Service Bulletin)   |
| <b>LABOR ALLOWANCE</b>                                  | 1.2 hr (72 minutes)   |
| <b>PART NUMBER / DESCRIPTION</b>                        | 2413644 (QTY 2) LED Headlight<br>4015403 (QTY 1) LH Switch<br>7170107 (QTY 1) Bulletin Completion Decal |
| <b>PARTS AVAILABILITY</b>                               | Available to order in limited quantities until early November, 2017                                     |
| <b>UNIVERSITY OF POLARIS VIDEO TRAINING REQUIREMENT</b> | NO  |
| <b>PHOTO REQUIREMENT</b>                                | NO  |

### NOTE

Halogen headlight part number 2411835 should NOT BE USED as a service part for any models affected by Service Bulletin L-17-03. Parts books have been updated accordingly. However, this part number is still used in other applications and Polaris recommends dealers stock these for use in those applications only. If you have stocked these headlights for the GEM platform, please submit an Ask Polaris case, **Non-Tech Parts Question > RMA Question** for return, if desired.

### 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 30 minutes of labor:

Enter the actual labor time for the removal and installation into the accessory R&R Min Field on the bulletin claim.

#### For accessory removal and installation over 30 minutes 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-17-01" in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 127/409/152.
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.

### BULLETIN CONTACT LIST & SCHEDULING TOOL:

A scheduling tool is available for dealers to keep a record of customers contacted and schedules for bulletin repairs. This optional tool provides visibility for your dealership and will be helpful to track the status of scheduled service. For more information, log in to <http://www.universityofpolaris.com>

### PARTS RETURN OR 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.

## WARRANTY COVERAGE PERIOD:

Warranty coverage for Service Bulletin L-17-03 will begin 10/11/2017 and will expire on 12/31/2019.

## 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.

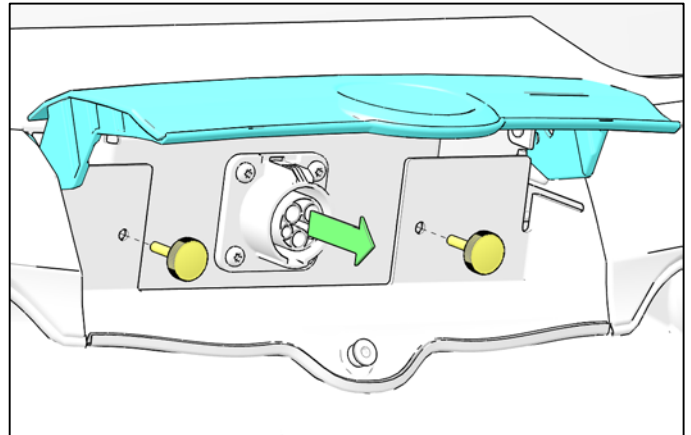


Tools Required:

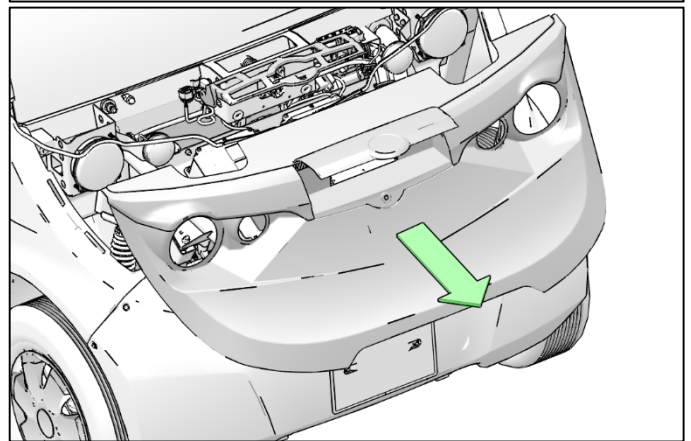
- 10mm Wrench
- Philips screwdriver
- T-25
- 4mm Allen wrench

1. Engage parking brake.

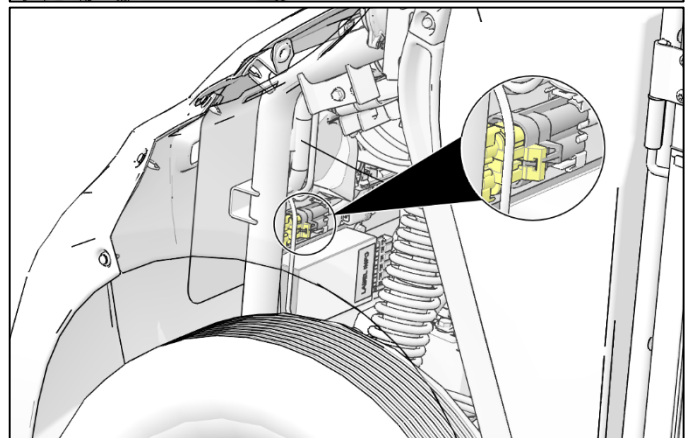
2. Remove two hood screws located under the charge port.



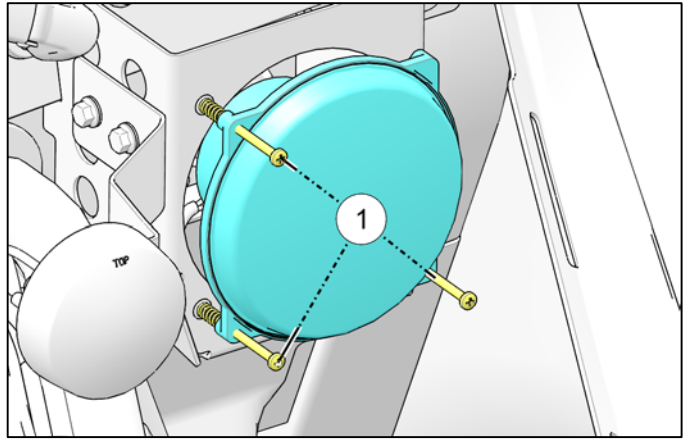
3. Keeping the hood parallel with the ground, Pull the hood forward to release it from the grommets. Carefully lift the hood away from the vehicle.



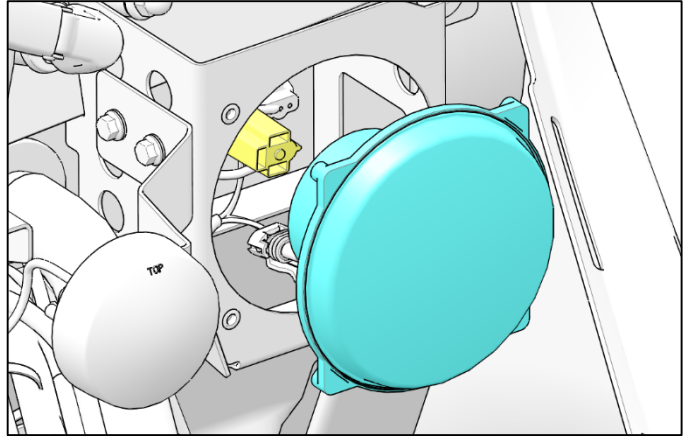
4. Disconnect power at service connect.



5. Remove three screws ① and springs securing headlight.

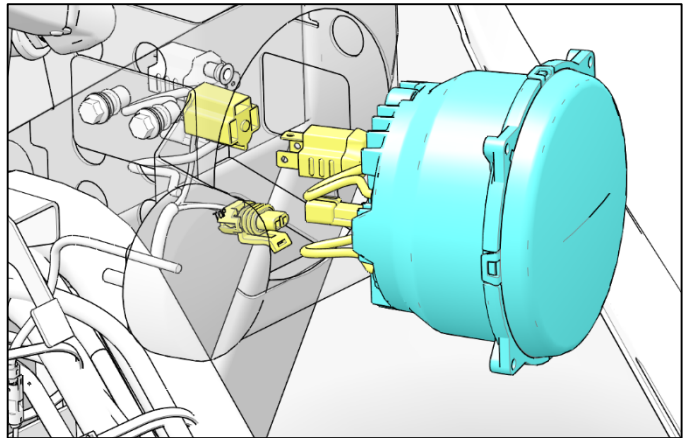


6. Unplug headlight electrical connector. Remove and discard halogen headlight.



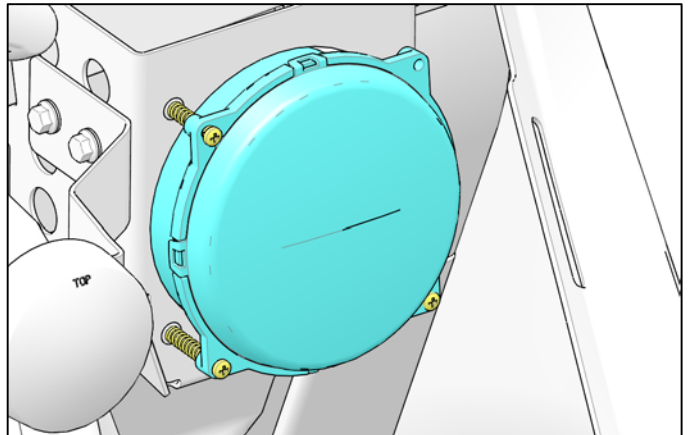
7. Install LED headlight ([PN 2413644](#))

8. Connect two LED headlight electrical connections.

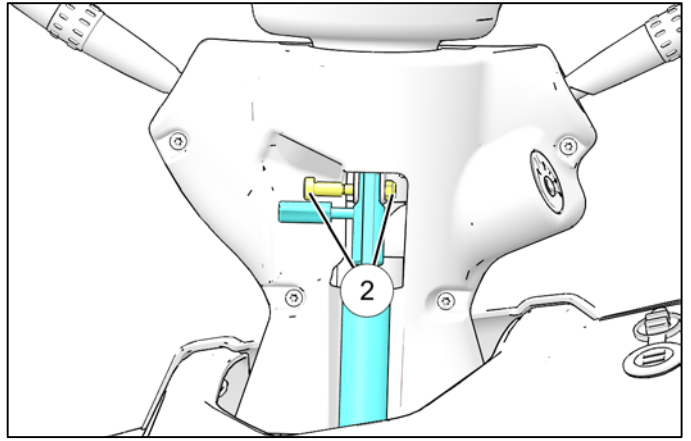


9. Install screws and springs.

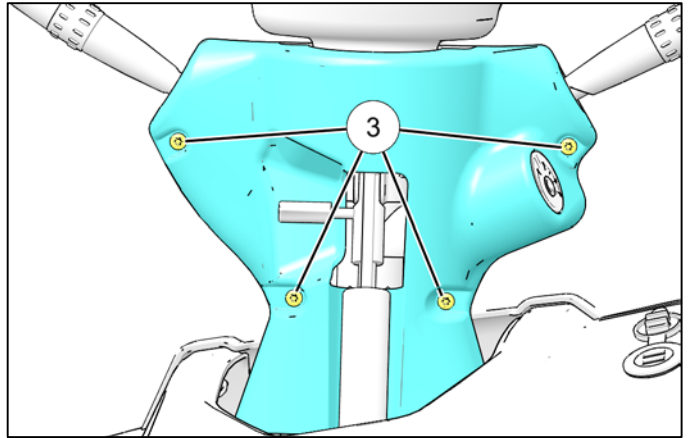
10. Repeat steps 5-9 for the remaining headlight.



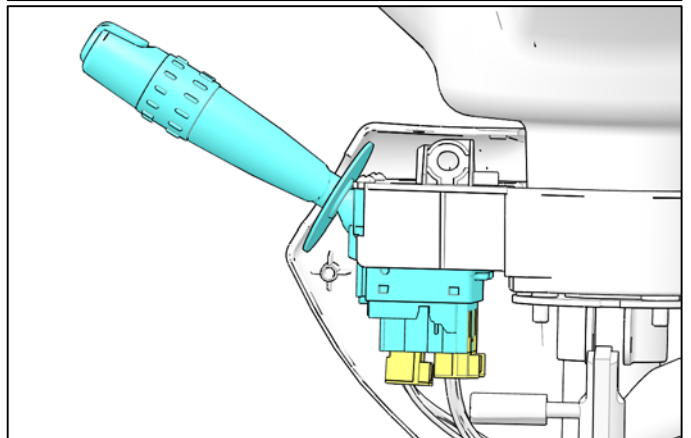
11. **For models equipped with a tilt shock:**  
Remove Tilt shock fastener and nut ②.



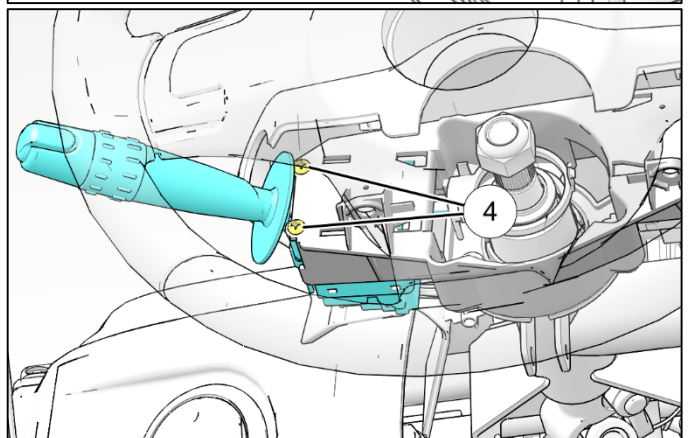
12. Remove four T-25 screws ③ securing the lower steering shaft cover.



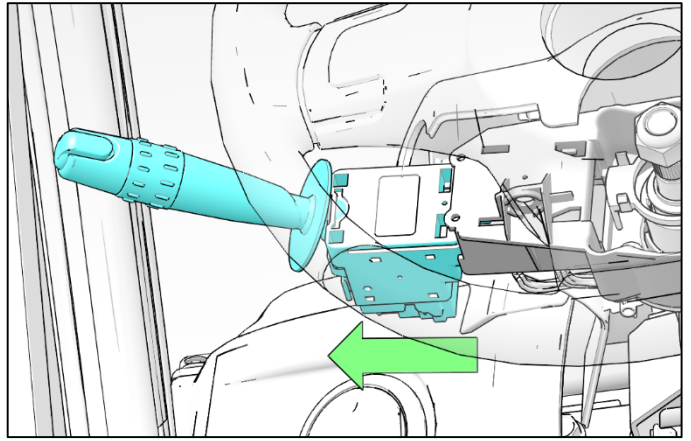
13. Disconnect two LH switch electrical connectors.  
14. Inspect the LH switch wiring and connections for any damage. If damage is found, submit an Ask Polaris case or contact Polaris Technical Service.



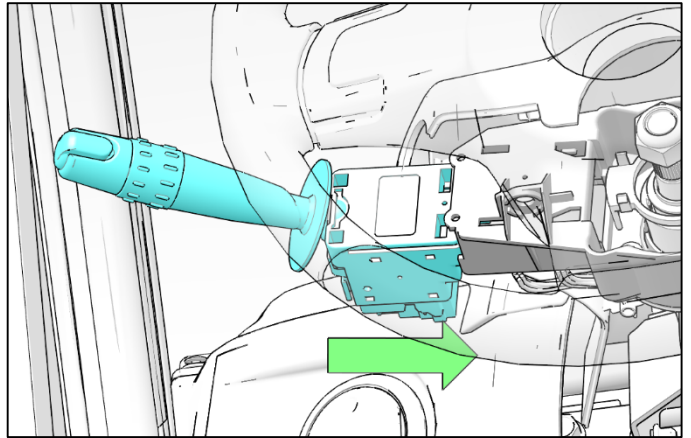
15. Remove two screws ④ securing LH switch.



16. Remove and discard LH switch.



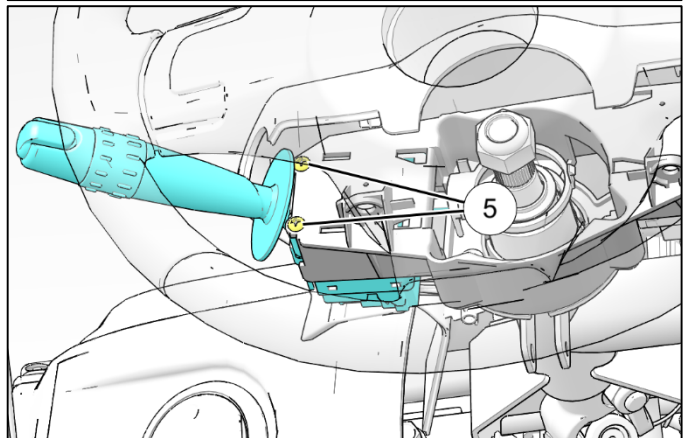
17. Install new LH switch (PN 4015403).



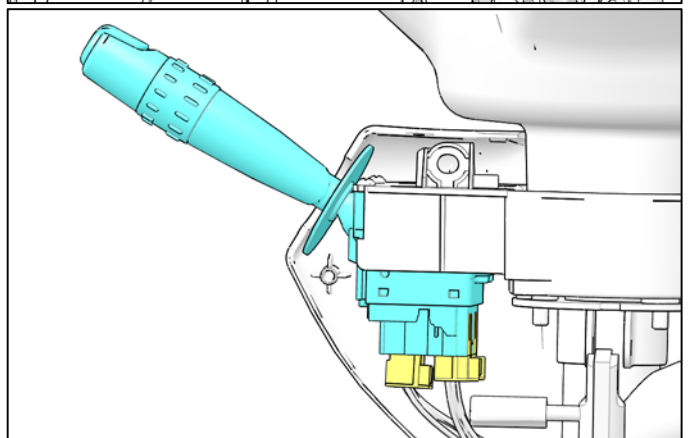
18. Install two screws ⑤ securing LH Switch.

**TORQUE**

LH switch screws:  
**24 in-lbs (3 Nm)**



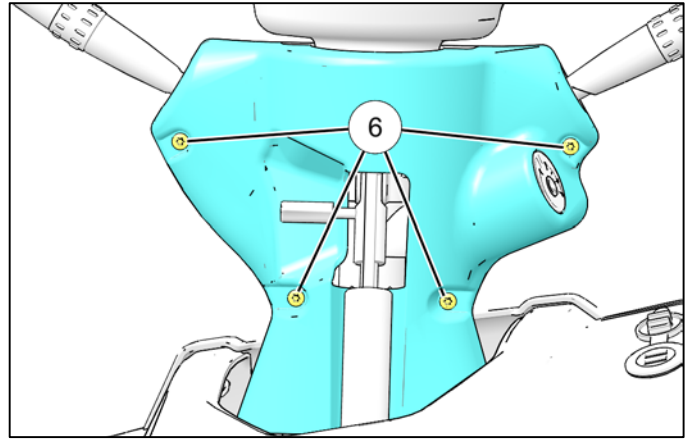
19. Install two LH switch electrical connectors.



20. Install cover and four T-25 fasteners (6).

**TORQUE**

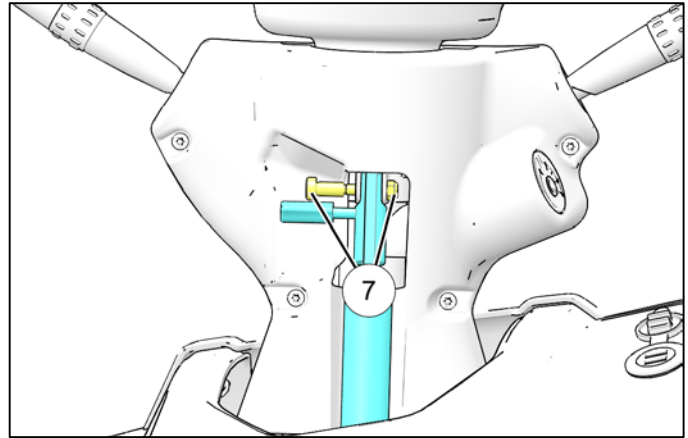
T-25 Fasteners:  
**12 in-lbs (1.4 Nm)**



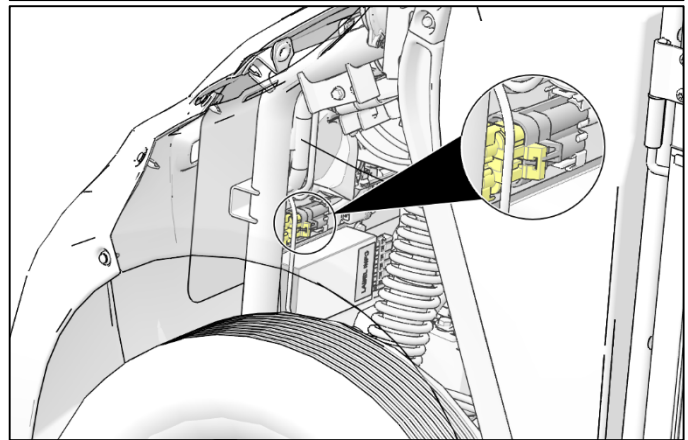
21. For models equipped with a tilt shock: Install tilt shock fastener and nut (P7).

**TORQUE**

Tilt Shock Fastener:  
**96 in-lbs (11 Nm)**



22. Reconnect power at service connect.

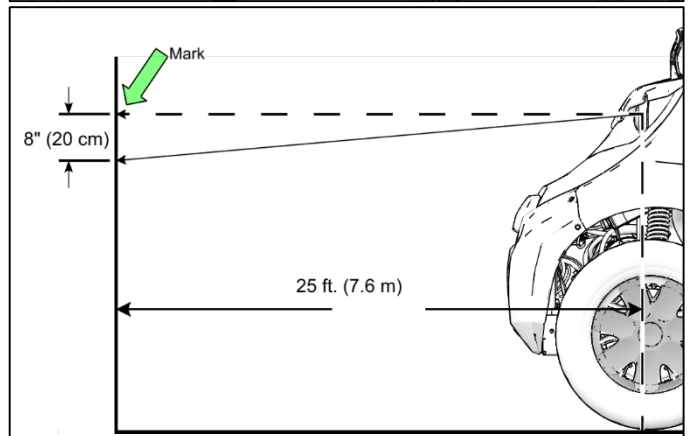


23. Place vehicle on a level surface with the headlight approximately 25 ft. (7.6 m) from a wall.

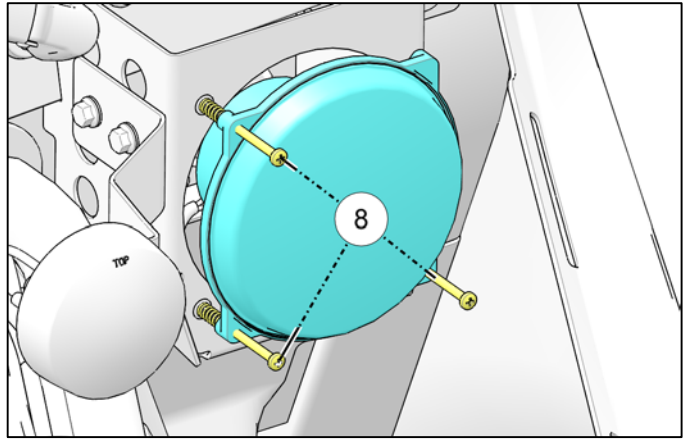
24. Measure the distance from the floor to the center of the headlight and make a mark on the wall at the same height.

25. Apply the brakes. Turn the key on. Turn the headlights to high beam.

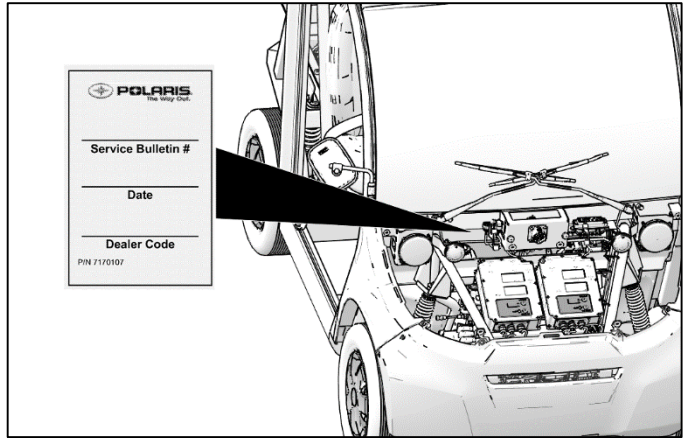
26. Observe the headlight aim. The most intense part of the headlight beam should be aimed 8" (20 cm) below the mark placed on the wall.



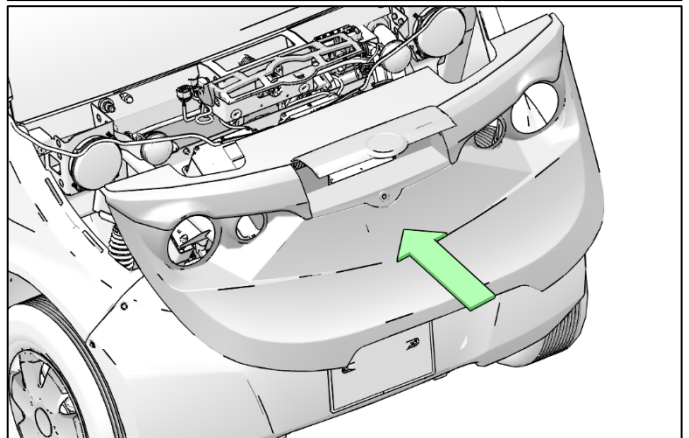
- 27. Adjust the headlight mounting screws ⑧ accordingly.
- 28. Repeat steps 26-27 until properly adjusted.
- 29. Repeat steps 24-28 on the remaining headlight.



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



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



- 32. Install two screws under charge port.
- 33. File Bulletin L-17-03.

