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Published for GEM Dealerships, Distributors, and Service Technicians

## SUBJECT: GEM Vehicles – Shipping Damage Claim Requirements

### MODELS: 2016+ GEM Vehicles

This team tip has been released to clearly define Polaris' expectations when filing a warranty claim related to GEM shipping damage.

In the event that damage occurs during the shipping process, it is critical to adhere to the claim steps outlined in this communication. Following the guidelines explained below will expedite repairs and allow Polaris to seek carrier reimbursement when applicable.

#### IMPORTANT

Shipping damage claims are not eligible for warranty reimbursement if the procedures in this communication are not followed, or if the photos submitted do not meet the required specifications. For additional details pertaining to shipping damage warranty requirements, please refer to the Warranty Policies & Procedures Manual.

#### SHIPPING DAMAGE:

1. Upon arrival, during the unloading process, and after the GEM is unloaded, a thorough visual inspection of the unit is required.
2. If the GEM appears damaged, take clear photos of the area of concern at an arm's length away as well as a full view of the vehicle highlighting the area. If there are multiple areas of concern, repeat this process for each area.



#### NOTE

Additional photos of the damage must be taken per the specifications outlined on page 2 of this communication.

3. Document all damage on the Bill of Lading (BOL) by circling the affected VIN and writing "Damaged" next to it. Ask your driver to sign or initial acknowledging the damage, and accept delivery.

#### IMPORTANT

Do not refuse delivery of any vehicle from the carrier without prior approval from Polaris. If a dealer refuses to accept delivery of a GEM upon arrival, a cancellation charge will be assessed.

4. Within 5 business days, and before registering the unit, submit for coverage through Ask Polaris. Choose **Service & Warranty Question – Authorization: Cosmetic Damage** and attach the required photos and BOL to the case. If it can be determined, note the root cause of the damage. (Example: Dropped or Loading Strap Cut, etc.)

## NOTE

In order for Polaris to seek carrier reimbursement, it is critical to receive reports with a signed BOL within 5 business days. Coverage requests not meeting photo requirements, submitted beyond 5 days, or without a signed BOL are not eligible for reimbursement.

### PHOTO REQUIREMENTS:

To file a cosmetic warranty claim, Polaris requires a minimum of three photos of each damaged area. Each photo should include a note with the date, dealer number, and an arrow pointing to the damage. All photos must be clear and focused or they will not be accepted.

### IMPORTANT

At least one photo requires an image of the VIN label.

1. The first photo should be taken from arm's length away of the affected area and should have the note placed with the arrow pointing to the damage. The shipping label is also in this photo. (See figure 1).
2. The second photo should be taken close to the affected area showing the damage with the note still in place. (See figure 2).
3. The third should be a full side view of the *GEM*, with the note still in place. (See figure 3).
4. Repeat steps 1-3 if there are multiple damages areas.

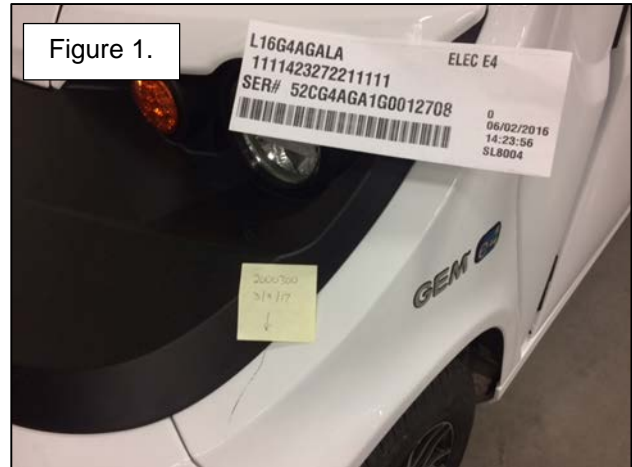


Figure 1.

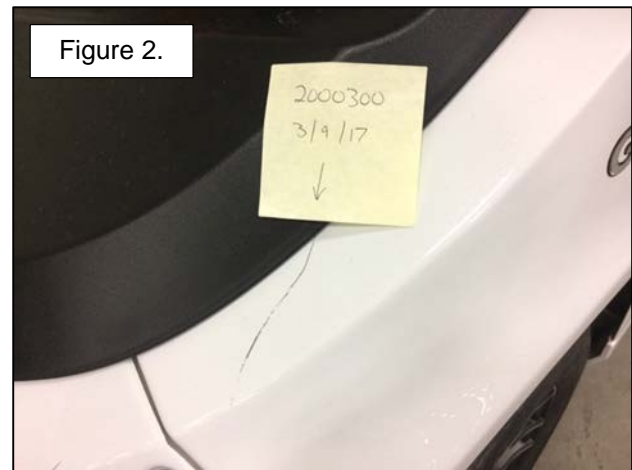


Figure 2.

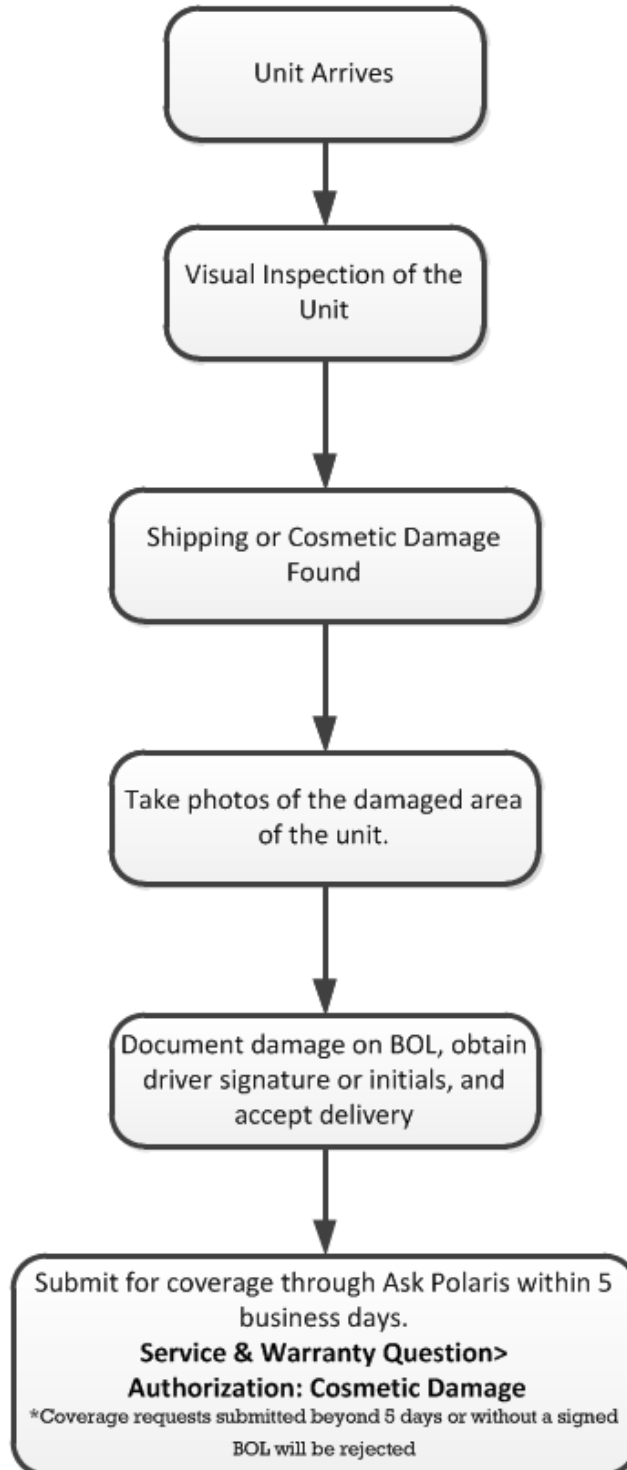


Figure 3.

## IMPORTANT

Shipping damage is not warrantable if the photos submitted for a claim do not meet the requirements or there is no photo of the unit showing the shipping label.

### Shipping/Cosmetic Damage Process – Rolling Stock Units



**Requests for coverage that do not meet the photo requirements will be rejected.**