

Team Tips

ARTICLE: G-17-10-02

DATE: October 26, 2017

Published for Polaris Dealerships, Distributors, and Service Technicians

SUBJECT: PRODUCT SAFETY CONCERN

At Polaris, we are committed to the safety of our customers and riders. Through product design, dedicated safety engineering, and increased consumer awareness, Polaris continues to work toward a safe riding experience and proper operation of our products. The following information can be used to help identify and report Product Safety Concerns.

WHAT IS A PRODUCT SAFETY CONCERN?

A Safety Concern can include, but is not limited to the following:

- A loss of vehicle control
- A thermal event
- An electrical or chemical hazard
- A malfunction or unintended operation of a safety system
- A malfunction or unintended operation of an Occupant Protection system
- Any defect with the vehicle that is claimed to have contributed to an accident
- Any defect with the vehicle that is claimed to have contributed to an injury

WHAT YOU SHOULD DO:

Dealerships are required to submit Product Safety Concerns to Polaris for review. Claims should be submitted to Technical Service as an ASK Polaris case.

Follow this path to submit a Product Safety Concern: ASK Polaris > Service & Warranty Question > Vehicle Diagnostic Question.

International Dealers: Submit this information to your Country Service Department.

IMPORTANT

Do not disassemble or repair the vehicle until further instruction from Polaris is received.

NOTE

Only factual information should be submitted in Product Safety Concerns. Do not speculate on what may have happened if it is not known.

WHAT IS REQUIRED IN A PRODUCT SAFETY CONCERN?

IMPORTANT

A Safety Concern case will not progress until **ALL** the required information is received. The case will be further aided by the amount and quality of the information received.

Include the following information in the ASK Polaris case:

- Photos of the overall unit
- Photos of the damage being reported
- Consumer summary of the concern if they are aware of the concern
 - If the consumer is not aware of the damage, report the primary usage of the unit.
- For EFI units, please save a copy of the Service Report to Unit Inquiry for review. See Team Tip [G-11-01-02](#) for more information.
- A repair estimate for the concern

TIME FRAME FOR RESOLUTION:

A Safety Concern case is subject to Engineering review. Generally, the timeframe to resolve a case is 14 calendar days once all the information is received.

PARTS RETENTION:

All parts are subject to inspection. After the claim resolution is provided, please retain all replaced parts for 30 days unless notified otherwise.