



ARTICLE: L-18-01-01
DATE: 02/14/2018

Team Tips



Published for GEM Dealerships, Distributors, and Service Technicians

VERSION: R01 (January 31, 2018)

IMPORTANT

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

SUBJECT: MY16 & NEWER GEM MOTOR CONTROLLER UPDATE PROCEDURE

MODELS: 2016 & NEWER GEM e2, e4, e6 & eLXD

PURPOSE:

GEM has released this Team Tip to inform dealers that Digital Wrench now has a new Motor Controller Update procedure.

There was a change made to the temp sensor on the GEM motors which requires a specific calibration of the motor controller to function properly, and accurately read the motor's temperature. This new procedure will walk a dealer through the reflash process, to ensure that the motor controller receives the appropriate calibration.


NOTE

Be sure to follow this new procedure to reflash the motor controller whenever a new motor controller, or motor, is installed in a vehicle.

MOTOR/CONTROLLER REFLASH PROCEDURE:

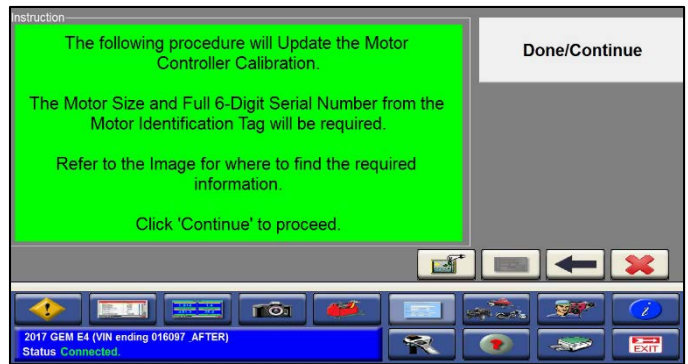
1. Verify Digital Wrench has been updated to version 3.9 12/15/17 or later, then connect the vehicle to Digital Wrench. Select the appropriate year, make and model if the vehicle does not automatically connect.



2. Click  to access the special test menu.
3. Double click "Motor Controller Update" from the special test menu.



4. Read the instructions on the screen in regards to locating the motor's size and serial number on the motor label for the procedure, and then click "Done/Continue".



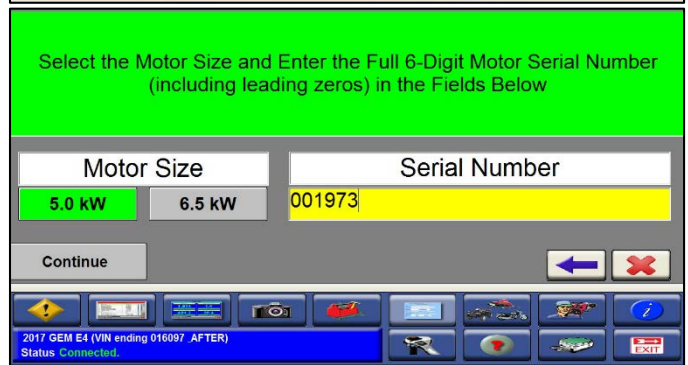
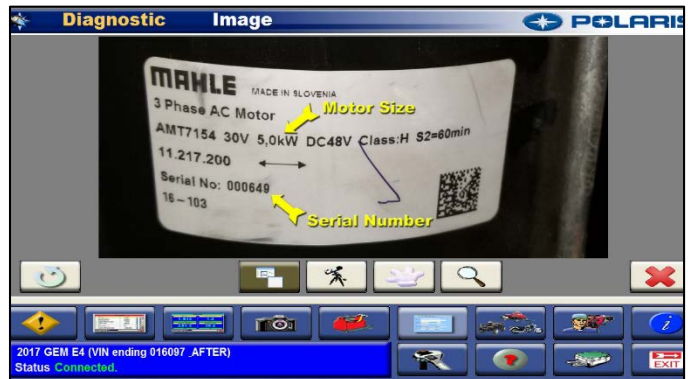
NOTE

This screen also allows you to select the image button at the bottom for a visual reference to find the necessary information on the motor's data label.

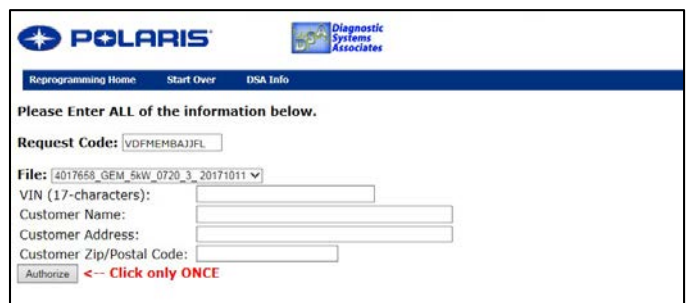
5. Select the motor size.
6. Enter the motor's 6-digit serial number.
7. Select "Continue".

NOTE

This field will require 6-digits to be entered, so include any zeroes at the beginning of the serial number.



8. The next screen will provide you with a Request Code. Without closing Digital Wrench, open www.polarisdealers.com.
9. From the Service and Warranty drop-down menu, select "Reflash Authorization", enter the Request Code in the text field, then click "Continue".
10. The calibration will be pre-selected for you in the "File" drop-down menu. Fill out the rest of the required information on this page, including the VIN, customer info, and then click "Authorize."
11. Click "OK" in the Authorization window that pops up. This will provide an Authorization Key to enter in the required field in Digital Wrench.



12. Enter the Authorization key in the required field in Digital Wrench, then click "continue". The Reflash process will begin.
13. Follow the instruction in Digital Wrench exactly as it advises, and this will complete the reflash process.

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.

The screenshot shows a software interface with a blue header containing the following text: "Note the Request Code below and obtain an Authorization Key from the Dealer Web Site. Enter the Authorization Key in the Proper Field to Continue. DO NOT SHUTDOWN THE SOFTWARE UNTIL REPROGRAMMING IS COMPLETE OR THE AUTHORIZATION KEY WILL BE LOST!". Below the header, there are two input fields: "Request Code:" with the value "VDFMEMBAJJFL" and "Authorization Key:". A "Continue" button is located to the right of the "Authorization Key:" field. Below the input fields is a row of icons including a warning sign, a camera, and various vehicle-related icons. At the bottom left, the text reads "2017 GEM E4 (VIN ending 016087 AFTER) Status Connected".