



**POLARIS**

# TECHNICAL SERVICE BULLETIN

Date: February 27, 2018

Expiration Date: February 1, 2021

## GEM

Bulletin Number: L-18-01-A

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: R02 (January 31, 2019)**

*“Addition of affected Li-ion battery equipped vehicles”*

### IMPORTANT

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

## SUBJECT: 2016-2018 GEM BMC REFLASH

### PURPOSE:

GEM has determined that the Polaris BMC on 2016-2018 GEM vehicles is performing tasks during off-time that can potentially drain the constant 12v supply.

To address this concern, GEM is releasing this service bulletin to advise dealers to update their Digital Wrench with the latest version, and reflash the Polaris BMC on vehicles that have an auxiliary battery installed. This bulletin affects lead-acid battery equipped vehicles built before January 23, 2018, and Li-ion battery equipped vehicles built before April 14, 2018.

### AFFECTED MODELS:

Model Year	Models	Vehicle Identification Number (VIN) Range
2016-2018	e2	Reference “Unit Inquiry” on the dealer website or the Service Bulletin list on the STOP site to lookup affected units.
	e4	
	e6	
	eLXD	

### 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. Polaris will not be mailing a notification letter to consumers affected by this Bulletin.

## 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, eLXD (Vehicles with Auxiliary Battery)	
Bulletin #	L-18-01-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.2 hours (12 minutes)
Part Number / Description	0000541 (QTY 1) BULLETIN MISC.LABOR
Parts Availability	Available to order
University Of Polaris Video Training Requirement	NO <sup>1</sup>

<sup>1</sup> Polaris does not require one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

## BULLETIN CONTACT LIST & SCHEDULING TOOL:

A scheduling tool is available for dealers to keep a record of customers contacted and scheduled 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>

## WARRANTY COVERAGE PERIOD:

This Bulletin will begin February 27, 2018. This bulletin expires February 1, 2021.

## 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.




## L-18-01-A PROCEDURE:

1. Verify Digital Wrench has been updated to the latest version for the battery type.

Battery Type	Digital Wrench Version to Use
Lead-Acid Battery Equipped Vehicles	3.9 2/18/18 or later
Li-ion Battery Equipped Vehicles	4.0 1/23/19 or later

2. Connect the vehicle to Digital Wrench. Select the appropriate year, make and model if the vehicle does not automatically connect.



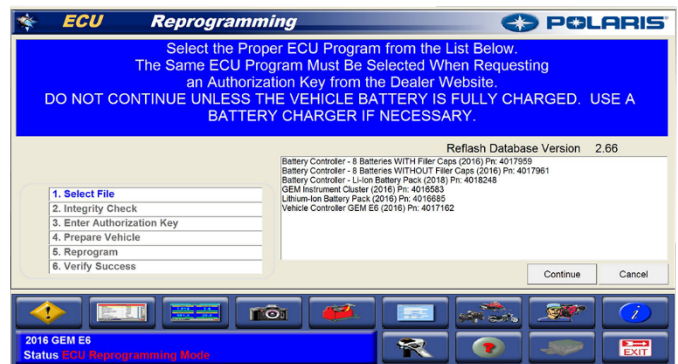
3. Click  to access the special test menu.

4. Double click .

5. Select the appropriate “Battery Controller” calibration for the battery pack installed in the vehicle; then click continue.

6. The next screen will provide you with a Request Code. Without closing Digital Wrench open [www.polarisdealers.com](http://www.polarisdealers.com)

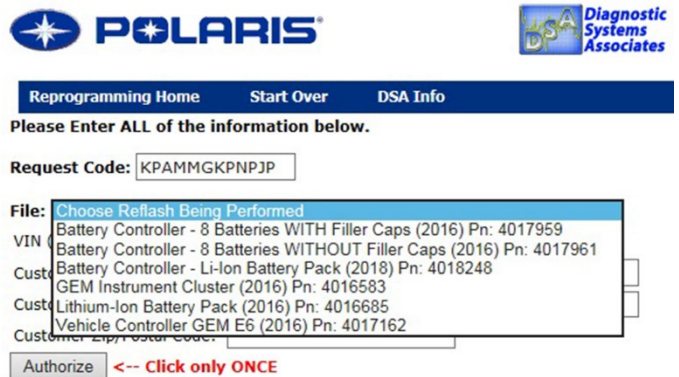
7. From the Service and Warranty drop-down menu, select “Reflash Authorizations” then enter the Request Code in the text field and click continue.



8. From the calibration drop-down box, select the appropriate “Battery Controller” option for the batteries installed in the vehicle, then fill out the rest of the information on the page, including the VIN and customer info, then click continue. This will provide an Authorization Key to enter in the required field in Digital Wrench.

9. Enter the Authorization Key into the required field in Digital Wrench then click continue. The reflash process will begin.

10. Follow the instruction in Digital Wrench exactly as it advises in order to complete the reflash process.



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**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.

11. File Bulletin L-18-01-A.