



SERVICE BULLETIN

Release Date: July 29, 2021

Expiration Date: July 29, 2023

LEV

Communication #: L-21-01

Model Year(s): 2016-2021

— Confidential and Proprietary —

VERSION: R01 (July 29, 2021)

IMPORTANT

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

SUBJECT: FAST CHARGER WIRE HARNESS

PURPOSE

Some 2016-2021 GEM vehicles built with Fast Chargers (3 kW or 6 kW) may experience a premature failure to the charger itself, if a short circuit occurs on the vehicle.

To address this concern, GEM is releasing this Service Bulletin for dealers to replace the fast charger harness in all affected vehicles with a new harness that has a built-in fuse holder. Please refer to the instructions within this Bulletin.

IMPORTANT

If a vehicle was upgraded to a Fast Charger option in the field, and is not showing as affected by this Bulletin, please contact Technical Service to have the vehicle added to this Bulletin.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2016-2021	e2	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units. <i>**This Bulletin only applies to vehicles with either the 3 kW or 6 kW Fast Charger option installed.**</i>
	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. Polaris will NOT be mailing a notification letter to consumers affected by this Bulletin.

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WARRANTY CLAIM 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 / PIN 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".

2016-2021 GEM E2, E4, E6, EL XD BUILT WITH FAST CHARGER (3 KW OR 6 KW)	
Bulletin #	L-21-01
Claim Type	SB (Service Bulletin)
Labor Allowance	0.8 hours (48 minutes)
Part Number / Description	2416229 (QTY 1) HARNESS-CHARGER,FAST,MAIN,FSD 7080492 (QTY 7) CABLE TIE, 11 IN
Parts Availability	Available to order
University of Polaris Video Training Required	NO

Claim Submission:

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select L-21-01 and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty> Warranty Claims>Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select L-21-01 and Send Claim

INVENTORY / STOCK PART CLAIMS

Dealers should review their service parts inventory and ensure the following service parts are **NOT** used:

- 2414683
- 2413708

NOTICE

To remove these service parts from circulation, file a Part Stock claim as directed below.

Use the following process for filing a Part Stock warranty claim for any of the parts listed above.

1. Start a new Part Stock warranty claim.
2. Select Product Line: LEV
3. Enter today's date into the Date Failed and Date Repair information fields
4. Enter L-21-01 into the CONCERN field.
5. Enter L-21-01 into the CAUSE field.
6. Enter Removed From Inventory into the CORRECTION field.
7. Enter the part number and quantity.
8. Enter warranty fail codes: 142/279/209
9. Validate the parts.
10. Save and submit the claim to Polaris.

ACCESSORY 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: In Warranty or Polaris ESC or Authorization: Out of Warranty.
2. Enter your contact information and VIN / PIN, along with miles and hours into the applicable fields.
3. Enter L-21-01 in the CONCERN and CAUSE fields. In the CORRECTION field, enter "ACCESSORY REMOVAL AND INSTALLATION".
4. Enter warranty fail codes 142/279/209.
5. Add part 0000541, 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 scheduled for this bulletin. 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>.

COVERAGE PERIOD

Coverage will begin on July 29, 2021. Coverage will expire on July 29, 2023.

PARTS RETURN / DISPOSAL INFORMATION

Under no circumstances shall the parts removed 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 communication) is taken out of circulation and disposed of properly or returned to Polaris (if required).

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/video. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



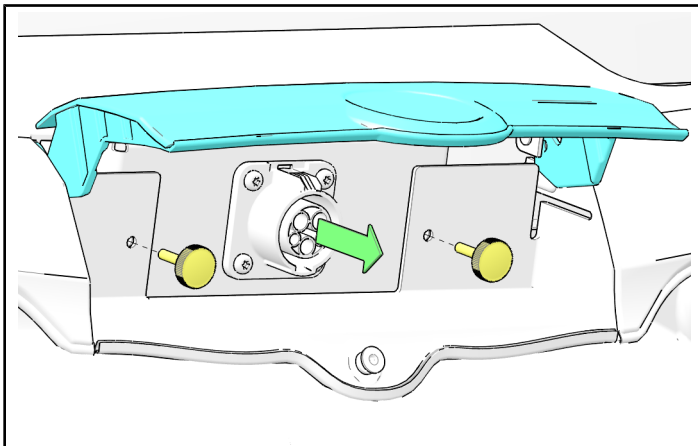
L-21-01 PROCEDURE

TOOLS REQUIRED

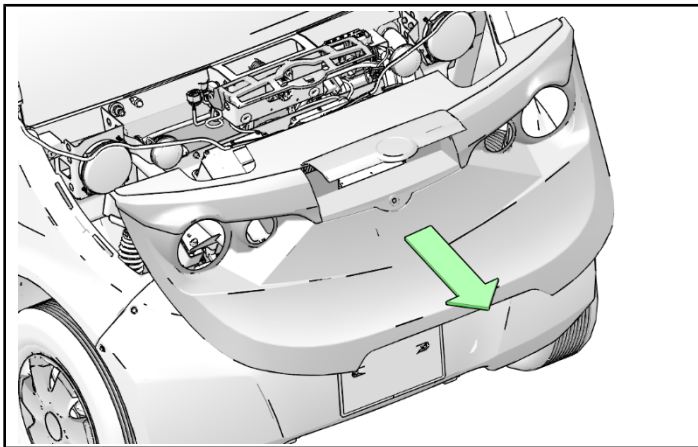
- Multi-Function Pliers
- Side Cutters
- 8 mm, 10 mm, 13 mm socket/ratchet
- Torque Wrench

VEHICLE PREPARATION

1. Park the vehicle on a flat, level surface and turn the key switch to the OFF position.
2. Remove the two hood screws located under the charge port.

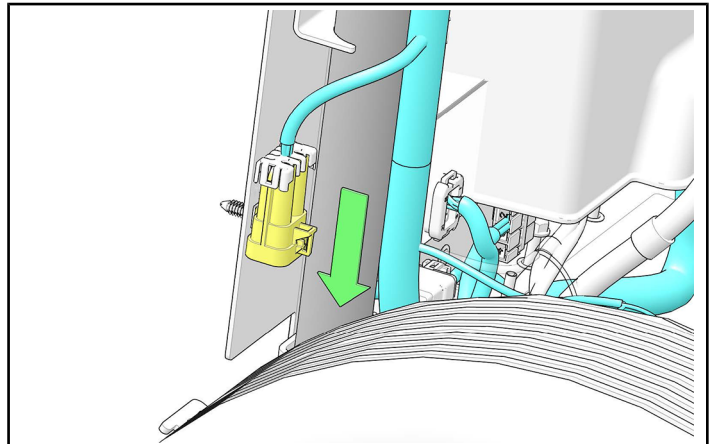


3. Keeping the hood parallel with the ground, pull the hood forward to release it from the grommets. Carefully lift the hood away from the vehicle.



4. Plug in the vehicle to charge, and note any fault conditions.

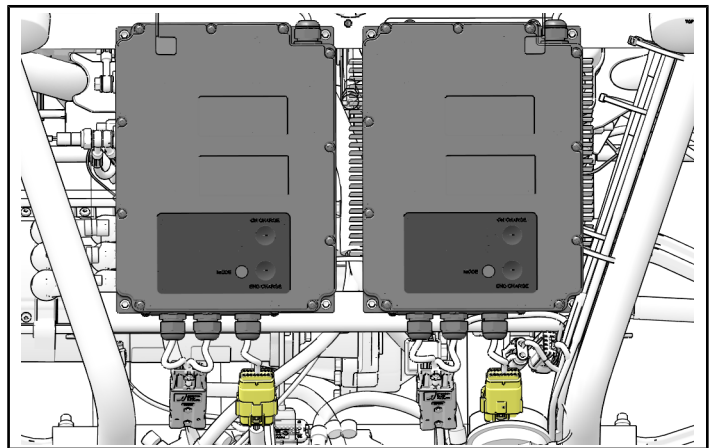
5. Unplug the vehicle from charging, then disconnect power at the service disconnect located near the front left wheel of the vehicle.



CAUTION

Failure to disconnect the service disconnect plug may result in electrical short damage to the vehicle electrical systems.

6. Disconnect the 16-pin connector from the charger connections.



NOTICE

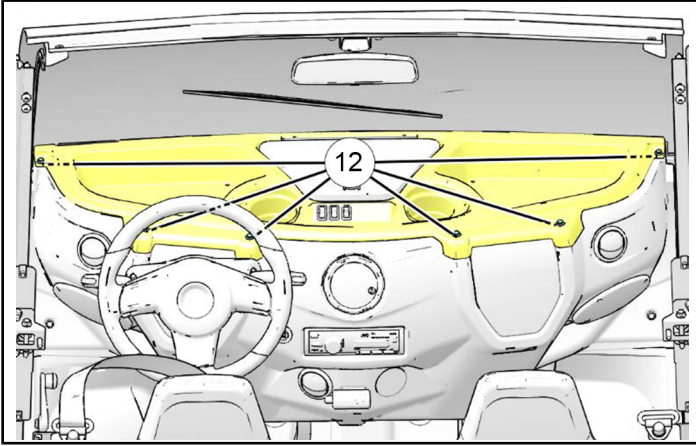
Vehicle shown is equipped with a 6 kW fast charger setup.

7. Some vehicles equipped with lithium-ion batteries will have the auxiliary battery in the rear. For these vehicles: Remove the 50-amp inline fuse on the red wire to disconnect power from the auxiliary battery.

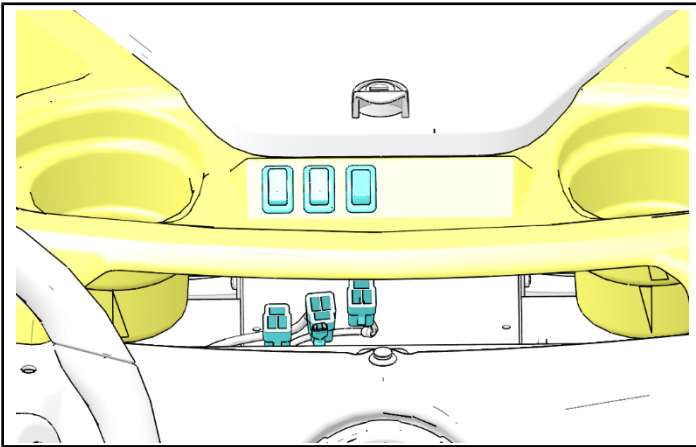
WARNING

Improperly or not disconnecting the battery cables can result in an electric shock when working on electrical components.

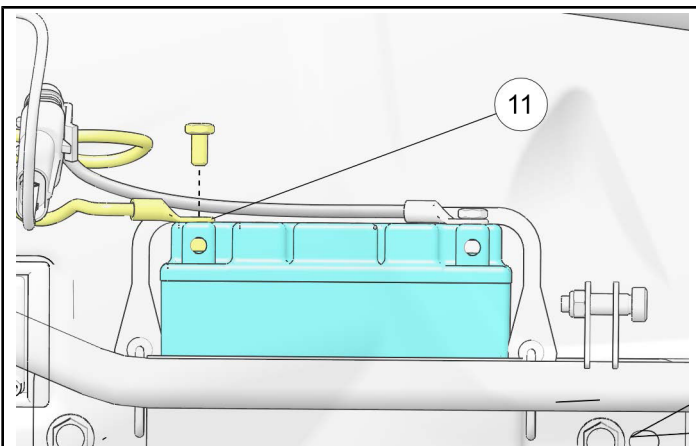
8. **Vehicles with the auxiliary battery under the dash:**
Remove six push darts ⑫ from upper dash and two in the glovebox. Retain push darts.



9. Lift upper dash to access and disconnect electrical connectors. Remove dash from vehicle.



10. Disconnect positive (+) battery cable ⑪ from the auxiliary battery under the dash.



⚠ WARNING

Improperly or not disconnecting the battery cables can result in an electric shock when working on electrical components.

REMOVAL

1. Cut all cable ties that secure the fast charger harness to the vehicle.

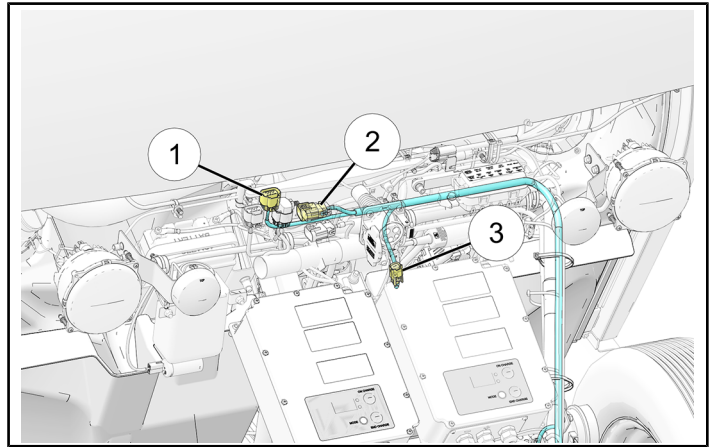
IMPORTANT

Make note of where the cable ties were located, for installation of the *NEW* harness.

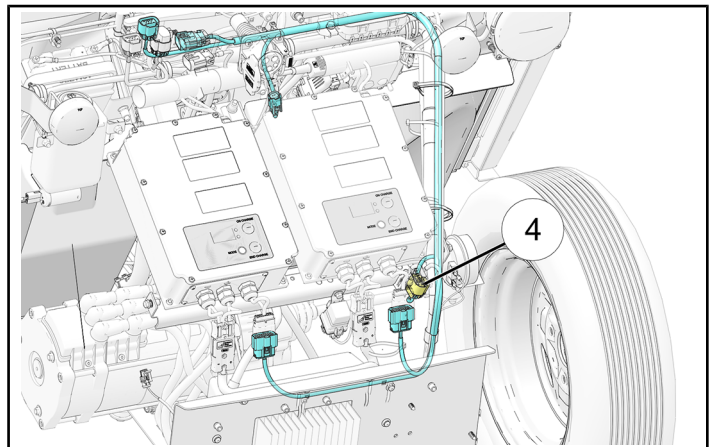
2. Disconnect the diagnostic connectors ① and ②, and disconnect the charge port connector ③.

IMPORTANT

Be sure to make note of where the diagnostic connectors ① and ② are plugged in for reinstallation, particularly on vehicles with CAN-based accessories (EPS, speedkey, etc.).



3. Disconnect the standard charger connector ④, and remove the fast charger harness from the vehicle. Discard the harness.



INSTALLATION

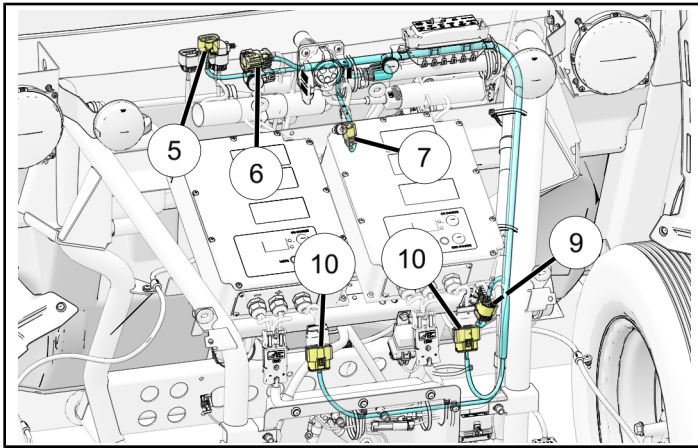
1. Install the *NEW* Fast Charger harness by connecting the diagnostic connectors ⑤ and ⑥, the charge port connector ⑦, the standard connector ⑨, and the 16-pin connectors ⑩.

IMPORTANT

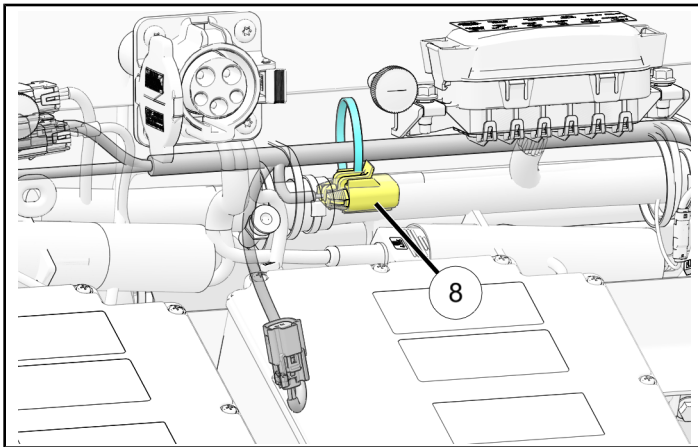
Be sure to install the diagnostic connectors in the previously-noted locations to ensure any CAN-based accessories are hooked up properly. For more details, refer to the "Accessories - CAN-based" section of the service manual, located in the Electrical chapter.

NOTE

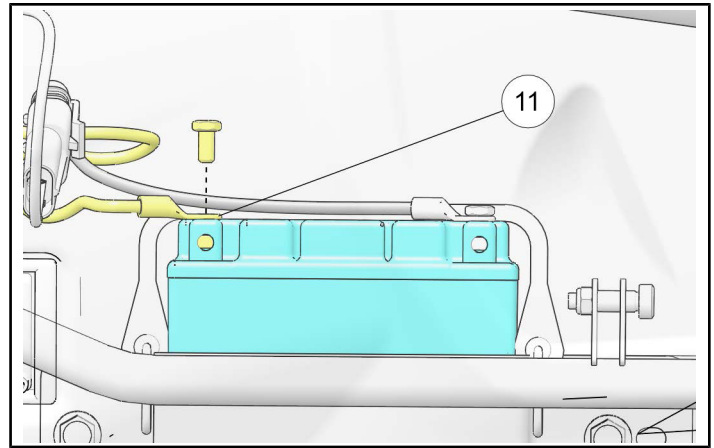
For vehicles equipped with the 3 kW fast charger, the 16-pin connector on the left-hand side of vehicle will not be connected, but can be retained with a cable tie on the previously noted location.



2. Secure the harness with the new cable ties in the previously noted locations. Retain the new inline fuse holder ⑧ by looping a cable tie through its mounting hole and securing it to the fast charger harness, itself.



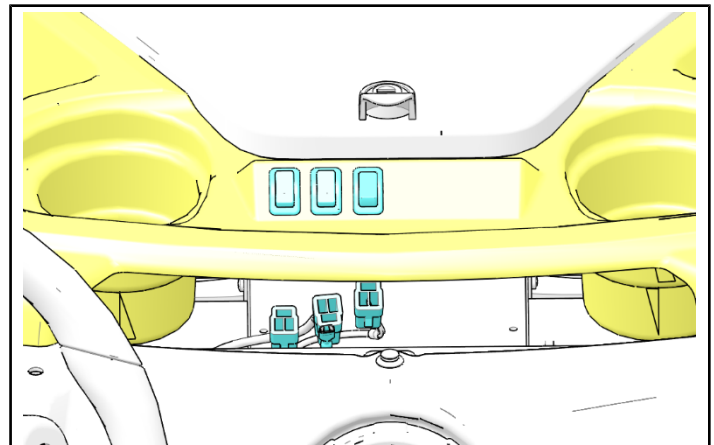
3. Reconnect the positive (+) battery cable ⑪ from the auxiliary battery under the dash.



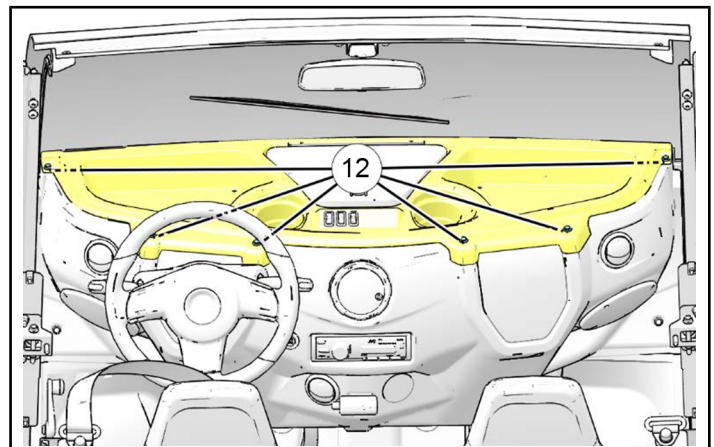
TORQUE

Auxiliary Battery Terminals:
60 in-lbs (7 N·m)

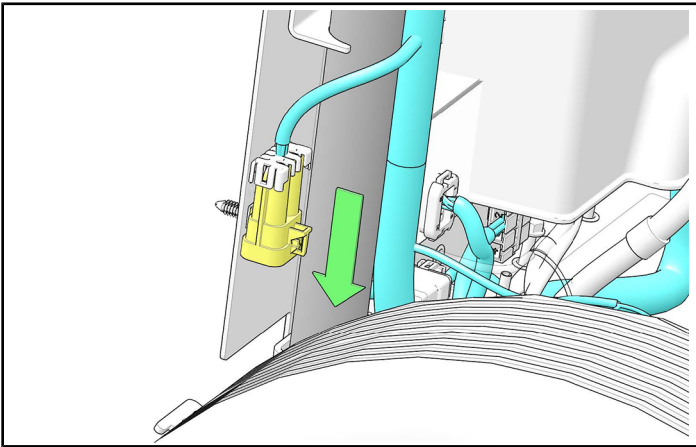
4. Connect the electrical connectors under the upper dash.



5. Install the six push darts ⑫ on the upper dash and the two in the glovebox.



6. Connect power at the service disconnect.



7. Verification:

- Test drive the vehicle.
- Plug in the vehicle to verify the charger is operating correctly.
- If the charger does not power on, verify each connection is correct and secure, then test the in-line fuse on the new harness.
- If the charger is still not functioning properly, contact Technical Service for assistance.

8. Reinstall the hood and two hood screws.

9. Submit a Service Bulletin Warranty Claim for L-21-01.