



2016-2021 GEM Fast Charger Wire Harness

Version: R01 (July 29th, 2021)

What is the purpose of the L-21-01 Service Bulletin?

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.

What make & model year is included in this bulletin?

2016-2021 GEM e2, e4, e6, and eL XD.

Is every model year 2016-2021 GEM e2, e4, e6, and eL XD vehicle affected?

No. Only vehicles equipped with a Fast Charger option (3 kW or 6 kW) built before 4/13/21 are affected by this bulletin.

How can a dealer see which units in inventory are impacted by this?

1. Login to the dealer website (DEX).
2. Locate the 'Service and Warranty' dropdown, click on STOP Site.
3. On the left-hand side of the page, under 'STOP Site Links,' click on 'Service Bulletins'.
4. Locate the link for the bulletin of interest and click on the 'All VINs' link located on the right.
5. The 'All VINs' page will display all affected VINs within your dealership's inventory.

NOTE: Unit Inquiry can always be used to check an individual VIN.

Is this a STOP SALE and a STOP RIDE?

No, however the bulletin should be completed prior to delivering the vehicle to the customer. Please note that dealerships may be liable for costs of repairs for units sold with incomplete bulletins.

Will Polaris notify consumers?

No. Polaris is not planning to directly notify consumers.

Should dealers notify consumers?

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles. Dealers should reference the STOP site for a list of their dealership's affected VINs.

Is training required before ordering parts or filing claims for this bulletin?

No, dedicated training is not required beyond the information outlined in the bulletin.

What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?

Affected vehicles will require a Fast Charger Wire Harness – PN 2416229 (QTY. 1), and Cable Ties – PN 7080492 (QTY. 7). Yes, dealers can order their desired quantity of parts on a daily order.

Will Dealers have all the appropriate tools to complete this bulletin?

Yes, this repair procedure requires basic shop tools.

Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the update.

If you have questions that are not addressed in this document or in the Service Bulletin, contact Polaris Commercial through Ask Polaris or by phone at 1-844-239-3627.