



TECHNICAL SERVICE BULLETIN

Release Date: **May 19, 2015**
Expiration Date:



Bulletin Number: **L-15-01 A/B**
Model Year(s): **2009 – 2010**

Safety Bulletin Service Bulletin Service Alert Fax Production Update Kit

Distribution: Owner / Principal Service Manager Sales Manager Parts Manager Technicians

This Service Bulletin is located at www.polarisdealers.com

-Confidential and Proprietary-

SUBJECT: 2009 - 2010 GEM eLXD Frame Recall

PURPOSE:

GEM has determined that some 2009-2010 eLXD vehicles, manufactured by Chrysler Corporation, may have been manufactured with a frame that does not meet Polaris quality standards. In some vehicles, frame welds located between the cab and cargo bed can fatigue and crack over time. This could cause an unsafe condition where the vehicle frame collapses and / or separates during vehicle operation, increasing the risk of a vehicle crash.

GEM has developed a repair strategy for serviceable frames and is currently establishing parts inventory necessary to complete the bulletin repair. Parts required to complete the Safety Bulletin repair will be available to order, in limited quantity, starting June 1, 2015.

AFFECTED MODELS:

Model(s) Affected	Model Numbers	Vehicle Identification Number Range
2009-2010 GEM eLXD	L09GVHA4X L10GVHA4X	Enter the Vehicle Identification Number (VIN) into 'Unit Inquiry' to verify whether a vehicle is affected by this bulletin.

WHAT YOUR DEALERSHIP SHOULD DO:

1. Review your dealership's service schedule to determine if any affected vehicles are currently on-site for service and inspect the weld joints in accordance with the FRAME INSPECTION PROCEDURE outlined in this bulletin.
2. **For vehicles that PASS inspection:**
 - a. Follow the instructions outlined in this Safety Bulletin to repair the affected vehicle frame as detailed on page 5 of this communication.
3. **For vehicles that FAIL inspection:**
 - a. In the unlikely event a vehicle's frame is identified as non-serviceable, arrangements will be made to provide a suitable resolution, as determined by Polaris Technical Service. See ASK POLARIS on page 6 of this communication for detailed instructions.
4. File a warranty claim using the bulletin number which corresponds to the operation performed following bulletin completion:
 - **L-15-01A** - Inspect / Repair
 - **L-15-01B** - Inspect / Submit an ASK Polaris case

CUSTOMER NOTIFICATION:

A customer notification letter has been sent to all registered owners of GEM vehicles affected by this Safety Bulletin. In addition to the notification letter sent by GEM, dealers are required to review service records to identify / notify owners of affected models, and to make arrangements to perform this bulletin immediately.

WARRANTY CLAIM PARTS INFORMATION:

A single group claim may be submitted listing the complete (17-digit) Vehicle Identification Number for machines with the same model number. File claim type: **SB (Service Bulletin)**. DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.

MAIN FRAME – INSPECT / REPAIR	
SERVICE BULLETIN #	L-15-01A
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	180 Minutes (3.0 Hours)
PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal 2206088 (QTY.1) – Frame Stiffener Kit
PARTS AVAILABILITY	Limited availability starting June 1, 2015
DIRECT-SHIP FROM POLARIS?	No

MAIN FRAME – INSPECT / ASK POLARIS	
SERVICE BULLETIN #	L-15-01B
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	60 Minutes (1.0 Hours)
PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal
PARTS AVAILABILITY	N/A
DIRECT-SHIP FROM POLARIS?	No

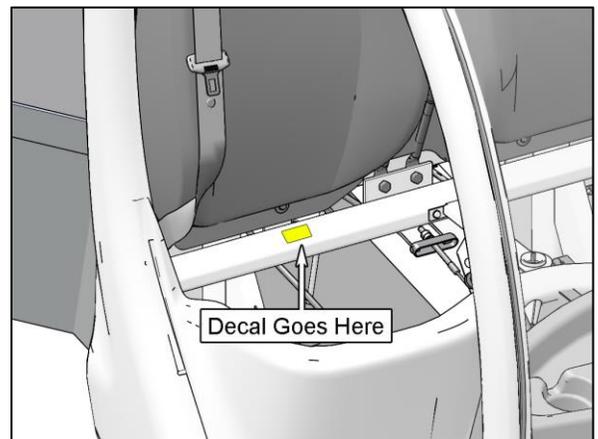
SERVICE BULLETIN COMPLETION DECAL:

A Service Bulletin Completion Decal must be completed for this bulletin repair. Place the decal on the bench seat support member as shown. If you require more decals, order them through normal Polaris parts ordering channels.

Sincerely,

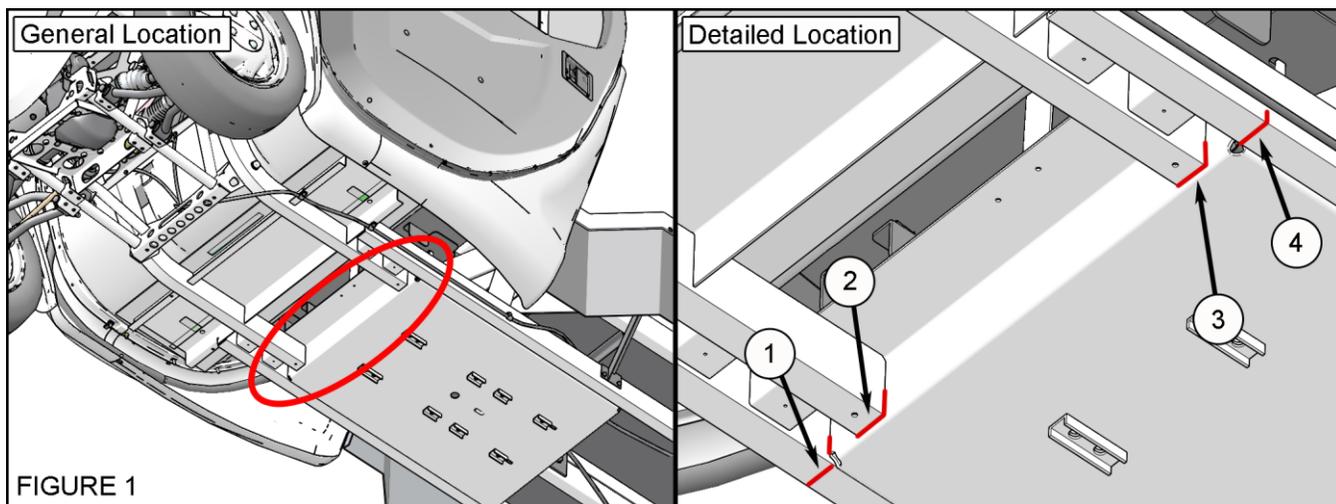


Doug Koch,
Technical Service and Warranty Manager



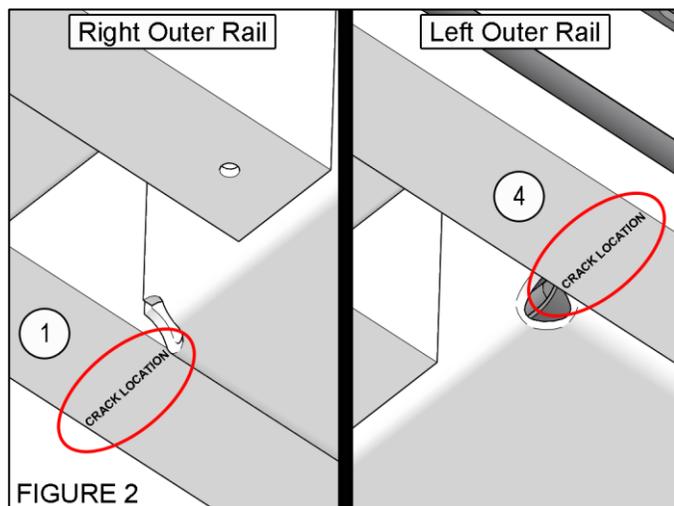
FRAME INSPECTION PROCEDURE

IMPORTANT: Affected eLXD frames may potentially crack in four different locations. Each location indicated in FIGURE 1 must be carefully inspected to determine which course of action must be taken, FRAME REPAIR (L-15-01A) or ASK POLARIS (L-15-01B).



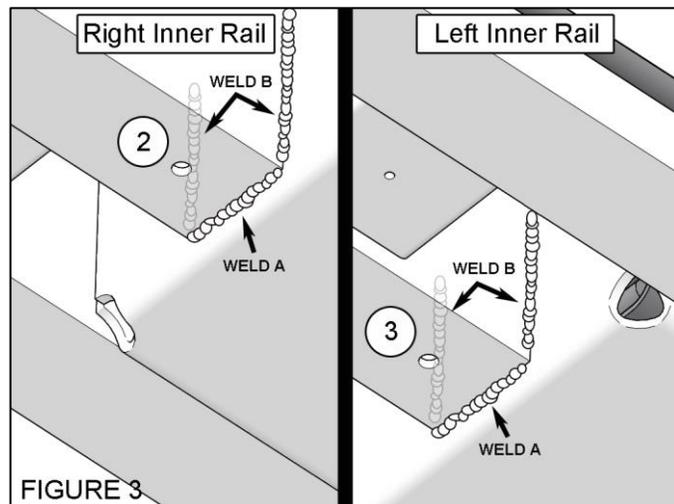
Inspection 1:

1. Park the vehicle on a flat surface and apply the parking brake.
 2. If necessary, clean any dirt or debris off of the frame rails and battery tray prior to performing inspection.
 3. On the underside of the vehicle, locate areas ① and ④ on the outer frame rails as shown in FIGURE 1.
 4. Using a suitable flashlight, inspect the frame rails where they meet the leading edge of the battery tray. See FIGURE 2.
- NOTE: No amount of cracking in locations ① and ④ is acceptable.**
5. If either of the outer frame rails are cracked, proceed to the ASK POLARIS portion of this bulletin and file a claim for L-15-01B.
 6. If neither of the outer frame rails are cracked, proceed to INSPECTION 2 below.



Inspection 2:

1. Park the vehicle on a flat surface and apply the parking brake.
 2. If necessary, clean any dirt or debris off of the frame rails and battery tray prior to performing inspection.
 3. On the underside of the vehicle, locate welds ② and ③ on the inside frame rails as shown in FIGURE 1.
 4. Using a suitable flashlight, inspect the welds where the frame rails meet the battery box. See FIGURE 3.
- NOTE: Cracks at WELD A are acceptable.**
5. If welds A and B are not cracked, or, cracks are isolated to WELD A only, proceed to FRAME STIFFENER KIT INSTALLATION portion of this bulletin and file a claim for L-15-01A.
 6. If any single WELD B show signs of cracking, proceed to the FRAME DEFLECTION INSPECTION below.

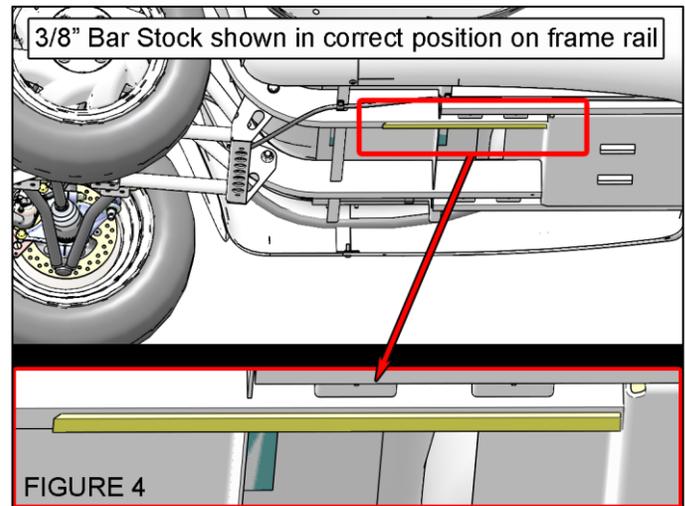


Frame Deflection (Sag) Inspection:

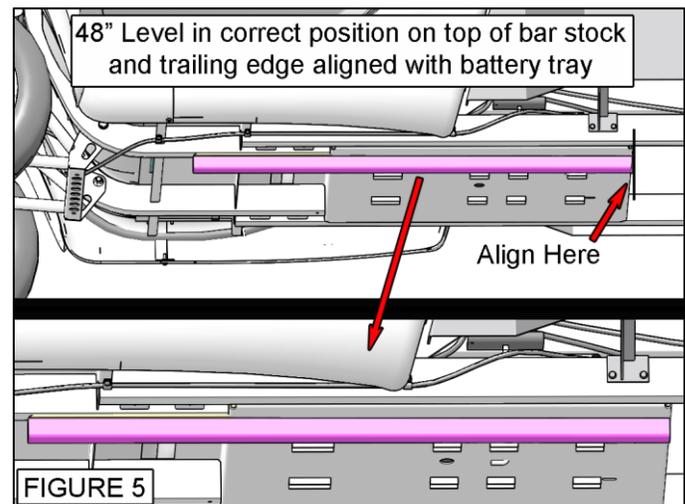
Tools Needed:

- 48" Level (or suitable straight-edge)
- 3/8" thick bar stock or board (12" minimum length)

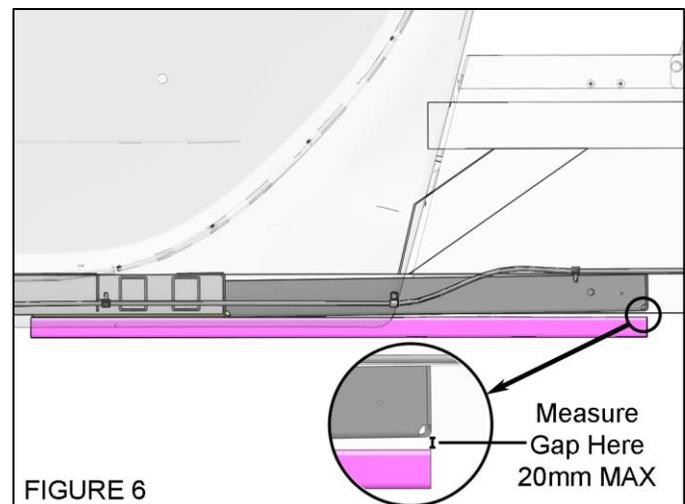
1. Park the vehicle on a flat surface and apply the parking brake.
2. If necessary, clean any dirt or debris off of the frame rails and battery tray prior to performing inspection.
3. Starting on the left side inner frame rail, place 3/8" thick piece of bar stock (or similar) in position on frame as shown in FIGURE 4.



4. Hold 48" level tight against the bar stock with the trailing edge aligned with the rear of the battery tray as shown in FIGURE 5.



5. With the bar stock and level held in place, have an assistant measure the gap between the rear of the battery tray and the trailing edge of the level as shown in FIGURE 6.
IMPORTANT: Gap should NOT exceed 20mm.
6. Repeat steps 1-5 on the right side inner frame rail.
7. If the gap is **20mm or LESS**, proceed to FRAME STIFFENING KIT INSTALLATION portion of this bulletin and file a claim for L-15-01A.
8. If the gap is **21mm or GREATER**, proceed to the ASK POLARIS portion of this bulletin and file a claim for L-15-01B.



INSPECTION CRITERIA

PASS – Install Frame Stiffening Kit

- Locations ① and ④ (outer rails) must not have any visible cracks.
- AND**
- Frame deflection measurement must not exceed .78" (20mm) as defined by this Safety Bulletin.

FAIL – Submit ASK Polaris Case

- Locations ① and ④ (outer rails) show signs of cracking.
- AND / OR**
- Frame deflection measurement exceeds .78" (20mm) as defined by this Safety Bulletin.

EXAMPLE OF CRACKED WELD



FRAME STIFFENER KIT INSTALLATION

Tools Needed:

- 3/8" Power Drill
- 17/32" or 13.5mm Drill Bit
- 3/8" Drill Bit
- M8 Rivet Nut Installation Tool
- 13mm Socket
- Assortment of C-Clamps
- 3/8" Torque Wrench
- T40 Torx

IMPORTANT: The following procedure summarizes the installation of the Frame Stiffening Kit (PN: 2206088). For additional installation information reference the kit instructions (PN: 9926403). For additional information pertaining to GEM service, please reference the appropriate GEM Service Manual. If you have any questions that cannot be answered by the service manual please contact GEM Technical Service.

1. Turn OFF the master disconnect switch. (See service manual)
2. Remove the front seat base. (See service manual)
3. Remove the cargo bed assembly. (See service manual)
4. Remove all batteries from the battery tray. (See service manual)

5. Raise the vehicle on a suitable hoist, leaving clear access to the frame rails.
6. Reference FRAME STIFFENER KIT instructions (PN: 9926403) for kit installation details.

ASK POLARIS

Vehicles that DO NOT PASS the frame inspection outlined in this bulletin should not be considered safe, and require further evaluation. Follow the procedure below to submit an ASK Polaris case:

IMPORTANT: All requested images and documentation *must* be attached to the case to help expedite the process.

1. Go to your dealer homepage and start an ASK Polaris case
2. Click on 'Service & Warranty Question'.
3. Click on 'Vehicle Diagnostic Question'.
4. In the **Description of Diagnostics / Symptom** field, enter: L-15-01B
5. Include the following information / attachments:
 - a. Vehicle photos – Front / Back / Left Side / Right Side / Battery pack / Odometer
 - b. Frame photos – Any signs of fatigue or cracking
 - c. Vehicle odometer reading
 - d. List of accessories that have been added to the vehicle
 - e. Summary of vehicle condition
 - f. Age / condition of vehicle battery pack

Once GEM Technical Service has reviewed the case and determined the proper course of action, additional guidance will be provided in the case.