



# 2019 10A Circuit Breaker Safety Bulletin FAQ

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Version: R01 (December 12, 2019)

## What is the purpose of the I-19-05 / T-19-02 Safety Bulletin?

Polaris has identified some 2019 Indian (111 c.i. and FTR) Motorcycles and Polaris Slingshots may have 10A circuit breakers that do not meet quality standards. Affected circuit breakers do not meet functional specifications and may cause an engine to unexpectedly stop running, increasing the risk of a crash. To address this concern, Polaris is instructing dealers to replace the 10A circuit breaker installed in affected vehicles, as outlined in the repair instructions.

## What make & model years are included in this bulletin?

2019 Indian Motorcycle Chief, Springfield, Chieftain, Roadmaster, and FTR, along with 2019 Polaris Slingshot models built from 2/12/2019 through 7/31/2019.

## 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.

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

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## Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are updated as needed. This is NOT a STOP RIDE for consumers.

## What Dealers **CAN** Do

1. Can quote new products.
2. Can accept deposits from consumers as a reservation for a future sale.
3. Can utilize PCDX to begin setup and PDI.
4. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required.

## What Dealers **CANNOT** Do

1. Cannot complete a sale.
2. Cannot deliver newly purchased impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

## Will Polaris notify consumers?

Yes. Polaris will mail a standard consumer notification letter outlining the nature of this bulletin in the United States and Canada. Any updates regarding customer notifications will be communicated with a revision to the bulletin document.

## 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?

Yes. Polaris requires one person from a dealership to be certified before parts ordering may occur and warranty claims may be processed.

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

Part Number 4011371 BREAKER-CIRCUIT,10 AMP is required to perform this update, and will need to be ordered. Note that quantities required to update one VIN vary by vehicle:

- Indian Motorcycle 111 c.i.: 1 circuit breaker
- Indian Motorcycle FTR: 3 circuit breakers
- Slingshot: 2 circuit breakers

## Bulletin Part Number 4011371 is the same as the part number for circuit breakers in dealer's service parts inventory. How does a dealer know if they're using a good circuit breaker?

Any circuit breaker in service parts inventory without a red paint dot should NOT be used. Reference the bulletin document for photos and information to help locate the paint markings.

## What if parts are showing on backorder or not available?

Dealers should still place orders for the quantities required. It's important to get all orders entered into the system so Polaris can track demand and keep parts flowing to dealers.

## Do any parts need to be returned as part of this bulletin?

Circuit breakers removed from vehicles do not need to be returned. However, any circuit breaker in service parts inventory without a red paint dot will need to be returned. Reference the bulletin document to file a part stock warranty claim for these parts.

## Are the parts returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts.

## How does a dealer know if/when they're receiving parts?

Follow this path: DEX Homepage -> PG&A -> Purchase Order Inquiry. Once there, follow these steps:

Order Number	Vehicle Down	Status	Dealer Reference	Order Date
0520042		Invoiced	US	03/26/18
0524247		Invoiced	4933	03/26/18
0223936		Invoiced	US	03/29/18
0281122		In Progress	4939	03/29/18

Part Number	Invoice Number	Description	Qty	Qty Ship	Qty Back Order	In Prog	Tracking
286367203		IND MEN REVERSIBLE BELT-M	1	0	1	0	Track
286881806		MENS WRCKING CREW SWEAT-L	1	0	1	0	Track
2879586-410	0504588	KIT-HNDLBAR,PULLBACK,TOUR,POL	1	1	0	0	Track
2882251-650	0504588	K-PEG,PASS,NZ,7L SLV	1	1	0	0	Track
<b>Order Totals</b>			<b>4</b>		<b>2</b>	<b>0</b>	

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

Yes. No tools are required to perform the Slingshot or 111 c.i. bulletin. FTR requires a ratchet and 6mm Allen.

## Will dealers be paid for performing this update?

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

## How does a dealer warranty register a unit that a customer has paid for and taken delivery of PRIOR to the STOP SALE announcement?

The warranty registration capability is disabled for all units affected by the stop sale. If the unit has not been paid for, or if the unit has not yet been delivered to the customer, you should retrieve or hold the unit until repairs have been completed.

In the event that a warranty registration must be completed, please submit an Ask Polaris case using **Sales Question > Wholegoods Question** and include the following:

- Completed PCDX Customer Information and Customer Delivery form
- Sales invoices: Paper & DMS
- Copies of form of payment document or payment check
- Copies of purchaser's identification
- Copies of the state registration forms unless the registration was VERY recent and this has not yet been obtained
- The promo selection for the unit (Program Number, Rebate Amount, Promotional Financing, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

\* Warranty Registrations that are received and processed by Polaris more than three (3) days after the date of the retail delivery of the unit to the customer will not qualify for any financial incentives and may be assessed a \$300 late fee.

**If you have questions that are not addressed in this document or in the bulletin, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.**