



# 2020-2021 Slingshot Rear Wheel Studs Safety Recall FAQ

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Version: R01 (8/13/2021)

## What is the purpose of the T-21-01 Safety Recall?

Polaris has determined that some 2020-2021 Slingshot vehicles may have rear wheel studs that were not pressed into the axle fully during the supplier's assembly process. An improperly installed rear wheel stud could lead to loosening of the rear lug nuts, resulting in a loose or detached rear wheel during operation, increasing the risk of a crash.

This recall has been released to instruct dealers to complete the outlined inspection to identify any improper axle assemblies and replace if necessary.

## What make & model year is included in this Safety Recall?

2020 and 2021 Slingshot (All Models)

## Is every model year 2020 and 2021 Slingshot vehicle affected?

No, not all 2020 and 2021 Slingshot vehicles are affected.

**\*You must reference unit inquiry to verify if a vehicle is impacted by this recall**

## How can a dealer see which unregistered 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 Communications'.
4. Locate the link for the recall 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. All impacted units, new and used, in dealer inventory cannot be retailed until the inspection and/or repair are performed.

## What dealers **CAN** do prior to performing the procedure:

1. Can display impacted products.
2. Can quote new products.
3. Can accept deposits from consumers as a reservation for a future sale.
4. Can utilize PCDX to begin setup and PDI
5. 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 – see the last page of this FAQ for instructions and guidelines.

## What dealers **CANNOT** do prior to performing the procedure:

1. Cannot process or complete a sale.
2. Cannot deliver newly 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?**

Polaris will notify consumers by mail and email immediately following the release of the recall.

### **Should dealers notify consumers?**

Yes. Dealers should also contact owners of affected VINs to inform them of the Safety Recall announcement. Dealers should reference the STOP site for a list of their affected VINs.

### **Is training required before ordering parts or filing claims for this Safety Recall?**

Yes. Completion of T-21-01 Rear Wheel Stud training is required for both parts of this recall. One person from the dealership needs to be certified before ordering parts and two people need to be certified before warranty claims may be processed.

### **Why can't dealers file claims until training is completed?**

Dealers must complete the bulletin training on University of Polaris before DEX will allow them to file bulletin claims. This training is critical to ensuring the updates are done correctly.

### **What parts are required to update the vehicles affected by this Safety Recall?**

Dealers are encouraged to begin inspecting vehicles and ordering necessary replacement parts only as vehicles are found to require them. No parts are required for the inspection and it is expected that most will pass the inspection process. Parts will be available in limited quantities at release, with additional parts available the following weeks.

### **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.

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

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

### **What should dealers do with related service parts in dealer inventory?**

Refer to the recall for detailed instructions on filing a Parts Stock claim for inventory of the part numbers below that FAIL the inspection procedure. Parts that PASS the inspection procedure may be used.

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### **Will Dealers have all the appropriate tools to complete this Safety Recall?**

Yes, the inspection portion of the recall requires the use of a feeler gauge. For the repair, dealerships that have completed T-16-06 can reuse special tool 5264214 (PU-53131). If additional quantities of the special tool are needed, please reach out to technical service for assistance. Basic shop tools are required for the replacement of the rear axle and a tool list has been provided in the recall instructions.

### **Will dealers be paid for performing this Safety Recall?**

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

### **Can I allow demos on vehicles that haven't had T-21-01 performed?**

Yes. This is not a Stop Ride, so vehicles that haven't had the update performed can still be driven (both consumer and dealer vehicles). However, we recommend providing demo rides on vehicles that have had the update completed, and therefore can be retailed immediately.

### **How does a dealer warranty register a unit that a customer has paid for AND that is in the customer's possession 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 recall, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.**