PELARIS SAFETY RECALL

Release Date: August 30, 2022

SNO

Communication #: S-22-09-H

Model Year(s): 2013-2014

- Confidential and Proprietary -

VERSION: R02 (October 12, 2022)

** Converted from Stop Sale / Stop Ride to Safety Recall **

IMPORTANT STOP RIDE / STOP SALE SAFETY NOTICE!

Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.

IMPORTANT

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

SUBJECT: SNOWMOBILE FUEL TANK PURPOSE

Polaris has determined that with degraded fuel, and especially after extended storage, some snowmobiles may pose a risk of fire due to electrostatic discharge (ESD) inside the fuel tank. Under specific conditions, vapors may be ignited inside the fuel tank, posing a potential injury hazard.

If a rider needs to start their snowmobile, they must make sure the fuel tank is full and, if it is not, then they need to add fresh gasoline to fill the tank. To resolve this concern, Polaris has developed a procedure to update the fuel pump assembly.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE	
2013-2014	600/800 PRO-RIDE RUSH	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.	
2013-2014	600/800 PRO-RIDE Switchback		

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S-22-09 PHOTO REQUIREMENT OVERVIEW

PLEASE REVIEW AND FOLLOW THE PHOTO REQUIREMENTS CAREFULLY. Polaris has consolidated best practices throughout our manufacturing quality audits and dealer beta testing of this repair and have gained valuable quality and traceability insights when it comes to photo documentation of critical steps within this procedure. Combined with the second technician checkback, this new process is important in ensuring your dealership technician has completed the repair correctly, which will result in a positive Service experience for the customer. We ask that you consider the photo process part of the requirements of completing this procedure, and because of this we are compensating your dealership for the time needed for quality photos.

Polaris is requiring photo submission for **ALL** S-22-09 repairs. Photos will be submitted via ASK Polaris and reviewed before any recalls will be marked as completed or claims will be paid for work. **Snowmobiles should not be returned to customers until photos are approved.**

Clear photos are of the utmost importance to confirm proper vehicle repair. Clear photos on the first attempt allow Polaris to review and approve repairs without having dealers take vehicles back apart after assembly. Clear photos on the first attempt are extremely important to getting snowmobiles back to consumers quickly.

Polaris realizes these photos take extra time and effort for dealer employees. An extra 12 minutes has been added to each Recall labor time so you are paid fairly for time to take clear photos and submit them via ASK Polaris.

GUIDELINES FOR CLEAR PHOTOS

- · Well-lit: Use extra light if required to clearly see components replaced
- · Background: White or light-colored background that does not interfere with clarity of components
- Confirm all components worked on are in frame
- Reference Photo Overview sections below for each part A-H to confirm your photos match examples

PHOTO STORAGE AND SENDING PROCESS

For S-22-09, we've created the ultimate flexibility in dealer to Polaris service processes. Based on which method supports your dealership's service processes best, dealers can use the Polaris Dealer App, Mobile Ask Polaris, or their PC desktop version of Ask Polaris to complete the required administrative work needed for S-22-09 recall procedures. Polaris recommends utilizing current dealership photo submission processes that you are familiar with and use daily. Additional helpful tips for photo taking/sending:

- Photos should be taken on one device when possible. A dealer tablet works well for this.
- · Photos should be stored with the VIN being repaired
- VIN can be added in a folder on shared dealer device, or VIN can be typed in email if sending to a different dealer employee (e.g. Technician emails photos to Warranty Admin)

WHAT WILL HAPPEN IF THE PHOTOS I SUBMIT ARE NOT CLEAR?

IMPORTANT

Taking photos that are unclear or do not meet Polaris requirements will cause significant efficiency problems for dealers. Customers will be waiting for snowmobiles for an extended period of time if dealer supplied photos are unclear.

- 1. If photos submitted are blurry, poorly lit, or any other reason that the key components are not able to be viewed clearly, Polaris will require dealers to take snowmobiles back apart to take photos again until approved.
- 2. If dealers are not able to supply clear photos, they will not be paid for work or parts until clear photos are supplied.
- 3. Polaris may require additional disciplinary action for dealers that continually provide unclear photos.

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PHOTO PASS / FAIL

A Polaris representative will review each submitted photo for the following information:

FUEL PUMP CLAMPS

- · All steel oetiker clamps are removed from the system
- Plastic clamps installed in the correct location(s)

IMPORTANT

Photos below serve as examples, fuel pumps may differ slightly in appearance. Reference model specific recall instructions for more detail on repair instructions. Location(s) circled signify oetiker clamp(s) were removed and replaced with plastic clamps. Locations that have arrows pointing to them signify oetiker clamps were just removed but did not require replacement.

Classic and AXYS RMK Fuel Pump



Reservoir/Jet Fuel Pump



LEVEL SENDER CARD HOLDER / WIPER ARM

- · New wiper arm installed correctly with a visible blue dot
- · New black card holder installed correctly
- · Locking tabs visible on top and bottom of the card reader
- Card reader has no visible damage

NOTICE

Imager for reference only.



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FUEL GAUGE

· Fuel gauge reading correctly

The Polaris MessageCenter Gauge will not show a fuel level indicator if the wiper arm was not correctly installed. If the display does not show a fuel level indicator, inspect the wiper arm for correct installation.



The PIDD will not show a fuel level indicator if the wiper arm was not correctly installed. Note that other system gauges may display in place of the fuel level indicator. Make sure that the gauge displayed is a fuel level indicator.



The Polaris 7S Digital Display will show low fuel if the wiper arm was not correctly installed. In order to properly verify fuel gauge operation, ensure the vehicle has enough fuel for the display to show fuel level. Once fuel has been added, if the display still shows low fuel, inspect the wiper arm for correct installation.



S-22-09-H REQUIRED PHOTOS (PRO-RIDE TRAIL)

IMPORTANT

The following photo is required for warranty claim submission.



Polaris MessageCenter Gauge

CUSTOMER NOTIFICATION

Dealers are required to review their sales records and make arrangements with customers for Recall completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Polaris will be mailing a notification letter to consumers affected by this Recall. Polaris will also send an email to owners for whom Polaris has a valid email address.

CONTACT POLARIS

If you have questions that are not addressed in this document or in the Safety Recall FAQ, contact Polaris Service through Ask Polaris or by phone at 800-330-9407 (US/Canada Dealers Only).

DEALER - WHAT TO DO?

As of August 30, 2022, YOU MUST NOT SELL OR DELIVER any NEW OR USED Model Year 2021-2023 MATRYX, 2015-2022 AXYS, and select Model Year 2013-2014 Trail Performance (Pro-Ride) snowmobiles affected by this Stop Sale / Stop Ride until it is repaired according to the Safety Recall bulletin.

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WARRANTY CLAIM INFORMATION

2013-2014 PRO-RIDE TRAIL MODELS				
Bulletin	S-22-09-H			
Claim Type	SB (Service Bulletin)			
Labor Allowance	0.9 hours (54 minutes)			
Part Number / Description	2211623 (QTY 1) K-FUEL PUMP LE RUSH			
Parts Availability	Polaris will automatically allocate parts to your dealership starting immediately. We will not be allowing dealers to order parts until our inventory position has stabilized.			
University of Polaris Video Training Required	Yes ¹			

¹Polaris requires one person from a dealership to be certified before parts ordering may occur and two people from a dealership to be certified before warranty claims may be processed.

Claim Submission:

- 1. Start a new Ask Polaris Case > Service & Warranty Question > Authorization Request: S-22-09 Bulletin.
- 2. Enter dealer contact info and the VIN.
- 3. Select the Service Communication No.
- 4. Select the person completing the repair and Service Manager, Owner or Lead Technician performing check-back.
- 5. Complete Technician selection certification.
- 6. Attach the required photos per the instructions in this recall.
- 7. Submit case for Polaris to review.

STOP!

Dealers should NOT deliver completed snowmobiles to the consumer until after the Ask Polaris case is approved.

- 8. Photos will be reviewed by Polaris after submission. While photos are being reviewed, case will show In Progress.
- 9. Once photos are approved, case will move to Approved Autho Status.
- 10. Open case, and select Create Warranty Claim.
- 11. Claim will be paid by Polaris and Recall will be closed. Snowmobile may now be returned to consumer.

EMEA Distributor Claim Submission:

- 1. Start a new Ask Polaris Case > Service and Warranty Question > All Vehicle Diagnostics.
- 2. Enter distributor contact info.
- 3. Enter the vehicle VIN.
- 4. Attach the required photos per the instructions in this recall.
- 5. Submit case for Polaris to review.

DECLINED SAFETY RECALL

Polaris provides a claim process that allows dealers to accurately document when a Safety Recall cannot be performed on a vehicle due to modification. Criteria and instructions can be found under Service & Warranty > STOP Site > News, Forms, & Links > Declined Safety Bulletin Tracking.

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US & CANADA TRANSPORT REIMBURSEMENT

Polaris will authorize transport up to 1.0 hour of labor to perform the bulletin. Wholegood stock vehicles are not eligible for transport coverage reimbursement. Polaris recommends that dealers work with vehicle owners to determine the best solution for their situation. To obtain transport reimbursement, reopen the Ask Polaris case that was submitted and enter the actual labor time up to 1.0 hours into the Requested Additional Hours/Minutes fields. Add a comment to the Reason for Additional Labor Time field to justify your request.

INVENTORY / STOCK PART CLAIMS

Dealers should review their service inventory and ensure the following parts receive the updated pump components before it is installed onto a snowmobile. Reference the table below to order the correct update kit for each pump assembly.

- 2204726 FUEL PUMP KIT (Update w/ 2211523)
- 2205700 FUEL PUMP KIT (Update w/ 2211523)
- 2205619 FUEL PUMP KIT RMK (Update w/ 2211525)
- 2207314 FUEL PUMP KIT (Update w/ 2211523)
- 2208146 K-FUEL PUMP 850 (Update w/ 2211523)
- 2208147 K-FUEL PUMP 650 3BAR (Update w/ 2211523)
- 2208331 K-FUEL PUMP 850 (Update with 2209832 & 2211524)
- 2209834 K-FUEL PUMP 850 RMK (Update w/ 2211524)
- 2208332 K-FUEL PUMP 650 3BAR (Update with 2209832 & 2211524)
- 2209833 K-FUEL PUMP 650 RMK (Update w/ 2211524)
- 2208333 K-FUEL PUMP MEDUSA (Update with 2209832 & 2211524)
- 2209835 K-FUEL PUMP 850T RMK (Update w/ 2211524)
- 2209203 K-FUEL PUMP 850 (Update w/ 2211524)
- 2209837 K-FUEL PUMP 850 TP/CO (Update w/ 2211524)
- 2209204 K-FUEL PUMP 650 3BAR (Update w/ 2211524)
- 2209836 K-FUEL PUMP 650 TP/CO (Update w/ 2211524)
- 2209838 K-FUEL PUMP 850T TP/CO (Update w/ 2211524)
- 2208092 K-FUEL PUMP WT4S (Update w/ 2211523)

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

- 1. Start a new Part Stock warranty claim.
- 2. Select Product Line: SNO
- 3. Enter today's date into the Date Failed and Date Repair information fields
- 4. Enter S-22-09-H into the CONCERN field.
- 5. Enter S-22-09-H into the CAUSE field.
- 6. Enter Fuel Pump Update 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.

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To request reimbursement, reopen the Ask Polaris case that was submitted and enter the actual labor time into the Requested Additional Hours/Minutes fields. Add a comment to the Reason for Additional Labor Time field to justify your request.

For accessory removal and installation up to 30 minutes, add a comment to the Reason for Additional Labor Time field to justify your request.

For requests over 30 minutes, photos of the installed accessories sufficient to support the labor time requested are required.

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.
- Enter S-22-09-H 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.

COVERAGE PERIOD

Coverage will begin on October 12, 2022. This bulletin has no expiration date.

UNIVERSITY OF POLARIS TRAINING REQUIREMENT

Each member of your service department team must complete the training on University of Polaris prior to completing **ANY** work, or submitting **ANY** warranty claim for this Bulletin. You must complete the entire course on University of Polaris in order to get credit.

http://www.universityofpolaris.com

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).

REPAIR AUDIT INFORMATION

IMPORTANT

Several steps of this procedure require an audit by a service manager, owner, or lead technician that completed the bulletin training but did not complete the repair. Please note that there is NOT an associated Dealer Confirmation document that needs to be completed and retained by the dealer.

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**.



KIT CONTENTS

REFERENCE	QTY	PART DESCRIPTION	P/N AVAILABLE SEPARATELY
1	1	ASM-PUMP FUEL 6/800 LE RUSH	2521212
2	1	GASKET-PFA	5415105
-	1	INSTR-KIT FUEL PUMP INLET	9923776

2211623 K-FUEL PUMP LE RUSH

REPAIR PROCEDURE

S-22-09-H PRO-RIDE TRAIL PROCEDURE

TOOLS REQUIRED

- Safety Glasses
- Pliers, Push Pin Rivet
- Socket Set, Metric
 10 mm
- Socket Set, Torx[®] Bit – T27, T40
- Torque Wrench
- Absorbent Mats
- 1/4" or 3/8" Fuel Siphon
- Special Service Tool:
- PFA Nut Socket, **PS-48459**PFA Holding Fixture

GENERAL

- 1. Park vehicle on a flat surface.
- 2. Push engine stop switch to OFF position.
- 3. Turn key to OFF position and remove key.

FUEL TANK REMOVAL

1. Inspect fuel level.

IMPORTANT

If the fuel level is 50% or more, the tank needs to be siphoned to prevent a spill when the fuel lines are disconnected. Draining the fuel tank is not required but minimizes the risk of spilling.

2. Rotate the two 1/4 turn fasteners at the front and rear of the panel. Release the strap at the lower edge of the panel and remove the side panel by pulling the panel outward to release the tabs at the bottom. Repeat this step to remove the side panel from opposite side of the snowmobile.



3. Remove the two push-pin rivets and two fasteners securing the hood.



- 4. Disconnect the hood harness connector from the main harness.
- 5. Remove the hood assembly.
- 6. Remove the two push-pin rivets securing the console.



7. Remove fuel cap and plastic fuel filler neck nut.



8. Carefully remove console by pulling some slack on the recoil handle and then moving it to the right side of the vehicle.



- 9. Reinstall the fuel cap.
- 10. Remove the seat assembly by removing the two fasteners at the rear of the seat.



11. Remove the nut and washer at the rear of fuel tank.



12. Remove the fasteners attaching the fuel tank bracket to the over structure tubes.



13. Disconnect the fuel supply and return hoses from the fuel pump.



- 14. Install the caps onto the fuel pump assembly ports.
- 15. Disconnect the fuel pump power/level sender wire harness connector.



16. Remove the fuel tank assembly from the snowmobile.



FUEL PUMP REMOVAL

Gasoline is extremely flammable and explosive under certain conditions. Do not smoke or allow open flames or sparks in or near the fuel tank / fuel system. 1. While holding the PFA from rotating using the PFA Holding Fixture, use the PFA Nut Socket to remove the pump flange nut ①.

NOTE

The PFA Holding Fixture was auto shipped to your dealer. If replacement tools are required, contact Polaris Technical Service.





PFA Nut Socket: PS-48459

2. Carefully extract the fuel pump out of the fuel tank. Manipulate the pickup assembly ② to fit through the tank opening. Do not kink the fuel pickup hose or bend the sending arm during this process.



3. Discard the pump flange gasket ③.



IMPORTANT

Do not re-use a pump flange gasket. Always use a new gasket during assembly.

4. Properly discard the old fuel pump assembly.

FUEL PUMP INSTALLATION

Gasoline is extremely flammable and explosive under certain conditions. Do not smoke or allow open flames or sparks in or near the fuel tank / fuel system.

- 1. Inspect the new fuel pump for any shipping damage.
- 2. Use provided isopropyl alcohol wipe and clean the following surfaces:
 - Surface of the tank in the pump mounting area
 - The tank side of the PFA flange
 - The upper sealing surface of the PFA neck

Dry all surfaces with a clean rag. Allow adequate drying time for the alcohol.

- 3. Use provided isopropyl alcohol wipe and thoroughly remove any contaminants from the supplied gasket.
- 4. Install the new pump flange gasket ① into the tank opening, ensuring that the inside portion of the gasket hooks onto the bead on the inside diameter of the PFA neck.



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5. Carefully install the new fuel pump assembly ②. Carefully manipulate the float arm and pickup assembly through the opening.

IMPORTANT

Do not damage the gasket during pump installation.

Pump assembly should drop freely into place with alignment marks lined up without using any force



6. Position the alignment arrow ③ on the tank assembly between the two etched alignment lines on the pump/flange assembly.



7. With the help of an assistant holding the fuel tank, install the flange nut ③. Use the PFA Nut Socket and spanner wrench or similar tool to torque the nut to specification.

IMPORTANT

Do not allow the PFA and gasket to rotate and/or lift up during flange nut installation.

Do not hold or apply excessive pressure to supply and return nozzles during flange nut installation.

PFA Nut Socket: PS-48459

TORQUE

Fuel Pump Flange Nut: 28 ft-lbs (38 N·m)

NOTE

The PFA Holding Fixture was auto shipped to your dealer. If replacement tools are required, contact Polaris Technical Service.





8. Verify pump/flange assembly alignment is still correct after the nut is torqued.

STOP!

A second technician must verify the PFA nut torque and PFA alignment before continuing.

FUEL TANK LEAK TEST

- 1. Verify the fuel cap is tight and fuel line ports are plugged.
- 2. Fill the fuel tank to at least 50% capacity.
- 3. Verify the PFA and the area around the PFA nut is clean and dry.
- 4. Tilt the fuel tank to fully submerge the PFA gasket and hold in that position for 60 seconds.
- 5. Inspect around the inside and outside edge of the PFA gasket.
 - If there is a leak, check the PFA nut torque and repeat test. If leak is still present, a new pump flange gasket or fuel tank assembly will be required.
 - If no leaks are detected, the tank assembly is adequately sealed and ready for installation into the snowmobile.

FUEL TANK INSTALLATION

- Verify fuel line routing and confirm there is sufficient gap between the fuel line and airbox and all routing features are in place. Review Appendix - Fuel Line Routing for routing details.
- 2. Verify the foam pads on the tunnel are installed and not damaged.
- 3. Install the fuel tank onto the vehicle.



4. Install the fasteners attaching the fuel tank bracket to the over structure tubes. Torque fasteners to specification.



TORQUE

Front Fuel Tank Fasteners: **7 ft-lbs (10 Nm)**

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5. Install the washer and nut at the rear of fuel tank. Torque nut to specification.



TORQUE Rear Fuel Tank Nut: 7 ft-lbs (10 Nm)

6. Reconnect the fuel supply and return hose connectors at the fuel pump flange assembly.



NOTICE

Note the position of the supply and return fuel hoses. Connect the 5/16" connector to the 5/16" fitting on the pump flange and connect the 3/8" connector to the 3/8" fitting on the pump flange.

IMPORTANT

Do not apply excessive pressure to fuel fittings or clips.

7. Perform a push/pull test on the fuel line connections with at least 5 lbs. of force.

IMPORTANT

Connections should NOT disengage during push/pull test.

8. Reconnect the fuel pump wire harness connector. The fuel pump wire harness routes forward between the fuel lines connects to the fuel pump connector.



IMPORTANT Ensure proper routing.

9. Install the seat assembly and the two fasteners at the rear of the seat. Torque fasteners to specification.



TORQUE Seat Fasteners: 7 ft-lbs (10 Nm)

10. Remove the fuel cap.

11. Reinstall the console assembly.



12. Install the plastic fuel filler neck nut and fuel cap.



13. Install the two push-pin rivets securing the console.



- 14. Verify the proper routing of the recoil rope after the console is installed.
- 15. Verify the throttle cable and brake line are routed properly through the console.
- 16. Install the hood assembly.

17. Connect the hood harness connector to the main harness.



Verify the harness connectors are clean and dry prior to assembly.

18. Install the two push-pin rivets and two fasteners securing the hood. Torque fasteners to specification.



TORQUE Hood Fasteners: 7 ft-lbs (10 Nm)

- 19. Align the tabs at the bottom of the side panel with the slots in the fender and carefully insert.
- 20. Close the panel and secure with the lower strap and two 1/4 turn fasteners. Repeat this step to install the side panel onto opposite side of the snowmobile.



21. Start the snowmobile, verify any air is purged from the fuel system. Inspect the area around the PFA and fuel lines for any fuel leaks.

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22. Verify the fuel gauge is functioning correctly on the display.

STOP!

A photo showing the fuel gauge correctly functioning is required before continuing.

- 23. Any fuel that was removed can be used to refill the fuel tank as needed.
- 24. Submit a Service Bulletin Warranty Claim for S-22-09-H.

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APPENDIX - FUEL LINE ROUTING

SUPPLY LINE ROUTING

NOTICE

Images for reference only.

1. Verify the fuel supply line ① is routed correctly through the retention feature ②.



2. Verify the fuel supply line ① is routed correctly through the retention feature ③.



NOTICE

Images for reference only.

1. Verify the return line ① is routed correctly through the retention feature ②.



2. Verify the return line ① is routed correctly through the retention feature ③.



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APPENDIX

FUEL LINE QUICK CONNECT REMOVAL

When properly used, fuel line quick connects can be disconnected and reconnected multiple times for vehicle service needs. If the quick connect is damaged, it is not designed to be serviceable and the fuel line assembly will require replacement.

There are two methods of disconnecting Fuel line quick connects, the preferred method is by using a small straight blade screwdriver.

Screwdriver Method:

1. Insert a #1 flat blade screw driver into the pry slot on the top of the retaining clip.



IMPORTANT

To prevent damage to the retaining clip, be sure to use a flat blade screwdriver that fits into the pry slot.

2. Gently pry the retaining clip upwards into the open position.



3. Remove quick connect from the fuel fitting.



Hand Method:

4. Gently pull outward on retaining tabs to unlock retaining clip.



IMPORTANT

Do not over-pry or excessively bend the retaining tabs. This can damage the retaining clip, and require replacement of the fuel line assembly.

5. Push retaining clip upward into the open position.



6. Remove quick connect from the fuel fitting.



Replacement Needs:

Indicators that the quick connect is damaged, and assembly replacement is needed:

- 1. The retaining clip can be closed without the insertion of a hard line end. The retaining clip is designed to lock only when a hard line end has been fully inserted.
- 2. Retaining tabs are deformed and no longer lock into the body of the quick connect.



- 3. Broken retaining tabs, or any sign of cracks in the retaining clip. The retaining clip is responsible for holding the quick connect on the line when under fuel pressure.
- 4. Quick connect has been twisted from its original inserted position, or the connector has been damaged.

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