



SAFETY RECALL

Release Date: November 7, 2022

ATV

Communication #: A-22-04

Model Year(s): 2021–2023

— Confidential and Proprietary —

VERSION: R03 (December 7, 2022)

*** Added photos to help identify harness differences for some International only models***

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: STATOR WIRE ROUTING

PURPOSE

Polaris has determined that on some Model Year 2021-2023 Sportsman 450 and 570 ATVs, a wiring harness may have been improperly assembled by the supplier. As a result, wires may contact the brake line and/or vehicle frame resulting in potential loss of front brakes and/or fire posing a risk of serious injury.

To address this concern, Polaris has released this safety recall with instructions to secure the stator wires to prevent contact between the wiring and the brake line and/or vehicle frame.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2021–2023	Sportsman 450	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.
	Sportsman 570	

Touring, X2, and 6x6 models are not affected

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 November 7, 2022, **YOU MUST NOT SELL OR DELIVER** any affected **NEW OR USED Model Year 2021-2023 Sportsman 450 and Sportsman 570 models** affected by this **Stop Sale / Stop Ride** until it is repaired according to the Safety Recall.

WARRANTY CLAIM INFORMATION

SPORTSMAN 450 & 570 STATOR WIRE ROUTING INSPECTION PASS	
Bulletin #	A-22-04-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.4 hours (24 minutes)
Part Number / Description	8360195 (QTY 1) Tape, Coroplast 837x, 25 meter roll <i>Polaris supplies Coroplast 837X orderable by part number listed above. If dealers wish to use commercially available tape, 3M Scotch® Super 33+™ is an acceptable substitute.</i>
Parts Availability	One roll of tape will be enough to complete approximately 20 vehicles. Order tape appropriately. Limited quantities are available as of 12/6/2022
University of Polaris Video Training Required	NO
Photos Required	YES, see page 4

SPORTSMAN 450 & 570 STATOR WIRE ROUTING INSPECTION FAIL - WIRING DAMAGE FOUND	
Bulletin #	A-22-04-B
Claim Type	SB (Service Bulletin)
Labor Allowance	NA
Part Number / Description	SUBMIT AN A-22-04 ASK POLARIS CASE, SELECT THE A-22-04-B VARIANT WHEN PROMPTED
Parts Availability	Available to order when directed by ASK Polaris
University of Polaris Video Training Required	NO
Photos Required	YES, see page 4

The information contained within this document is confidential and protected by U.S. and international copyright laws, and is the property of Polaris Inc. This document is provided for the sole use of authorized Polaris dealers and distributors. This document is not to be distributed, duplicated, or copied, digitally or otherwise, without the written consent of Polaris Inc.

Claim Submission:

1. Start a new Ask Polaris Case > Service & Warranty Question > Authorization Request: A-22-04 Bulletin.
2. Enter dealer contact info and the VIN.
3. Select the Service Communication No.
4. Select the person completing the repair.
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 vehicles 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. The vehicle may now be returned to consumer.

International 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.

STOP!

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

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. 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** A-22-04 repairs. Photos will be submitted via ASK Polaris and reviewed before any recalls will be considered complete and processed for payment. **Because of this new pre-verification process, vehicles should not be returned to customers until photos are approved and the claim is processed.**

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. Clear photos on the first attempt are extremely important to getting vehicles back to consumers quickly.

GUIDELINES FOR CLEAR PHOTOS

- Well-lit: Use extra light if required to clearly see the tape applied and paint mark.
- Background: White or light-colored background that does not interfere with clarity of components.
- Confirm all components worked on are in the frame of the photo.
- If your dealership staff is experiencing any challenges with the photo process, please have them contact Ask Polaris. We are here to help and support dealership staff in this critical step in the procedure.

PHOTO STORAGE AND SENDING PROCESS

Polaris recommends utilizing the 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)
- Using the Dealer App or Mobile Ask Polaris may help with keeping photos organized to VIN

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 the vehicle 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 retake the photos.
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. In partnership with your dealership, Polaris will contact the customer and ask that they return the ATV to your dealership to have the procedure rechecked.
4. Polaris may require additional disciplinary action for dealers that continually provide unclear photos.

PHOTO PASS / FAIL

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

- Tape application starts 1/2" below the white tape.
- The tape is overlapping each wrap about 50%, until reaching the bottom opening of the conduit.
- A paint pen mark at the start of the tape.



The information contained within this document is confidential and protected by U.S. and international copyright laws, and is the property of Polaris Inc. This document is provided for the sole use of authorized Polaris dealers and distributors. This document is not to be distributed, duplicated, or copied, digitally or otherwise, without the written consent of Polaris Inc.

FAIL

- This photo fails because tape starts too far below the white tape and zip tie.



FAIL

- This photo fails because the tape has gaps that show it is not properly overlapped.



FAIL

- This photo fails because there is no paint pen mark at the start of the tape.



CLAIM SUBMISSION

1. Start a new Ask Polaris Case > Service & Warranty Question > Authorization Request: A-22-04 Bulletin.
2. Enter dealer contact info and the VIN.
3. Select the Service Communication Number.
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 vehicles 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. The vehicle may now be returned to the consumer.

INTERNATIONAL 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.

US & CANADA TRANSPORT & MOBILE SERVICE REIMBURSEMENT

Polaris will authorize travel or transport up to 1.0 hour of labor to perform the bulletin. Wholegood stock vehicles are not eligible for travel / transport coverage reimbursement. Polaris recommends that dealers work with vehicle owners to determine the best solution for their situation. To obtain travel / transport reimbursement, enter the actual labor time up to 1.0 hour, into the Travel Hours or Travel Minutes on the bulletin claim.

COVERAGE PERIOD

Coverage will begin on December 06, 2022. This bulletin has no expiration date.

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](#).



A-22-04-A, WIRE HARNESS INSPECTION

Video Instructions

<https://vimeo.com/778524883/4b7620ac3c>



WIRE INSPECTION

1. Park vehicle on a flat surface.
2. Shift vehicle into PARK.
3. Push engine stop switch to OFF position.
4. Turn key to OFF position and remove key.
5. Locate stator wires in the front-left wheel well as shown.



The information contained within this document is confidential and protected by U.S. and international copyright laws, and is the property of Polaris Inc. This document is provided for the sole use of authorized Polaris dealers and distributors. This document is not to be distributed, duplicated, or copied, digitally or otherwise, without the written consent of Polaris Inc.

- Inspect the conduit to see if any yellow and/or black wires are not contained in the conduit.

IMPORTANT

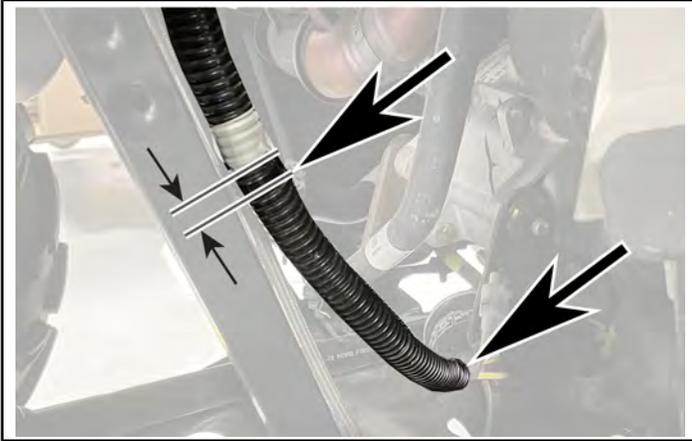
If wires are visible but are contained in the conduit, it **PASSES** inspection.



IF THE WIRE IS SECURED IN THE CONDUIT	IF THE WIRE IS NOT SECURED IN THE CONDUIT
<p style="text-align: center;">STOP!</p> <ul style="list-style-type: none"> Continue to the Tape Application section below. 	<p style="text-align: center;">STOP!</p> <ul style="list-style-type: none"> Continue to the Secure Wire Routing Inside Conduit procedure in A-22-04-B.

TAPE APPLICATION

1. Make sure all the wires are contained in the conduit.
2. Using mild soap, water, and a clean rag to clean the conduit surface from 1/2" (12.7 mm) below the white tape to the end of the conduit.



3. Using the tape supplied, start wrapping the conduit a finger width (1/2") below the white tape.



4. Wrap the tape, overlapping each wrap about 50%, until you reach the bottom opening of the conduit.



IMPORTANT

DO NOT wrap tape around the bottom of the conduit.

5. Once complete, cut the tape and make sure the tape is secure to the conduit.

STOP!

Photos are required before continuing.
Please see **page 4**.

- Using a paint marker, make a clearly visible paint marking on the tape from the top edge down at least one inch in length.



NOTICE

International models may have different conduit breakouts depending on the model year.

2021



2022–2023



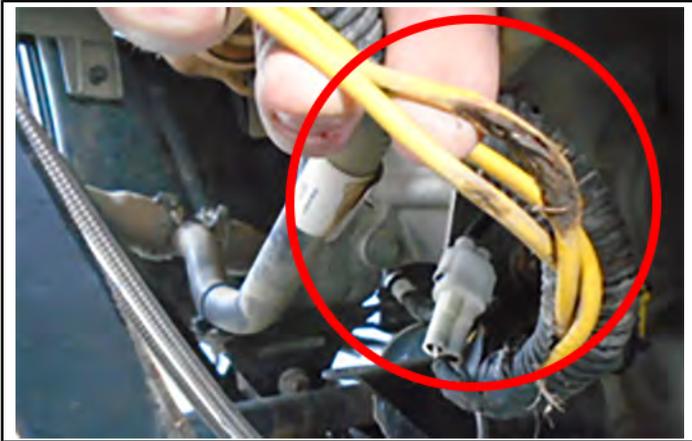
- Follow the claim submission instructions on **page 7**

The information contained within this document is confidential and protected by U.S. and international copyright laws, and is the property of Polaris Inc. This document is provided for the sole use of authorized Polaris dealers and distributors. This document is not to be distributed, duplicated, or copied, digitally or otherwise, without the written consent of Polaris Inc.

A-22-04-B, WIRE HARNESS INSPECTION FAIL

SECURE WIRE ROUTING INSIDE CONDUIT

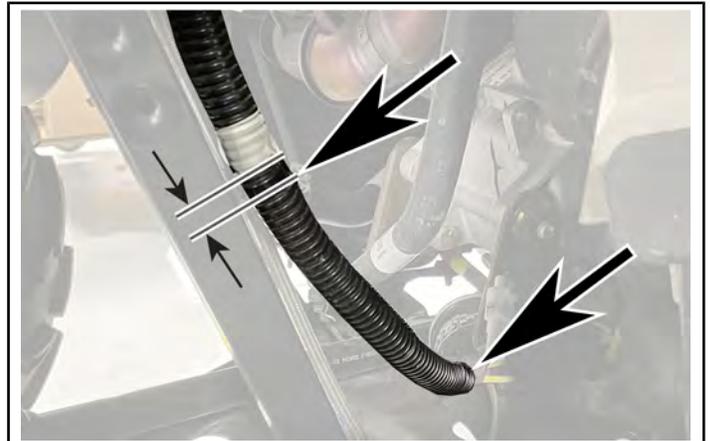
1. Inspect the wires not contained in the conduit for signs of exposed burns or abrasion to the wire insulation or signs of exposed bare wires.



2. If no damage is found, route the wires inside the conduit and proceed to **TAPE APPLICATION** section below.
3. If damage is found, start an Ask Polaris case as directed on **page 7** for A-22-04-B for further instructions.

TAPE APPLICATION

1. Make sure all the wires are contained in the conduit.
2. Using water, mild soap, and a clean rag, clean the conduit surface from 1/2" below the white tape to the end of the conduit.



3. Using the tape supplied, start wrapping the conduit a finger width (1/2") below the white tape.



4. Wrap the tape, overlapping each wrap about 50%, until you reach the bottom opening of the conduit.



IMPORTANT

DO NOT wrap tape around the bottom of the conduit.

5. Once complete, cut the tape and make sure the tape is secure to the conduit.

STOP!

Photos are required before continuing.
Please see **page 4**.

6. Using a paint marker, make a clearly visible paint marking on the tape from the top edge down at least one inch in length.



NOTICE

International models may have different conduit breakouts depending on the model year.

2021



2022–2023



7. Follow the claim submission instructions on **page 7**