

**S-12-05 Warranty Claim 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.**

SERVICE BULLETIN #	S-12-05
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	30 Minutes
CLAIM PART NUMBERS	N/A - Auto Process Bulletin
WARRANTY COVERAGE PERIOD	December 7, 2012 – June 30, 2014

**Bulletin Completion Decal:**

A Bulletin Completion Decal, PN 7170107, must be completed for this repair. Attach the decal to the air box assembly. If you require more decals, order them through normal Polaris parts ordering channels.

**CUSTOMER NOTIFICATION:**

Dealers are required to notify owners of affected models, and make arrangements to perform this repair. To view a list of your dealership's affected units, utilize Service Bulletin lookup located at:  
<https://www.polarisdealers.com/servwarr/SrvBulletins.asp>

In addition, Polaris will be mailing a notification letter to all owners of affected models. A copy of the letter can be found on page 4.

Sincerely,



Bridget McLennan  
Technical Service, Warranty and Service Publications Manager

December xx, 2012

VIN

FIRST NAME LAST NAME  
ADDRESS  
CITY, ST ZIP

Dear FIRST NAME.

Thank you for purchasing a 2013 Polaris PRO RMK snowmobile. Our number one priority at Polaris is customer satisfaction, and we know this is driven by product quality. Recently we identified a quality concern that affects 2013 PRO RMK snowmobiles, including your machine. Please take a moment to review this letter and make arrangements with your Polaris dealer to have it resolved.

On December 7, 2012, Technical Service Bulletin S-12-05 was released because it is possible your vehicle's drive shaft may separate due to an incorrect assembly process. To resolve this issue, Polaris has provided your selling dealer with a service procedure and repair kit for your snowmobile to install a drive shaft collar at no cost to you.

While affected parts represent only a small percentage of total production, **Polaris is standing by our product and will perform the repair so you can be completely confident you will not experience this condition.** It is not possible at this time to clearly differentiate normal and affected vehicles by inspection or VIN, so do have this repair implemented by your selling dealer. The repair is simple and effective, and must be performed by your Polaris dealer to ensure proper installation.

Please note that only the Polaris service part and installation procedure have been validated to adequately correct this condition. Any aftermarket solution should be immediately replaced by your dealer with the correct Polaris part (Drive Shaft Collar Kit (PN 2205108)). **The drive shaft must be replaced if the aftermarket solution involved drilling the drive shaft and installing rivets or the aftermarket collar damaged the drive shaft. If the drive shaft requires replacement because of aftermarket solution damage, we will replace your drive shaft at no cost to you.**

The repair kit is shipping to your dealer now. While the repair procedure will take no more than 30 minutes to perform, dealer service schedules vary so please contact your selling dealer at your earliest convenience to schedule a service appointment.

As a thank you, for your loyalty to Polaris, we have enclosed a coupon good for one free gallon of VES Synthetic Oil. Once the Service Bulletin has been completed, you can use the voucher at your dealership to pick up your free oil.

While your Polaris dealer is in the best position to answer your questions, if you have any questions your dealer cannot address, you may call our Customer Service Department at: 1-888-704-5290.

We take quality very seriously, and want you to be confident we have taken appropriate measures to prevent this from reoccurring. Thank you for being part of the Polaris family and allowing us to provide you with the ultimate deep snow riding experience.

Sincerely,

**Polaris Snowmobile Division**