



Dealer FAQ

What models are included?

All model Year 2009-2015 Hammerhead GTS 150, GL 150 and GTS Platinum vehicles shipped before the bulletin release are affected. Refer Service Bulletin HH-001 for more details.

Where do I find the rework instructions and service bulletin details?

Go to www.hammerheadoffroad.com, click the "Dealer Login" on top of the website. Once you sign in as a dealer, under "Form Downloads", click on "Safety Bulletin HH-001"

or

Go to www.netsuite.com, sign in as Hammerhead dealer, under "Form Downloads", click on "Safety Bulletin HH-001"

Will other models be affected?

Not at this time.

Will I get paid to do the rework?

Yes once the dealer confirmation form has been returned to Hammerhead Offroad. You will be credited .75 hours.

Are parts available now?

Yes rework parts kits are available through Hammerhead Offroad.

Can I sell an affected unit?

No you must stop selling affected units until it has been repaired according to bulletin.

Will parts automatically come to me?

No they must be ordered through Hammerhead Offroad.

Do I need to contact customers?

Hammerhead will be contacting customers but we ask you to help inform your customers of the recall and stop ride.

What if I am contacted by media?

Please direct them to Kelly Basgen, Senior Director, Communications, at kelly.basgen@polaris.com or 763-519-1740.

Will new units I have on order have the fix?

Yes all units shipped after the Safety Bulletin release date will have the update in place.

Can I apply the rework to a vehicle that was not purchased at my dealership?

Yes

I have questions on the bulletin procedure, who can I call?

Contact Hammerhead Off-Road at (214) 513-1700 with any questions regarding this bulletin.

We apologize for this disruption to your business. We want to assure you that we understand the inconvenience to you and our customers, and that we have been extremely proactive, aggressive and thorough in creating a plan to get these vehicles repaired so that our customers can get back to safe riding.



Consumer FAQ

Do I need to stop riding my unit?

Yes you must stop riding the affected units until it has been repaired according to bulletin.

What models are included?

All Model Year 2009-2015 Hammerhead GTS 150, GL 150 and GTS Platinum vehicles shipped before the bulletin release date are affected. See your Hammerhead Off-road dealer for more information.

How do I know if my cart is affected?

You can call the number below to verify if your unit is affected.

844-298-6528

Monday through Friday 8:00am – 7pm EST

How do I get my cart fixed?

Please contact your local Hammerhead Off-Road dealer to schedule an appointment to have the bulletin completed. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle to complete the updates. If you need assistance contacting or locating a Hammerhead Off-Road Dealer, please call (844) 298-6528 or visit the Hammerhead Off-Road web site at www.hammerheadoffroad.com.

Can I complete the fix myself?

No an authorized Hammerhead dealer must complete the fix.

I bought my cart used is it still covered?

Yes