



# SAFETY RECALL

— Confidential and Proprietary —

Release Date: August 09, 2024

# RGR

Communication #: R-24-02

Expiration Date: No Expiration Date

Model Year(s): 2024

**VERSION: R02 (August 15, 2024)**

## 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.

Revision	Release Date	Update
R01	08/09/2024	Initial Safety Recall Release
R02	08/15/2024	Added Repair Procedure

## SUBJECT: WINCH LOOSE GROUND CONNECTION

### REASON FOR THIS RECALL

Polaris has determined that a loose ground connection for the winch may occur on some Model Year 2024 Ranger XD 1500 and Crew XD 1500 vehicles. A loose winch ground connection in combination with winch operation may pose a fire hazard and risk of serious injury.

### DEALER ACTION

Dealers must complete the following steps before selling/registering any NEW or USED affected VIN.

- Complete Safety Recall repair on all affected vehicles prior to selling/registering. Dealers are no longer allowed to sell vehicles using the Winch Acknowledgement Form and filing a claim under R-24-02-AA.
- Winch kits (PN **2889275** and **2889276**) may be sold and installed into vehicles following the updated instruction procedures provided by Polaris online which can be accessed by the QR code in the kit. If working from printed materials, ensure they are the latest version.
- Ranger XD 1500 Premium vehicles with winch kit (PN **2889275** or **2889276**) installed must have the Safety Recall repair performed prior to selling/registering. See **Affected Service Parts** section for additional information.

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.

## REMEDY

To address this concern, Polaris has developed a procedure for ensuring a proper winch ground connection by enlarging the opening around the ground stud.

## 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.

### NOTICE

International consumer notifications in distributor countries: International distributors are responsible for all consumer notifications. Polaris does not contact consumers of distributors.

## CUSTOMER ACTIONS

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. This notification letter and email will outline that affected vehicles may continue to be operated if a customer reviews the Winch Acknowledgement statement and does not operate the winch.

## DEALER - WHAT TO DO?

As of August 15, 2024, **YOU MUST NOT SELL OR DELIVER** any **NEW OR USED Model Year 2024 RANGER XD 1500 / Crew XD 1500** affected by this **Stop Sale / Stop Ride** until it is repaired according to the **Safety Recall**.

Dealers are no longer allowed to sell vehicles using the Winch Acknowledgement Form and filing a claim under R-24-02-AA.

## POLARIS ADVENTURES OUTFITTERS - WHAT TO DO?

At the time of release, Polaris Adventures Outfitters do not have any affected vehicles.

# QUICK REFERENCE TABLE

Reference the table below for details related to this Safety Recall and some of the requirements.

NOTICE	
For additional reference information not included in the document, click <a href="#">HERE</a> .	

<b>Parts Availability</b>	N/A
<b>Parts Ordering</b>	N/A
<b>Parts Destruction or Disposal</b>	N/A
<b>Required Special Tools</b>	N/A
<b>Claim Submission Type</b>	Standard: R-24-02-AB Ask Polaris Case: R-24-02-AC

ITEM	REQUIRED?	LINK / ADDITIONAL INFORMATION
Training Requirement	N	
Inspection Required	N	
Parts removed during repair to be returned to Polaris?	N/A	
Are Service Parts Affected?	Y	See <b>Supplemental Information</b> section at the end of this document
Photo Requirements	N	
Part Serial Number entry (US/CA only)	N	
Secondary Technician Audit	N	

## WARRANTY CLAIM INFORMATION

BULLETIN #	DESCRIPTION	LABOR ALLOWANCE	PART NUMBER / DESCRIPTION
<b>2024 RANGER XD 1500 NorthStar / Crew XD 1500 NorthStar</b>			
R-24-02-AB	Loose Winch Ground	0.4 hours (24 minutes)	0000541 (QTY 1) Bulletin Misc Labor
<b>2024 RANGER XD 1500 Premium Models With Polaris Accessory Installed Winch</b>			
R-24-02-AC	Loose Winch Ground	0.4 hours (24 minutes)	0000541 (QTY 1) Bulletin Misc Labor

## AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2024	RANGER XD 1500 NorthStar	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.
	RANGER Crew XD 1500 NorthStar	
	RANGER XD 1500 Premium	With Polaris Accessory Installed Winch Only
	RANGER Crew XD 1500 Premium	

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.

# SUPPLEMENTAL INFORMATION

## AFFECTED SERVICE PARTS

Dealers are required to review all current service parts inventory, past service parts sales, and past repair order information for affected Winch Kits.

If sold or installed service parts are determined to be affected, dealers are required to contact customers and instruct them to stop using their winch immediately until the vehicle has been repaired.

All wholegoods or registered vehicles with a Polaris accessory winch (PN **2889275** and **2889276**) installed should be repaired according to this Safety Recall and a warranty claim submitted to Polaris under R-24-02-AC.

### NOTICE

When submitting an ASK Polaris case for R-24-02-AC, a photo of the winch installed on the vehicle will be required.

- **Accessory sales:** In addition to contacting customers, submit customer information [HERE](#) so they will receive notifications from Polaris.

Polaris winch kits potentially affected by the Safety Recall:

PART NUMBER	PART DESCRIPTION
2889275	Polaris HD 4,500 Lb. Winch
2889276	Polaris Pro HD 6,000 Lb. Winch

## REFERENCE INFO

### ADDITIONAL REFERENCE INFORMATION

For additional reference information not included in the document, click [HERE](#).

### FAQS

Frequently Asked Questions (FAQs) related to this recall can be found at the end of the .pdf document.

## REPAIR PROCEDURE

### REPAIR OVERVIEW

In this repair, the hood liner surrounding the winch ground stud will be trimmed to approximately 3/4 in (19 mm) around the stud to prevent being trapped between the stud and terminal nut.

### TOOLS REQUIRED

- Safety Glasses
- Socket Set, Metric
  - 10 mm Deep Well
- Torque Wrench
- Cutting Tool
- Deburring Tool
- Vacuum
- Wire Brush

Any one of the following:

- Dremel Tool
  - Cutting Bit
- Drill
  - Hole Saw: 3/4 in (19 mm)
- Utility Knife

### VEHICLE PREPARATION

1. Park vehicle on a flat surface.
2. Shift vehicle into PARK.
3. Turn key to OFF position and remove key.

## LOOSE WINCH GROUND PROCEDURE

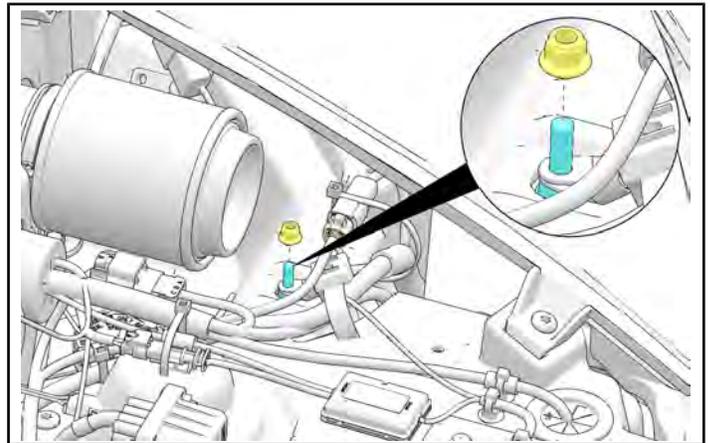
### VIDEO INSTRUCTIONS

[R-24-02 | Loose Winch Ground Procedure | Polaris Off Road Vehicles - YouTube](#)

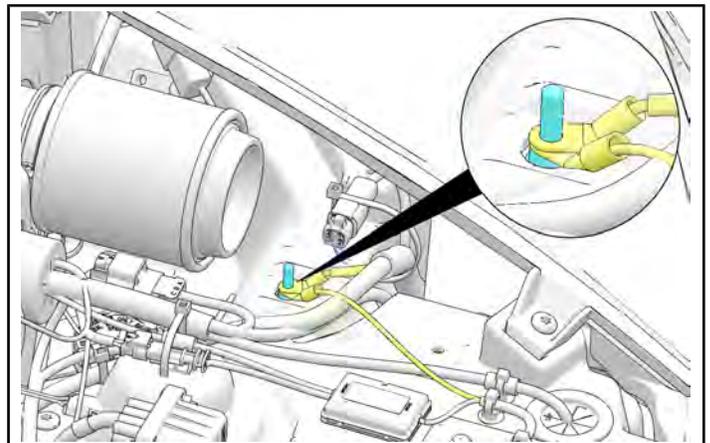


### LOOSE WINCH GROUND PROCEDURE

1. Remove the hood.
2. Remove the nut from the ground stud.



3. Remove the winch terminal and antenna terminal ground cables (if equipped) from the ground stud.



4. Print and cut out the template attached to this document. Place the template over the center of the ground stud. Alternatively, a washer with a 3/4 in (19 mm) outer diameter, centered on the stud, can be used as a template.



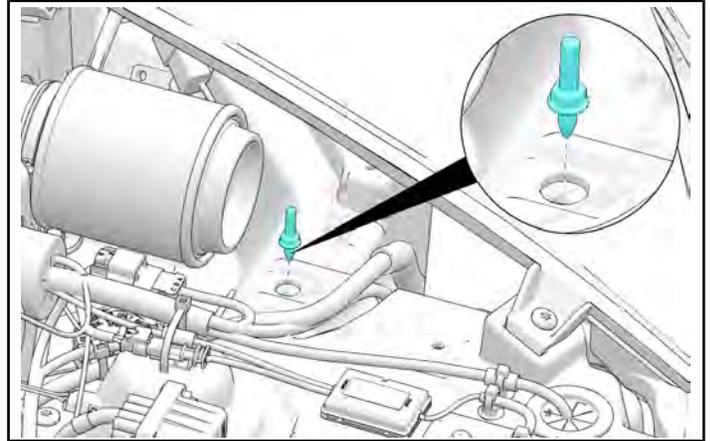
5. Using a paint pen, trace the outline of the template on the plastic of the under hood liner.



6. Remove the ground stud.

#### NOTICE

If the under hood liner is contacting the ground stud and preventing it from being removed, remove plastic material until the ground stud can be removed.



7. With the ground stud removed, remove any material that is inside of the template outline on the plastic of the under hood liner.

#### NOTICE

Use a Dremel, 3/4 in (19 mm) hole saw, sharp knife, etc. to remove any material that is inside of the template outline.

#### IMPORTANT

Trim plastic hood liner only. Do not damage metal frame underneath or any other nearby components.



8. Debur the hole using a deburring tool.

**NOTICE**

The diameter of the hole should be at least 3/4 in (19 mm) after removing the material.



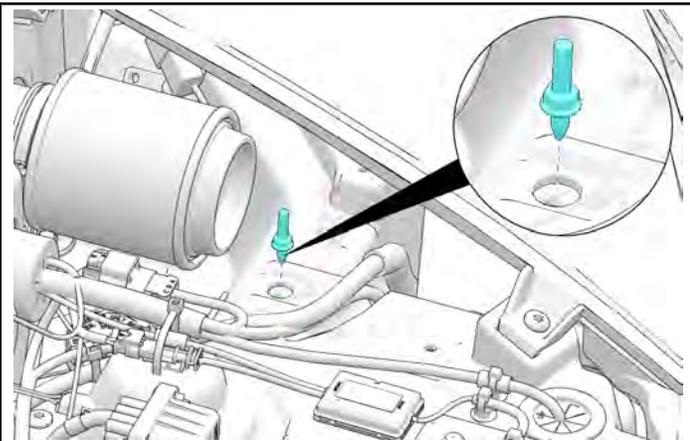
9. Vacuum debris and remains of plastic from the vehicle.

10. Inspect ground stud, winch ground cable, and antenna ground cable (if equipped) for debris, corrosion, plastic remnants, melting and arcing damage. Clean with a wire brush if necessary and replace any damaged components.

11. Install the ground stud.

**TORQUE**

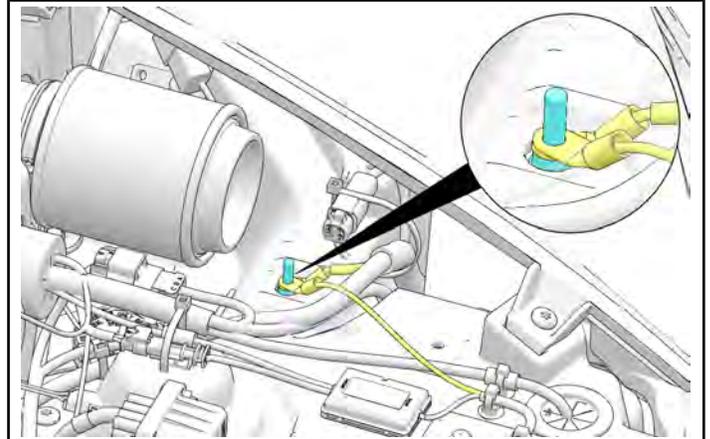
Ground Stud:  
**11 ft-lbs (15 N·m)**



12. Install winch ground and antenna ground cable (if equipped) onto the ground stud.

**IMPORTANT**

When installing the winch and antenna ground cables onto the ground stud, the winch ground cable must be installed first (on bottom) and followed by the antenna ground cable (on top). Terminals must be offset and clocked so the wire crimps are not immediately on top of each other.



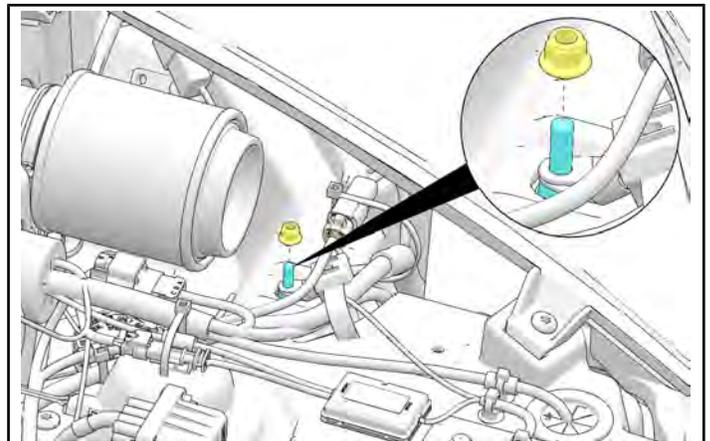
13. Install the nut onto the ground stud to secure the ground cables. Torque nut to specification.

**IMPORTANT**

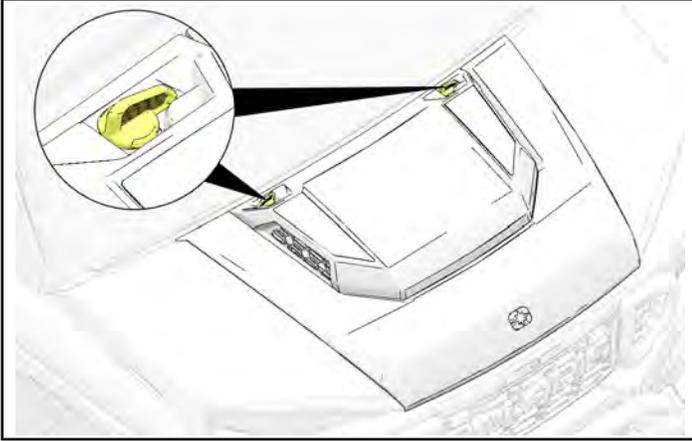
Make sure there is no plastic contacting the ground stud that could be pinched when tightening.

**TORQUE**

Ground Stud Nut:  
**9 ft-lbs (12 N·m)**



14. Align the front hood in between the front fenders and rotate the 1/4 turn latches clockwise to lock the front hood.



15. Verify winch operation.  
16. Verify vehicle operation.

## SUBMITTING A CLAIM

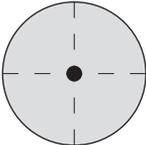
- **NorthStar Models:** Submit a Service Bulletin Warranty Claim for R-24-02-AB.
- **Premium Models with Polaris Accessory Winch:** Ask Polaris > Send Us your Questions > Service & Warranty Questions > Authorization Request: Bulletin > R-24-02-AC.

### NOTICE

When submitting an ASK Polaris case for R-24-02-AC, a photo of the winch installed on the vehicle will be required.

# TEMPLATE

3/4 in (19 mm)



# R-24-02 RANGER XD 1500 Loose Winch Ground Stop Sale / Stop Ride FAQ

---

Version: R02 (August 15, 2024)

## What is the purpose of Safety Recall R-24-02 RANGER XD 1500 Winch Loose Ground Connection?

Polaris has determined that a loose ground connection for the winch may occur on some Model Year 2024 Ranger XD 1500 and Crew XD 1500 vehicles. A loose winch ground connection in combination with winch operation may pose a fire hazard and risk of serious injury.

## What action(s) are required by Dealers?

Dealers must complete the "Dealer Action" steps in Safety Recall R-24-02 to retail or repair an affected vehicle.

## What actions(s) are required by consumers?

Polaris will be emailing consumers affected by this recall. Consumers will be provided with instruction and acknowledgement not to operate the vehicle's winch until their vehicle has been repaired per the procedure in Safety Recall R-24-02.

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

All MY24 RANGER XD 1500 NorthStar models, factory-equipped with a winch. Dealer must consult Unit Inquiry to determine if a vehicle is affected by this recall. Additionally, purchasers of accessory winch kits 2889275 or 2889276 for RANGER XD 1500 Premium models will be contacted as purchase information is gathered.

## If an affected accessory winch kit (2889275/2889276) is installed on a RANGER XD 1500 Premium, can the vehicle be sold?

The dealer must submit an Ask Polaris case (Service & Warranty Questions >> All Vehicle Diagnostics) to have the VIN added to Safety Recall R-24-02 for completion. The vehicle must have the repair procedure performed before it can be sold.

## Can accessory winch kits (2889275/2889276) be sold or installed?

Yes. As of the release of R02 on August 15<sup>th</sup>, 2024, accessory kits may be sold and installed into vehicles following the updated instruction procedures provided by Polaris online which can be accessed by the QR code in the kit. If working from printed materials, ensure they are the latest version.



Polaris Industries Inc.  
P.O. Box 47700  
Medina, MN 55340-9960

### IMPORTANT SAFETY RECALL

**This notice applies to your vehicle**

Subject: **2024 RANGER XD 1500 Winch Loose Ground**  
PLEASE READ IMMEDIATELY

VIN: R-24-02  
First Name Last Name  
Address  
City, State ZIP

Dear Polaris Owner,

Polaris has determined that a loose ground connection for the winch may occur on some Model Year 2024 RANGER XD 1500 and Crew XD 1500 vehicles. A loose winch ground connection in combination with winch operation may pose a fire hazard and risk of serious injury. Our records show you have purchased an affected vehicle. Polaris has informed the Consumer Product Safety Commission about the issue.

***What you should do:***

Contact your authorized Polaris dealer to schedule an appointment to have the repairs performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Polaris dealer. This repair should take approximately 24 minutes. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle.

We are providing owners with information that will allow you to keep riding, by reviewing the following statement:

**I understand that my vehicle is affected by R-24-02 Winch Ground Cable Safety Recall. A loose ground connection may occur in combination with winch operation, posing a fire hazard and risk of serious injury. Until the time my vehicle is repaired according to this Safety Recall, I should NOT operate the winch.**

***What your dealership will do:***

To address this concern, Polaris has developed a procedure for ensuring a proper winch ground connection by enlarging the opening around the ground stud. This work will be performed by your dealer at no cost to you.

This notice was mailed to you according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within 10 working days after the day on which the notice is received.

If you need assistance contacting or locating a Polaris dealer, or if you have questions your Polaris dealer is not able to address, contact our Polaris Owner Connections Department at 1-800-POLARIS (765-2747), scan the QR code, or go to <https://www.polaris.com/en-us/help-center/>.



We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world-class products for riders to enjoy.

Sincerely,

**Polaris Off-Road Vehicles**

For the latest updates to this safety recall, or to check if your vehicle is part of another safety recall, scan the QR code, or go to [www.polaris.com/en-us/off-road-recalls/](https://www.polaris.com/en-us/off-road-recalls/).





Polaris Industries Inc.  
P.O. Box 47700  
Medina, MN 55340-9960

**IMPORTANT SAFETY RECALL**  
**This notice applies to your vehicle**

Recall Campaign: **2024-457**  
Subject: **2024 RANGER XD 1500 Winch Loose Ground**  
PLEASE READ IMMEDIATELY

VIN: R-24-02  
First Name Last Name  
Address  
City, State ZIP

Dear Polaris Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show you have purchased an affected vehicle.

Polaris has determined that a loose ground connection for the winch may occur on some Model Year 2024 RANGER XD 1500 and Crew XD 1500 vehicles. A loose winch ground connection in combination with winch operation may pose a fire hazard and risk of serious injury.

**What you should do:**

Contact your authorized Polaris dealer to schedule an appointment to have the repairs performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Polaris dealer. This repair should take approximately 24 minutes. When making contact with your dealer, discuss parts availability, their schedule and how long they will need to keep your vehicle.

We are providing owners with information that will allow you to keep riding, by reviewing the following statement:

**I understand that my vehicle is affected by R-24-02 Winch Ground Cable Safety Recall. A loose ground connection may occur in combination with winch operation, posing a fire hazard and risk of serious injury. Until the time my vehicle is repaired according to this Safety Recall, I should NOT operate the winch.**

**What your dealership will do:**

To address this concern, Polaris has developed a procedure for ensuring a proper winch ground connection by enlarging the opening around the ground stud. This work will be performed by your dealer at no cost to you.

If you need assistance contacting or locating a Polaris dealer, or if you have questions your Polaris dealer is not able to address, contact our Polaris Owner Connections Department at 1-800-POLARIS (765-2747), scan the QR code, or go to <https://www.polaris.com/en-ca/help-center/>.



We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world-class products for riders to enjoy.

Sincerely,

**Polaris Off-Road Vehicles**

For the latest updates to this safety recall, or to check if your vehicle is part of another safety recall, scan the QR code, or go to [www.polaris.com/en-ca/off-road-recalls/](http://www.polaris.com/en-ca/off-road-recalls/).



This notice was mailed to you according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within 10 working days after the day on which the notice is received.

Polaris Industries Ltd.  
Consumer Service Department  
50 Prairie Way  
Winnipeg, MB, CA R2J – 3J8

Ref: R2402