

Team Tips

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Published for Polaris Dealerships, Distributors, and Service Technicians

Utilizing Digital Wrench Service Reports

The purpose of this Team Tip is to explain the times Polaris expects your service department to utilize the Service Report tools in Digital Wrench. Using these tools will make your service department more efficient in monitoring your customers' vehicle service needs and assist your technicians when making repairs.

In addition to discussing the Service Report tools in Digital Wrench, this Team Tip also outlines some ideas that if not already implemented at your dealership, will improve your service department's efficiency.

In January 2011, the Polaris Technical Service Department announced improvements to the Service Report functions in Digital Wrench. The improvements were designed to allow your service technicians to not only create and save Service Reports, but also send the reports to Polaris electronically. Once uploaded to Polaris, the Service Reports can be viewed using Unit Inquiry on the dealer website. Viewing your saved Service Reports on Unit Inquiry enables your technicians to also compare up to three reports at the same time with any differences between the reports highlighted in red text.

For those dealers that are not accustomed to using the new service report functions, sending electronic service reports to Polaris, or reviewing service reports using Unit Inquiry, please review Team Tip: [G-11-01-02](#).

Having a full understanding about how to create, save, and send Digital Wrench service reports will become increasingly more important because Polaris expects your service department to send electronic service reports whenever the following occurs:

- **During Pre-Delivery Inspection (PDI)** – A service report should be created and sent to Polaris Unit Inquiry after each vehicle is setup. In fact, revised PDI forms will begin calling out Service Report retrieval as a requirement during vehicle setup. Performing this task at PDI creates a vehicle “birth certificate” after the unit is uncrated. Technicians can use this “birth certificate” to compare to Service Reports created if a vehicle encounters an issue at a later date.
- **During Preventative Maintenance/Service Visits** – Most service departments only use Digital Wrench when the check engine light is illuminated. Polaris believes Digital Wrench should be connected to any vehicle in for preventative maintenance or service work. Adhering to this practice will alert your service technicians to possible historic trouble codes, and show the vehicle's history. In addition, sending a service report to Polaris will help Polaris engineering develop a user profile for each vehicle. These profiles are then used to adjust our testing and validation programs based on customer “real-world” data.

When creating service reports during PDI or service visits, the following reports should be obtained:

- Key on with engine off
- Engine running during warm-up
- Engine running at idle speed after engine reaches operating temperature. Operating temperature is defined as:
 - Thermostat open
 - Radiator fan cycles on/off
 - Vehicles with closed loop fuel control (four stroke snowmobiles, and some Victory Motorcycles), wait until the fuel system changes from open loop to closed loop fuel control.

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In addition to creating and sending electronic service reports during PDI and at every service visit, service reports are required when troubleshooting powertrain performance issues or when submitting engine repair warranty claims.

- **Engine Mechanical Repair:**
 - Create and send an electronic service report PRIOR to disassembling engine components and electrical connectors.
 - If possible, and without creating further mechanical damage, attempt to run the engine while creating the Service Report.
- **Powertrain Performance Troubleshooting:**
 - Troubleshooting Poor/Inconsistent Engine Running Condition (RPM drop, hesitation, misfire) - Create a service report before, during, and after the condition presents itself.
 - No Start Condition – Create service report while trying to start the engine with either recoil rope or starter motor.
 - Plug Fouling or Engine Starts and then stalls – Create service report with engine running during warm-up or just before engine stops running.

Improving Your Service Department's Efficiency

We have provided for you a service department technology requirements list intended to improve your service department's efficiency. The list is items we expect all dealerships should be using now.

Service Department Technology Requirements:

1. Local Area Network (LAN) / Wireless Internet Access (*Wireless Preferred*)
2. Digital Camera / Printer-Scanner (*Wireless Preferred*)
3. Transition from Using Personal Computers (PCs) to Laptops