



September 18, 2014

Dear Valued Customer,

It has come to our attention that a gusset/support update is **required** for the High Lifter Max Clearance Rear Lower Control Arms for the 2009-2014 Polaris RZR S 800 (2 Seater and 4 Seater models). This kit is sold using the following High Lifter part numbers: **MCRLA-RZRS-B (Black) and MCRLA-RZRS-O (Orange)**.

Our records indicate that you have purchased one or more of these kits directly from High Lifter or you have purchased this product as a High Lifter dealer. Until the update is performed on the kits you have bought or sold...**DO NOT operate any Polaris RZR S 800 (2 Seater or 4 Seater UTV) that has this kit installed. If you are a dealer that has sold this kit to one or more of your customers please contact your customer immediately and make sure they know that they DO NOT need to operate any Polaris RZR S 800 (2 Seater or 4 Seater UTV) that has this kit installed until the update has been performed.** Dealers see below on how we can help you with contacting your customer's if needed.

Here is a quick summary of the update process. High Lifter will pick up your our your customer's control arms, quickly perform the gusset/support update upon receipt of the control arms and then the control arms will be returned back to you or your customer with a new powder coat finish (black or orange) **free of charge**. (A \$40.00 credit per set of control arms will be issued to any customer who has "custom" colored arms. This credit is so the customer can have their arms refinished). Our goal is from the date of receipt on the returned arms to perform the update, powder coat the arms, box them and ship them back out headed your way in 5 business days or less.

If you are a retail customer that purchased one or more of these kits directly from High Lifter Products, please contact us at 800.699.0947, Monday through Friday from 8 a.m. to 5 p.m. CST to have your MCRLA-RZRS-B (Black) or MCRLA-RZRS-O (Orange) RZR 800 S rear control arm kit picked up so High Lifter can perform the update asap and ship your control arms back to you **free of charge**.

If you are a retail customer who sold this kit or sold a Polaris RZR S 800 (2 Seater or 4 Seater) with this kit installed it is your responsibility to notify the end user/person you sold the kit or UTV to immediately and make them aware of this required gusset/support update. As a service to you, we will be glad to contact the new owner of one of these kits directly and walk them through getting this update performed **free of charge** on their control arms. Time is of the essence with any upgrade notice like this so you must provide us with the contact information for the new owner within the next week, otherwise we will assume you called the new owner directly and made them aware of this required gusset/support update and also instructed them not to operate the UTV until this free gusset/support upgrade has been performed by High Lifter.

High Lifter Products
780 Professional Drive North • Shreveport, Louisiana • 71105
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If you are a High Lifter dealer that purchased one or more of these kits please contact your sales representative at 800.699.0947 asap for more information on how to get your or your customer's arms picked up and have this gusset/support update performed on any of these kits that you have in stock now, or any kit that you have sold to your customers **free of charge**. It is your responsibility to notify your end users/customers immediately and make them aware of this required update. As a service to you, we will be glad to contact your customers directly and walk them through getting this update performed on their control arms. Time is of the essence with any upgrade notice like this so you must provide us with the contact information for your customer(s) within the next week, otherwise we will assume you called all of your customers directly and made them aware of this required gusset/support update and also instructed them not to operate the UTV until this free gusset/support upgrade has been performed by High Lifter.

If you have any questions about this update, please contact us at 800.699.0947, Monday through Friday from 8 a.m. to 5 p.m. CST.

We look forward to your continued business with High Lifter Products.

Sincerely,

Team High Lifter

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