General-All Vehicles

◆ **POLARIS**

Team Tips

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Polaris Customer Delivery Experience (PCDX) Required to Complete Vehicle Registrations

PCDX is an online and mobile interface for providing a consistent dealer setup and customer delivery experience. The interface walks the dealer and the customer through a standardized online form that includes the PDI (pre-delivery inspection), general warnings, assembly and inspection, safety bulletins, test ride, customer information, customer walkaround and discussion, and customer acceptance. This application has been proven in dealerships to automate document retention, streamline vehicle setup, and provide a consistent, professional customer experience.
Vehicles shipped after 11/1/2015 no longer include a paper PDI form with the vehicle setup material; instead dealers should complete the vehicle setup and PDI using the PCDX application, which can be located on the Dealer Website under Service and Warranty – PCDX.

In addition to vehicle setups and consumer delivery, starting <u>March 1, 2016</u> PCDX use will be required for collecting Customer Registration Information that will be used for Warranty Registration on new units. Make sure that all dealership personnel that complete warranty registration complete the trainings listed below.

Dealer Action Required:

PCDX fundamental training is required and available now. The fundamental courses are required for all **dealer technicians** and **sales personnel**. Sign on to www.universityofpolaris.com to complete the five training modules:

- PCDX Overview
- PCDX Homepage and Start a PCDX Form
- PCDX Pre-Delivery Inspection
- PCDX Customer Registration
- PCDX Customer Delivery and Warranty Registration

PCDX is accessible from the Polaris Dealer Site via desktop computers, laptops, tablets, or smartphones. Apple or Android tablets and smartphones can be used.
Minimum Tablet Specifications

- Android (recommended) or Apple; Android tablets are typically more economical and are also compatible with Digital Wrench
- Front and rear facing camera
- Internet and Bluetooth wireless capable