

# Part 573 Safety Recall Report

# 23V-466

**Manufacturer Name :** Polaris Industries Inc.**Submission Date :** JUL 17, 2023**NHTSA Recall No. :** 23V-466**Manufacturer Recall No. :** T-23-03**Manufacturer Information :**

Manufacturer Name : Polaris Industries Inc.

Address : 2100 Highway 55

Medina MN 55340

Company phone : 800-765-2747

**Population :**

Number of potentially involved : 22,218

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Polaris Slingshot GT

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population consists of Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A, which was released on April 20, 2023. The updated software was available to Model Year 2020-2023 Slingshot vehicle owners via an over-the-air update or USB download.

Production Dates : OCT 25, 2019 - SEP 24, 2020

VIN Range 1 : Begin : 57XAAGHD5L8136350 End : 57XAAGHD5L8139653  Not sequential

Vehicle 2 : 2021-2023 Polaris Slingshot S

Vehicle Type :

Body Style :

Power Train : NR

**Descriptive Information :** The recall population consists of Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A, which was released on April 20, 2023. The updated software was available to Model Year 2020-2023 Slingshot vehicle owners via an over-the-air update or USB download.

Production Dates : JUL 16, 2020 - JUN 08, 2023

VIN Range 1 : Begin : 57XAASGDOM8138500 End : 57XAASGD0P8159237  Not sequential

Vehicle 3 : 2022-2023 Polaris Slingshot SLR

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population consists of Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A, which was released on April 20, 2023. The updated software was available to Model Year 2020-2023 Slingshot vehicle owners via an over-the-air update or USB download.

Production Dates : JUL 07, 2021 - JUN 21, 2023

VIN Range 1 : Begin : 57XAAFHB2N8145129 End : 57XAAFGB0P8159521  Not sequential

Vehicle 4 : 2020-2023 Polaris Slingshot R

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population consists of Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A, which was released on April 20, 2023. The updated software was available to Model Year 2020-2023 Slingshot vehicle owners via an over-the-air update or USB download.

Production Dates : SEP 16, 2019 - JUN 22, 2023

VIN Range 1 : Begin : 57XAARGB9L8136332 End : 57XAARHB7P8159547  Not sequential

Vehicle 5 : 2020-2023 Polaris Slingshot SL

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population consists of Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A, which was released on April 20, 2023. The updated software was available to Model Year 2020-2023 Slingshot vehicle owners via an over-the-air update or USB download.

Production Dates : SEP 26, 2019 - JUN 22, 2023

VIN Range 1 : Begin : 57XAAPHD0L8136336 End : 57XAAPHD0P8159542  Not sequential

Vehicle 6 : 2021-2023 Polaris Slingshot S Tech

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : The recall population consists of Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A, which was released on April 20, 2023. The updated software was available to Model Year 2020-2023 Slingshot vehicle owners via an over-the-air update or USB download.

Production Dates : JUN 01, 2020 - JUN 20, 2023

VIN Range 1 : Begin : 57XAATHD6M8137968 End : 57XAATHD8P8159507  Not sequential

## Description of Noncompliance :

Description of the Noncompliance : Polaris has determined that on Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A (released April 2023), after shifting out of reverse, the rear camera image may freeze and the rear camera image may not be displayed if shifted to reverse again. As such, the vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility." A rear camera with a deactivated image can reduce the driver's rear visibility, increasing the risk of a crash and risk of serious injury.

FMVSS 1 : 111 - Rear visibility

FMVSS 2 : NR

Description of the Safety Risk : The temporary loss of the rear camera image during a backing event can reduce the driver's rear visibility, increasing the risk of a crash.

Description of the Cause : A software error may cause the rear camera image to freeze when shifting out of reverse and display a black screen if shifted into reverse again.

Identification of Any Warning that can Occur : N/A

## Involved Components :

Component Name 1 : Ride Command Software

Component Description : SLS7AB.M32304A (released April 2023)

Component Part Number : NR

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

N

Country : NR

## Chronology :

In May 2023, during testing on Model Year 2024 Slingshot pre-production units, Polaris observed that after shifting out of reverse, the rear camera image may freeze and may not be displayed if shifted to reverse again.

Thereafter, Polaris initiated an investigation, which included testing performed internally on Slingshot production units with the Ride Command software SLS7AB.M32304A update.

On June 27, 2023, Polaris' Executive Review Committee determined that on Model Year 2020-2023 Slingshot vehicles updated with Ride Command software SLS7AB.M32304A (released April 2023), after shifting out of reverse, the rear camera image may freeze and the rear camera image may not be displayed if shifted to reverse again. A rear camera with a deactivated image can reduce the driver's rear visibility, increasing the risk of a crash and risk of serious injury.

No incidents have been identified on Model Year 2020-2023 Slingshot vehicles related to the reported concern.

## Description of Remedy :

**Description of Remedy Program :** An updated version of Ride Command software remedies the non-compliance outlined in this report and will be made available to dealers and consumers. Polaris will inform dealers of the non-compliance and provide instructions to inspect and update the Ride Command software as necessary. Upon NHTSA review and approval, consumers will be provided instructions on how to verify the software installed on their vehicles and how to update the software if required. Consumers will also have the option of bringing their vehicle to a dealer for inspection and/or update at no cost to consumers.

Consumers who paid to replace or service their vehicle for the reported condition prior to the recall notification may be eligible for reimbursement per Polaris' General Recall Reimbursement Plan on file with NHTSA.

**How Remedy Component Differs from Recalled Component :** The Ride Command software will be updated to address the reported concern.

**Identify How/When Recall Condition was Corrected in Production :** On June 9, 2023, the availability of the Ride Command software update was paused. The update was not deployed in production units.

## Recall Schedule :

**Description of Recall Schedule :** Upon approval, owner and dealer notification letters will be mailed no later than 60 days after submission of this report.

**Planned Dealer Notification Date :** JUL 14, 2023 - JUL 14, 2023

**Planned Owner Notification Date :** JUL 28, 2023 - JUL 28, 2023

\* NR - Not Reported