



# IMPORTANT SAFETY RECALL

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

This notice applies to your vehicle

Recall Campaign: **23V-466**

Subject: **2020-2023 Slingshot Reverse Camera**  
PLEASE READ IMMEDIATELY

VIN: T-23-03  
First Name Last Name  
Address  
City, State ZIP

Dear Slingshot Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Polaris has decided that a non-compliance which relates to motor vehicle safety exists in 2020-2023 Slingshot vehicles. Our records show you have purchased an affected vehicle.

**The reason for this notice:**

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. 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.

**What you should do:**

**OPTION 1:**

Polaris has extended all active and expired Ride Command+ subscriptions for three months and sent the updated software to all Ride Command+ equipped vehicles through an Over the Air Process. Your subscription status can be viewed at <https://ridecommand.slingshot.polaris.com/en-us/garage/>

**OPTION 2:**

You may choose to inspect the Ride Command software and report findings to Polaris. Enter the URL information <https://www.polaris.com/en-us/T-23-03/> (English) or <https://www.polaris.com/es-us/T-23-03/> (Spanish) into a web browser or scan the QR code to be directed to information on how to inspect and complete the required information. Providing this information will record completion of this safety recall, and confirm your vehicle's records are up to date. If you are uncomfortable with self-reporting, your dealer can also complete the inspection for you.

**ENGLISH**



**SPANISH**



**OPTION 3:**

Contact your authorized Polaris dealer to schedule an appointment to have the inspection performed. This repair should take approximately 15 minutes. When making contact with your dealer, discuss dealership hours, their schedule and how long they will need to keep your vehicle.

**What your dealership will do:**

If you select either consumer **Option 1 or 2**, Polaris will update your vehicle's records to reflect this Safety Recall as complete. No dealer action is required.

If you select **Option 3**, Polaris is instructing dealers to inspect the Ride Command software and update if needed. This work will be performed by your dealer at no cost to you.

If you previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement please contact your Polaris Dealer or Polaris Owner Connections Department using the contact information above.

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 Slingshot dealer, or if you have questions your Slingshot dealer is not able to address, contact our Polaris Owner Connections Department at 1-855-863-2284, scan the QR code, or go to <https://slingshot.polaris.com/en-us/self-help/>.



If you believe that the Slingshot Division of Polaris Industries Inc. has failed to remedy this non-compliance without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or on the web go to [www.safercar.gov](http://www.safercar.gov).

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.

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 On-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/on-road-recalls/](http://www.polaris.com/en-us/on-road-recalls/).

