



# SAFETY RECALL

Release Date: July 07, 2023

# SLI

Communication #: T-23-03

Model Year(s): 2020-2023

— Confidential and Proprietary —

**VERSION: R02 (July 10, 2023)**

**\*\* Stop Sale Converted to Safety Recall\*\***

## **IMPORTANT STOP SALE SAFETY NOTICE!**

**Stop selling affected vehicles immediately until the repair procedure has been completed on affected units at your dealership. Federal law prohibits the sale of products subject to a recall. Selling such products could subject the seller to substantial penalties.**

### **IMPORTANT**

If you are working with a printed copy, please verify you have the most current version of this document.

## **SUBJECT: REVERSE CAMERA**

### **PURPOSE**

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.

To resolve this concern, Polaris has released an updated Ride Command software. Polaris will be pushing an Over The Air update to those vehicles with active Ride Command+ subscriptions in the coming days. Dealers have the option to inspect and update those vehicles through USB prior to the OTA (Over The Air) release, so they can be sold.

### **CUSTOMER NOTIFICATION**

Polaris is reviewing a consumer completion option. Dealers are required to review their sales records and make arrangements with customers for Recall completion. In addition to consumer units, dealers are required to correct any affected units in their inventory. Polaris will be mailing a notification letter to consumers affected by this Recall. Polaris will also send an email to owners for whom Polaris has a valid email address.

### **CONTACT POLARIS**

If you have questions that are not addressed in this document or in the Safety Recall FAQ, contact Polaris Service through Ask Polaris or by phone at 800-330-9407 (US/Canada Dealers Only).

### **DEALER - WHAT TO DO?**

As of July 07, 2023, **YOU MUST NOT SELL OR DELIVER** any **NEW OR USED Model Year 2020-2023 Slingshot models** affected by this **Stop Sale** until it is repaired according to the **Safety Recall**.

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## AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020–2023	All Slingshot Models	Reference the table below for affected software versions

## SOFTWARE IDENTIFICATION TABLE

### SOFTWARE IDENTIFICATION

SOFTWARE VERSION	UPDATE REQUIRED?
SLS7AB.M32304A (APR 2023)	YES

### IMPORTANT

Vehicles with prior software versions and those not equipped with a Ride Command display do not require an update.

## ACCESSORY RIDE COMMAND KITS AND AFFECTED SOFTWARE

No accessory Ride Command kits were produced with the affected software.

Dealers should review their computers and USB drives to make sure any affected software has been deleted and will not be used.

## WARRANTY CLAIM INFORMATION

INSPECTION ONLY VEHICLE NOT EQUIPPED WITH RIDE COMMAND OR DOES NOT REQUIRE SOFTWARE UPDATE	
Bulletin #	T-23-03-A
Claim Type	SB (Service Bulletin)
Labor Allowance	0.2 hours (12 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

SOFTWARE UPDATE REQUIRED OVER THE AIR OR USB	
Bulletin #	T-23-03-B
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

## CLAIM SUBMISSION

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select T-23-03 and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty > Warranty Claims > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select T-23-03 and Send Claim.

## DECLINED SAFETY RECALL

Polaris provides a claim process that allows dealers to accurately document when a Safety Recall cannot be performed on a vehicle due to modification. Criteria and instructions can be found under Service & Warranty > STOP Site > News, Forms, & Links > Declined Safety Bulletin Tracking.

## COVERAGE PERIOD

Coverage will begin on July 10, 2023. This bulletin has no expiration date.

## FEEDBACK FORM

A feedback form has been created for the technician to provide Polaris with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/video. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



## INSPECT AND REPAIR OVERVIEW

This Inspect and Repair consists of four procedures:

NOTICE	
Not all procedures apply to the affected vehicle.	

PROCEDURE	DESCRIPTION
1. Inspect if the vehicle is equipped with Ride Command	If the vehicle is not equipped with Ride Command, the remaining procedures are not applicable.
2. Inspect the Ride Command software version	This procedure applies only to Ride Command-equipped vehicles.
3. Ride Command Software Update, Over The Air	This procedure applies only to Ride Command-equipped vehicles that <u>display</u> the banner "Software update available" on the Ride Command screen.
4. Ride Command Software Update, USB	This procedure applies only to Ride Command-equipped vehicles that <u>do not display</u> the banner "Software update available" on the Ride Command screen AND vehicles with software <b>SLS7AB.M32304A (APR 2023)</b> that require an update.

## TOOLS REQUIRED

- 1gb or larger removable USB drive. (Formatted to FAT32 or exFAT)

## VEHICLE PREPARATION

1. Park vehicle on a flat surface.
2. Shift vehicle to NEUTRAL
3. Apply parking brake.
4. Press START/STOP button to turn engine OFF.

## T-23-03-A RIDE COMMAND INSPECTION

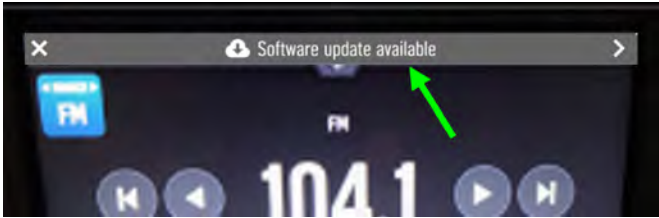
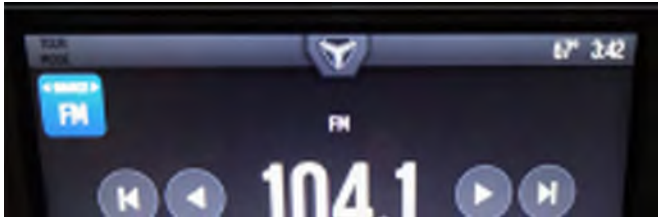
1. Inspect the vehicle to determine if it is equipped with Ride Command.

IS THE VEHICLE EQUIPPED WITH RIDE COMMAND?	
<b>Yes</b>	Proceed to <b>page 6</b> .
<b>No</b>	Submit a Service Bulletin Warranty Claim for T-23-03-A.

# SOFTWARE UPDATE

## RIDE COMMAND SOFTWARE VERSION INSPECTION

1. Press the START/STOP button to power the vehicle on.

DOES THE FOLLOWING BANNER “SOFTWARE UPDATE AVAILABLE” APPEAR ON THE RIDE COMMAND SCREEN?	
<b>Yes.</b> The banner “Software update available” appears on screen. Over the Air Update required. <b>Proceed to page 7.</b>	<b>No.</b> The banner “Software update available” does not appear on screen. <b>Proceed to Step 2.</b>
	

- On the display screen, press the Slingshot logo at the top of the screen.
- Press ALL SETTINGS.
- The software version is displayed below the VIN on the Info tab.



5. Verify the software version does not require an update.

<b>STOP!</b>
Vehicles with software <b>SLS7AB.M32304A (APR 2023)</b> require an update.

DOES THE RIDE COMMAND SOFTWARE VERSION REQUIRE AN UPDATE?	
<b>Yes</b>	Proceed to <b>page 8.</b>
<b>No</b>	Submit a Service Bulletin Warranty Claim for T-23-03-A.

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# RIDE COMMAND SOFTWARE UPDATE REQUIRED, OVER THE AIR UPDATE (ACTIVE RC+ SUBSCRIPTION)

## SOFTWARE UPDATE

1. Press the START/STOP button to power the vehicle on.

### NOTICE

If the vehicle **has an active Ride Command+ subscription**, a banner will show at the top of the Ride Command screen after powering the vehicle on.

2. On the display screen, press the Software Update Available at the top of the screen. This will direct to the settings page where you need to select “install” (the vehicle needs to be in the full-on state, with engine off for install to initiate). Install should take less than 5 minutes. The display will restart and software will be updated.

### NOTICE

If you do not see the banner, you can check for updates by going to the settings menu.

## VERIFICATION

1. On the display screen, press the Slingshot logo at the top of the screen.
2. Press ALL SETTINGS.
3. Verify that the software version is no longer **SLS7AB. M32304A (APR 2023)**.
4. Submit a Service Bulletin Warranty Claim for T-23-03-B.

# RIDE COMMAND SOFTWARE UPDATE REQUIRED, USB

## DOWNLOAD UPDATE TO USB

If the vehicle **does not have an active Ride Command+ subscription**, the software will need to be downloaded to a USB drive:

1. Download the SLS7AB.M32325A (July 2023) or newer software file from the Ride Command Site:
  - US: <https://ridecommand.slingshot.polaris.com/en-us/app/display>
  - Canada: <https://ridecommand.slingshot.polaris.com/en-ca/app/display/>
  - Mexico: <https://ridecommand.slingshot.polaris.com/es-mx/app/display/>
2. The downloaded file does not run or need to be opened on your computer, it only needs to be copied to a USB drive.
3. Save the update file to a 1gb or larger removable USB drive. FAT32 or exFAT format is supported. The download will not succeed if the drive is not properly formatted or is not large enough for the map package.
4. Plug the USB drive into your vehicle's USB port below the display and turn on the display.

## SOFTWARE UPDATE

1. Press the START/STOP button to power the vehicle on.
2. On the display screen, press the Slingshot logo at the top of the screen.
3. Press ALL SETTINGS.
4. Press GENERAL from the upper left-hand side of the screen.
5. Scroll to UPDATE SOFTWARE.
6. Select the file you want to install.

### NOTICE

"Newest" will be automatically displayed next to the newest version detected on the USB drive.

### NOTICE

Once selected, the display will reboot and install the software.

## VERIFICATION

1. On the display screen, press the Slingshot logo at the top of the screen.
2. Press ALL SETTINGS.
3. Verify that the software version is no longer **SLS7AB.M32304A (APR 2023)**.
4. Submit a Service Bulletin Warranty Claim for T-23-03-B.