



SAFETY RECALL

Release Date: July 07, 2023

SLI

Communication #: T-23-03

Model Year(s): 2020-2023

— Confidential and Proprietary —

VERSION: R03 (August 17, 2023)

**** Consumer self-repair added****

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. Additionally, Polaris forwarded the software as an Over The Air update to vehicles equipped with a Ride Command+ modem on **8/10/23**. Those vehicles can be updated, if needed, by selecting the banner at the top of the Ride Command display. In addition, a self-repair option has been created for customers. Please review the Customer Notification section of the Recall for more information.

CUSTOMER NOTIFICATION

Polaris has released 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.

IMPORTANT

US / CA CUSTOMER SELF-REPAIR

US and Canada customers will have the option to repair their vehicle themselves. Customers will be directed to the self-repair site <https://www.polaris.com/en-us/T-23-03/> where they will find the repair instructions, a short video, and completion form. Upon Polaris receiving the completion form, the recall will be closed. If the submission form is not completed, the customer will continue to receive notifications related to this Recall. Polaris will also monitor for consumer completion of the Over The Air update and close the recall on the customer's behalf. Please review the consumer letter provided with this PDF, and the T-23-03 Safety Recall FAQ on DEX to aid your dealership with addressing customer questions.

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**.

REVISION INDEX

IMPORTANT

Please review the following table as important changes have been made to this Safety Recall.

REVISION	RELEASE DATE	UPDATES
R01	07/07/2023	Initial Stop Sale released.
R02	07/10/2023	Stop Sale Converted to Safety Recall
R03	08/17/2023	Consumer self-repair added

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

CUSTOMER SELF-REPAIRED	
Bulletin #	T-23-03-C
Claim Type	SB (Service Bulletin)
Labor Allowance	0.0 hours (00 minutes)
Part Number / Description	NA
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.

NOTICE
All customer self-repaired units will appear on DEX as having T-23-03-C completed.

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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 SLS7AB.M32304A (APR 2023) 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?	
Yes	Proceed to page 7 .
No	Submit a Service Bulletin Warranty Claim for T-23-03-A.

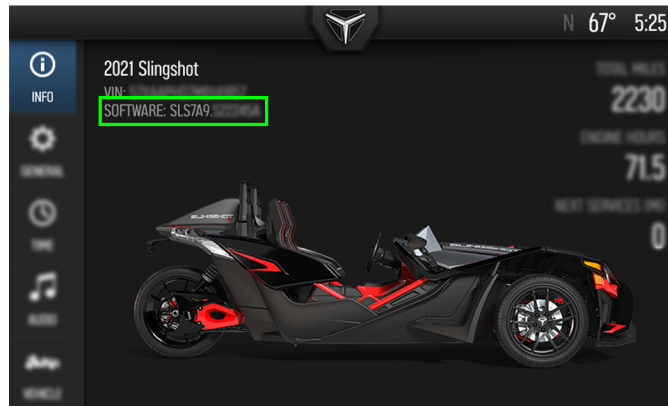
SOFTWARE UPDATE

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?	
Yes. The banner “Software update available” appears on screen. Over the Air Update required. Proceed to page 8.	No. The banner “Software update available” does not appear on screen. Proceed to Step 2.
	

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



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

STOP!
Vehicles with software SLS7AB.M32304A (APR 2023) require an update.

DOES THE RIDE COMMAND SOFTWARE VERSION REQUIRE AN UPDATE?	
Yes	Proceed to page 9.
No	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.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle

Recall Campaign: **23V-466**

Subject: **2020-2023 Slingshot Reverse Camera**

PLEASE READ IMMEDIATELY

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

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.

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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/.



U.S. Consumer Letter