



2020-2023 Slingshot Reverse Camera STOP SALE FAQ

Version: R01 (7/7/23)

What is the purpose of the T-23-03 Safety Recall?

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.

Polaris is currently evaluating a repair procedure for this concern and will provide an update to dealers in the coming days. Dealers should stop updating vehicles with the affected software and delete it from any USB drives or computers.

What make & model year is included in this Stop Sale?

All Model Year 2020-2023 Slingshot

What software version is affected?

Software version SLS7AB.M32304A (released April 2023) should not be used. Dealers should delete the file from their computers or any USB Drives used for updates.

Why are S and S Tech models on the Stop Sale?

Polaris is releasing a Stop Sale on all units including those not factory equipped as they could have an accessory Ride Command and affected software.

Is every model year 2020-2023 Slingshot vehicle affected?

Yes, all models are affected.

***You must reference unit inquiry to verify if a vehicle is impacted by this recall**

How can a dealer see which unregistered units in inventory are impacted by this?

1. Login to the dealer website (DEX).
2. Locate the 'Service and Warranty' dropdown, click on STOP Site.
3. On the left-hand side of the page, under 'STOP Site Links,' click on 'Service Communications'.
4. Locate the link for the recall of interest and click on the 'All VINs' link located on the right.
5. The 'All VINs' page will display all affected VINs within your dealership's inventory.

NOTE: Unit Inquiry can always be used to check an individual VIN.

Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE. All impacted units, new and used, in dealer inventory cannot be retailed until the inspection and/or repair are performed.

What dealers **CAN** do prior to performing the procedure:

1. Can display impacted products.
2. Can quote new products.
3. Can accept deposits from consumers as a reservation for a future sale.
4. Can utilize PCDX to begin setup and PDI
5. Can, and should, warranty register impacted product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required – see the last page of this FAQ for instructions and guidelines.

What dealers **CANNOT** do prior to performing the procedure:

1. Cannot process or complete a sale.

2. Cannot deliver newly impacted products to consumers.
3. Cannot allow a consumer to purchase and take an affected product.
4. Cannot warranty register an affected product (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

Will Polaris notify consumers?

Polaris will notify consumers by mail and email following the release of the recall.

Should dealers notify consumers?

When repair details are available, Polaris will notify consumers by letter (and email if available) immediately and follow-up with additional repair plans. At that time, dealers should also contact owners of affected VINs / PINs to inform them of this announcement.

How does a dealer warranty register a unit that a customer has paid for AND that is in the customer's possession PRIOR to the STOP SALE announcement?

The warranty registration capability is disabled for all units affected by the stop sale. If the unit has not been paid for, or if the unit has not yet been delivered to the customer, you should retrieve or hold the unit until repairs have been completed.

In the event that a warranty registration must be completed, please submit an Ask Polaris case using **Sales Question > Wholegoods Question** and include the following:

- Completed PCDX Customer Information and Customer Delivery form
- Sales invoices: Paper & DMS
- Copies of form of payment document or payment check
- Copies of purchaser's identification
- Copies of the state registration forms unless the registration was VERY recent and this has not yet been obtained
- The promo selection for the unit (Program Number, Rebate Amount, Promotional Financing, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

Warranty Registrations that are received and processed by Polaris more than three (3) days after the date of the retail delivery of the unit to the customer will not qualify for any financial incentives and may be assessed a \$300 late fee.

If you have questions that are not addressed in this document or in the recall, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.