



Team Tips

ARTICLE: I-16-10-01

DATE: 10/13/2016

Published for Indian Motorcycle Dealerships, Distributors, and Service Technicians

SUBJECT: Indian Full-Size Motorcycles – Ride Command FAQs

PURPOSE:

The Purpose of this Team Tip is to call attention to the importance of proper Ride Command set-up prior to retail, and to answer a few questions about basic troubleshooting and system operation.

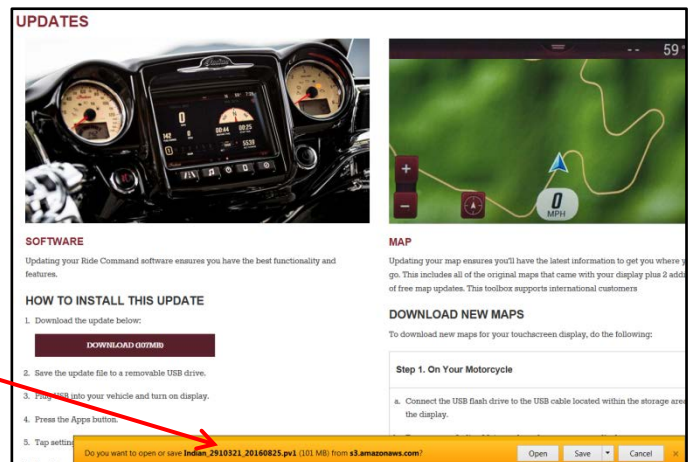
It is important to understand how Ride Command operates and what to expect during normal operation. When delivering an Indian Motorcycle equipped with Ride Command, make sure the customer understands each of the points outlined in this communication. Additional Ride Command information can be found under 'Training and Resources' under 'News, Forms & Links' on your dealer homepage and also at <https://my.indianmotorcycle.com/ridecommand/tutorials>

Please distribute this Team Tip to all Dealership Personnel

Q: My dealership just received a new MY17 Indian Motorcycle with Ride Command, now what?

A: Once the bike has been setup as prescribed in the Dealer Setup Instructions, observe the following instructions to verify Ride Command software level is up to date:

1. Power up Ride Command
2. Access the Settings menu and compare software version with what is available on the UPDATES tab located at <https://my.indianmotorcycle.com/ridecommand>
NOTE: Clicking 'DOWNLOAD UPDATE' will display most recent software version in the yellow bar.
3. If software is not at the most current level, perform the update procedure.



Q: How and when should I update the Map software for North American users?

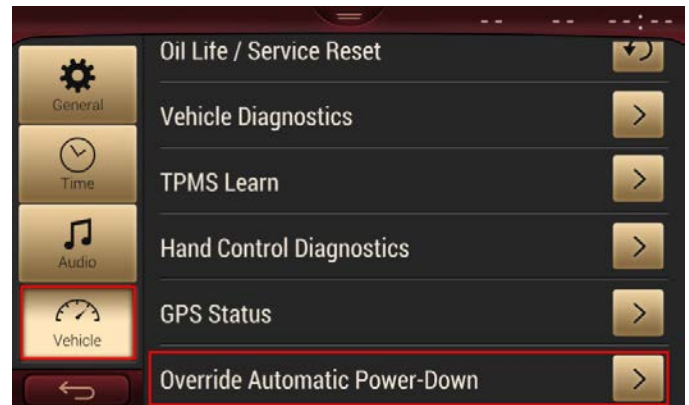
A: North American motorcycles will arrive with the latest maps. They cannot be updated right now. A map update will be made available next year and additional instructions will be sent out at that time.

Q: I'm an International dealer and my Ride Command doesn't appear to have any Navigation files loaded. Why is that?

A: Because of all the different countries, borders and languages used across our International market, it was necessary to allow each region to download their own map file and applicable language. This gives the user greater flexibility and coverage.

Q: When I am downloading map updates or software into the Ride Command unit, the bike powers down part way through. Is there any way to fix this?

A: Yes. Power up the Ride Command unit and access the Settings screen. Select the following: Settings > Vehicle Settings > Override Automatic Power-Down.



Q: When the navigation feature has been started on Ride Command, the maps won't load?

A: Make sure the latest software version has been loaded into the Ride Command unit.

Q: When the clock is set on Ride Command, the minutes and hours don't change as expected.

A: Earlier versions of VCM software used in some MY17 bikes may affect clock performance. Make sure the latest VCM calibration update is used to ensure accurate time.

Q: Is there specialized training available for Ride Command?

A: Yes. There is a PC based Ride Command training application available that has been built into MSD Silver curriculum. To access MSD training modules, log into www.universityofpolaris.com.