



TEAM TIP

Release Date: November 26, 2018

IND

Communication #: I-18-11-01

Model Year(s): 2017+

— Confidential and Proprietary —

VERSION: R03 (January 18, 2019)

**** Software Update Available ****

IMPORTANT

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

STOP!

The recently released (11/26) software update, that enables mobile app functionality, is now available for download. It is recommended to use the most current Indian USB drive (PN 4018235), or equivalent, for the software and/or map updates. While it is unlikely, if any issues are encountered during the update procedure, start an ASK Polaris Case.

SUBJECT: RIDE COMMAND UPDATE

PURPOSE

Indian Motorcycle has introduced new software and map updates for the Ride Command display. Dealers should encourage Indian Motorcycle riders using Ride Command to bring their bikes in to receive the software update. At this time, dealers should also verify the map version and update as necessary. The software update takes approximately 5 minutes to complete, while updating the map files may take up to 2 hours depending on PC configuration and internet speed. Ensure the staff is aware of, and has practiced both update processes so they can provide a positive customer experience.

NOTICE

If a customer does not wish to bring their motorcycle into the dealership, they can update their software and maps by following the instructions at: <https://ridecommand.indianmotorcycle.com>.

AFFECTED MODELS

MODEL YEAR	MODELS
2017+	Chieftain, Chieftain Classic, Chieftain Limited, Chieftain Elite
	Roadmaster, Roadmaster Classic, Roadmaster Elite
2018+	Chieftain Dark Horse

UPDATE INFORMATION

NEW FEATURES

Website	Mobile App
• Route planning • GPX (ride file) import/export • View tracked rides • Track vehicle maintenance	• Transfer planned route to unit (Bluetooth) • Pull vehicles data (TPMS, Fuel, Battery) • Track rides

KEY INFORMATION

- **New app and website:** Download the new Indian Motorcycle Ride Command app and visit <https://ridecommand.indianmotorcycle.com> to download the new software for your motorcycle Ride Command system. The new software, paired with the new Ride Command mobile phone app will unlock new features.
- **Plan a ride:** Plan your ride before heading out on the road. Once planned, wirelessly transfer the ride to your bike using the Ride Command app.
- **Mobile vehicle data:** Open the Ride Command app to check the fuel level, oil life, tire pressure, and battery charge of your bike.
- USB thumb drives can be ordered through normal service parts channels:
4018235 –DRIVE-USB,KINGSTON,INDIAN,16GB

NOTICE

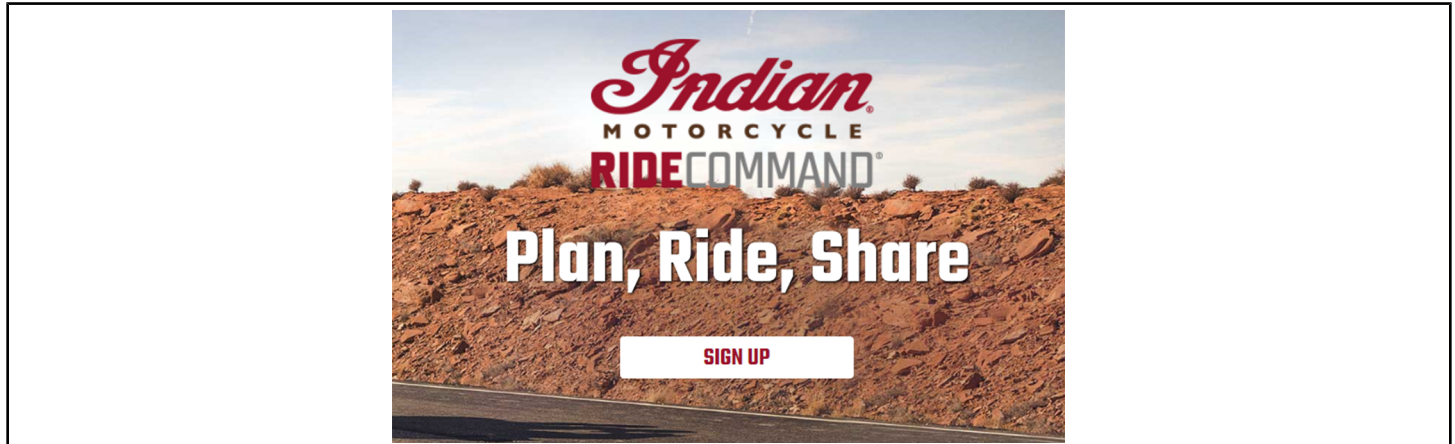
Mobile vehicle data is only updated when the motorcycle is running and the phone is connected via Bluetooth to the motorcycle. Data is not real-time when the motorcycle is powered down.

IMPORTANT

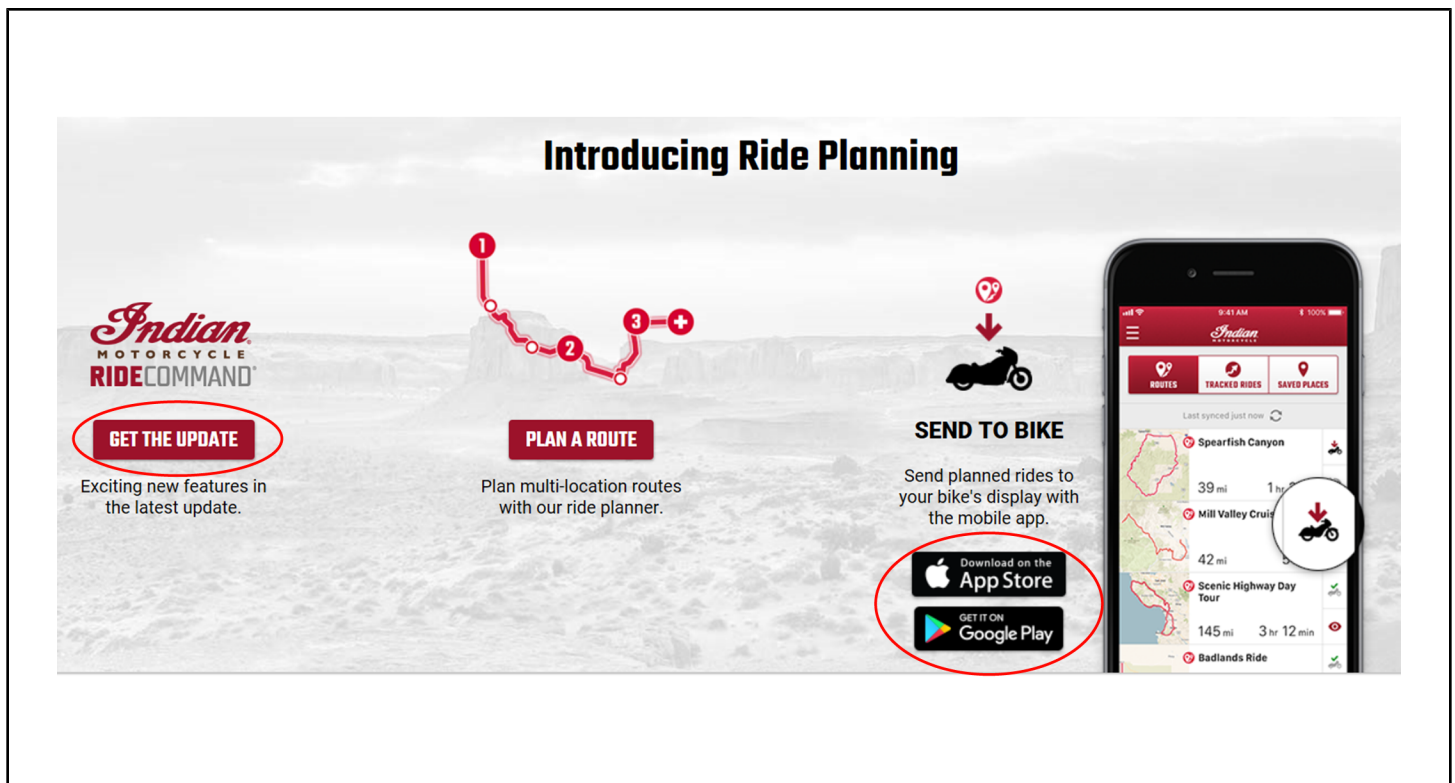
As a dealer, you may charge the customer to perform these updates based on your current service rate OR perform the updates as a complimentary service. There is no warranty coverage or dealer reimbursement for these services.

NAVIGATING THE SITE

1. Sign in or sign up to create an account.



2. Scroll down on the page to find the update link as well as a link for the Mobile App.



3. Follow the on-screen instructions to update the software and maps.

MAP & SOFTWARE UPDATES

UPDATE SOFTWARE

UPDATE MAP

TUTORIALS

Updates



Update Ride Command for these Exciting New Features

- 1. Added ability to sync routes and waypoints with Ride Command App and Account via Bluetooth
- 2. Navigation updates including Pass Points, interface updates, low fuel navigation, and waypoint skip.
- 3. Better customization of your display with independent left and right hand configurations
- 4. Model year 2019 support

GET THE UPDATE

VIEW QUICK START GUIDE

English



Get Map Updates

Download the Map Update desktop application for Windows and Mac to update your vehicle's map.

A new version of the map update desktop application is available. Please download it below in order to update your on-vehicle maps.

GET THE MAP UPDATE APPLICATION