



## TEAM TIP

**Release Date:** April 30, 2021

# IND

**Communication #:** I-21-04-01

**Model Year(s):** 2020–2021

— Confidential and Proprietary —

**VERSION: R01 (April 30, 2021)**

### IMPORTANT

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

## SUBJECT: RIDE COMMAND KEYBOARD UPDATES

### PURPOSE

Indian Motorcycle has introduced new software for the Ride Command 7 inch display. This update includes the improved keyboards and keyboard support for the following languages:

- French
- Portuguese
- Spanish
- Italian
- Swedish
- German
- English

Dealers should encourage riders using Ride Command to bring their bikes in to receive the software update. The software update takes approximately 5 minutes to complete. Ensure the staff is aware of, and has practiced the update processes so they can provide a positive customer experience.

### NOTICE

Additional characters are also available on the keyboards by long pressing on specific related characters. Keyboard selection is available within the touchscreen settings menu.

## AFFECTED MODELS

MODEL YEAR	MODELS
2020–2021	INTL Indian Motorcycles equipped with 7 inch Ride Command

# UPDATE INFORMATION

## NEW FEATURES

- International keyboard languages of German, Spanish, French, Italian, Portuguese and Swedish are now available.



- Tap-and-hold capabilities bring up all language-specific characters.



## KEY INFORMATION

Print off the FACT SHEET found on the last page and give it to customers who have this update performed.

USB thumb drives can be ordered through normal service parts channels:  
**4080605 –DRIVE-USB,KINGSTON,INDIAN,32GB**

### NOTICE

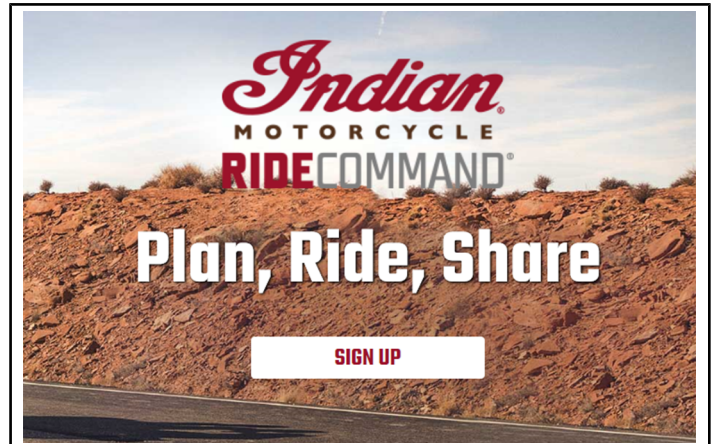
Mobile vehicle data is only updated when the motorcycle is running and the phone is connected via Bluetooth to the motorcycle. Data is not real-time when the motorcycle is powered down.

### IMPORTANT

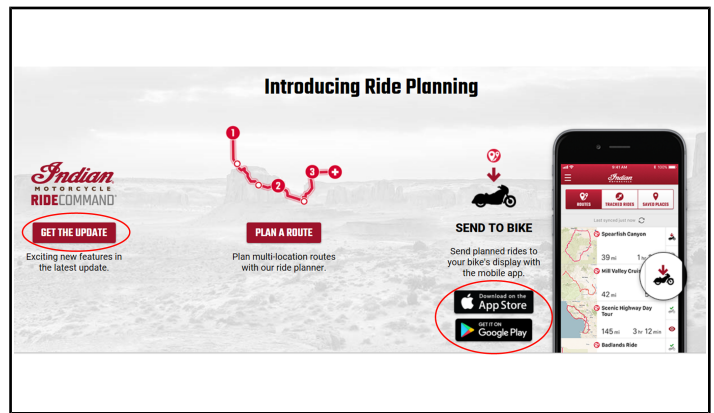
As a dealer, you may charge the customer to perform these updates based on your current service rate OR perform the updates as a complimentary service. There is no warranty coverage or dealer reimbursement for these services.

## NAVIGATING THE SITE

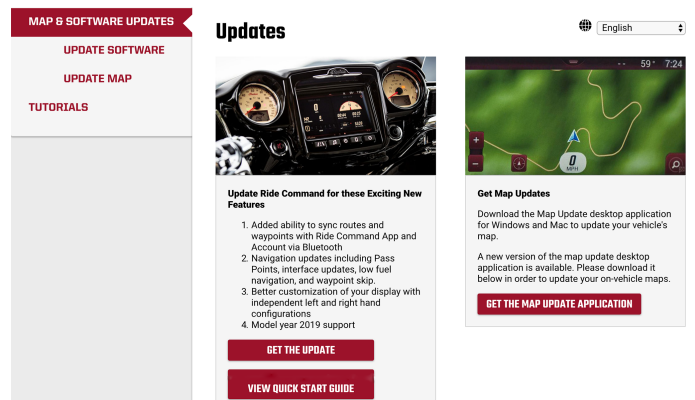
1. Sign in or sign up to create an account.



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.



## UPDATING THE SOFTWARE

### NOTICE

For full video step-by-step instructions of the RIDE COMMAND UPDATE as well as MAPS UPDATE, visit <https://www.indianmotorcycle.com/en-us/self-help/article/KA-01071> OR [CLICK HERE](#)

To update the software on your 7-Inch Display with RIDE COMMAND, follow these steps.

#### On your computer

1. Turn on your computer.
2. Open a web browser and visit [www.ridecommand.indianmotorcycle.com](http://www.ridecommand.indianmotorcycle.com).
3. Scroll to the bottom of the page and click UPDATE VEHICLE SOFTWARE.
4. Select the TOURING AND BAGGER update.
5. Select the UPDATE SOFTWARE option.
6. Scroll down the page until you see the "DATE" UPDATE button. Download the update file.

### NOTICE

This may take a few minutes to complete.

7. Plug the USB flash drive that was provided with your motorcycle, pn 4019063, into your computer.
8. Ensure the USB is exFAT formatted.

### NOTICE

Before formatting the drive, copy and save any files on the drive to another location, as they will be deleted when you format the drive.

9. Once the USB drive is correctly formatted, drag the update file to the USB flash drive.
10. After the transfer is complete, safely eject the USB drive from your computer.

#### On your motorcycle

1. Connect the motorcycle to a trickle charger.
2. Connect the USB drive to the USB port on your motorcycle.
  - On a Chieftain or Roadmaster, the USB port is located in the storage compartment above the dash.
  - On a Challenger, the USB port is located in the right-side storage compartment.
3. Power on the touchscreen display.
4. From the home screen, tap the INDIAN MOTORCYCLE logo at the top of the page.
5. Select ALL SETTINGS to access the Settings Menu.
6. Once in the Settings Menu, select GENERAL (settings).
7. Scroll down until you see UPDATE SOFTWARE. Select this option.
8. On the next screen, you will see the update file found on the USB flash drive that is connected to your motorcycle. Click INSTALL. Confirm the update by clicking INSTALL when prompted a second time.
9. The update will begin installing. Once the install is complete, the display will reboot and the update has been completed.

# FACT SHEET

## RIDE COMMAND

*Indian*<sup>®</sup>  
MOTORCYCLE  
RIDECOMMAND<sup>™</sup>

### **Keyboard selection and press-hold functionality for more characters:**

Before searching for your destination, select the language that you prefer under the settings menu General → Language (will require reboot).

If the desired character has an accent, tilde, or other marking and is not already on the keyboard, press and hold on the letter to select other variations.

### **Address entry format:**

The following are tips to ensure your destination is searched correctly.

1. Start with the address number, followed by the street, city, and country (if location is in another country).

Here is an example:

55 Boulevard Beaumarchais Paris France

This may vary depending on the location, for example, in some European destinations the house number may come after the street name.

2. For some destinations Post code (NPA/CAP/PLZ/PSC) may be helpful.
3. If you are searching for a location that is in a different country, enter the country name in English. The street name and city should remain in the native language.
4. It is possible to route to a city center, but you must search for both the city and country.

### **Alternative for Navigation, dropping a pin:**

Zoom out and pan to location on the map. Press and hold on map to drop a pin.

### **Disconnect Bluetooth<sup>®</sup> phone before searching:**

To ensure the best search functionality, it is strongly recommended to disconnect your Ride Command system's Bluetooth<sup>®</sup> connection to your mobile device before entering a navigation search. Once the search is complete, feel free to reconnect your Bluetooth<sup>®</sup> device.

For the latest information about your Ride Command<sup>®</sup> display, including updates, tutorials, and more, please visit <https://ridecommand.indianmotorcycle.com>

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