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MSD Thread Subject

Slingshot General Ride Command Diagnosis

MSD Post Content

With Ride Command, the complexity of the system prevents a one-size fits all diagnostic flow chart but this guide will help ensure you cover some bases. With all concerns 2020 MY and newer, perform a Boot Loader Update and recheck. A. Go to the Ride Command site and down load the latest software onto the USB drive. B. Connect the USB drive to the USB port on the unit. C. If the unit already has the current version press and hold any button on the Ride Command while powering on the unit. This will allow you to boot the software from the USB drive. Also, perform an update to the Map file even if the symptoms are not directly map related. Document all the symptoms the customer is seeing and when they happen so we can compare if any change happens through the process of diagnosis along with comparing them to a known good model. Document all of these details on an ASK case as well. Then the rest of diagnosis will be isolating when the symptoms occur to isolate what type of use is causing them or to isolate if it is the display or the connected accessories or type of use. For audio problems: Continue diagnosis by determining if the problem is with all audio sources by checking the Bluetooth audio, Carplay, USB connection, FM, AM or NOAA. If all sources, test the AMP and speakers using wiring diagram. If audio problem is isolated to one source, compare to another model machine and/or phone. For Bluetooth, Carplay or USB, does this happen with all phones or just the one, indicating that this is just the phone causing this. If all phones, does it happen with all apps, just streaming, only on USB? For phone connection trouble Determine if Bluetooth, USB or both. Ensure that they are not trying to use both connections at the same time. Ensure for using Carplay, they have a compatible head set paired to the display only not the phone. Ensure they are using an Apple or other phone manufacturer approved cord. Ensure the phone is not trying to connect to any other accessories. For Bluetooth, try to "Forget" the connection on the phone and delete the phone from the list of devices on the Ride Command, then pair them again. Ensure the USB cord is plugged into the back of the Ride Command Display. Ensure they are using the right file type on the USB. Compare operation to another machine with the same version of Ride Command. For USB drive/updating trouble: Ensure that the customer have the correct drive format EXFAT and that the drive does not have any other files besides the correct one downloaded from the Ride Command Site. Also test to see if a connected phone or audio device will be read from the USB for confirming if an unplugged cord is likely.