

03SLG2021-12-07

Product Line: SLG

Post Date: 2021-12-07

MSD Thread Subject

Slingshot Ride Command Cell Modem

MSD Post Content

In some cases you may find a customer report a problem with a Cell modem or if you are adding the optional Navigation system to a base model, have trouble initializing or activating the modem. Please follow these steps for some of the basic causes. First, the symptoms of a cellular modem issue may include, not seeing traffic overlay, not seeing the weather overlay or a RED error message when trying to log into the customers Ride Command account in the settings menu. You may also see a modem issue as an error when trying to activate the modem using Digital Wrench. For modem activation concerns, first make sure you install the new Map file off of the Ride Command site; Ridecommand.slingshot.polaris.com Then install the map file on the machine and take the machine outdoors to lock in the satellite signal. Once this is complete, then retry the modem activation in Digital Wrench. For concerns with the Traffic and Weather Overlays not showing. Make sure you review the setting in the "Layers" menu from the bottom center tear drop "location" button. Ensure that the modem was activated in Digital Wrench properly at set up or accessory installation. Check if the RSSI% is higher than 1%. This is your cell signal and if very low may be the cause of not seeing the overlays. Try to 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. If you are having a Ride Command Account log in concern, please perform all the same tests as the Traffic and Weather diagnosis along with using the same log in to try and manually log into the Ride Command Site on a desktop or laptop PC.