

# POLARIS GENERAL SERVICE INFO

Release Date: August 2, 2022

## RIDE COMMAND UPDATE

— Confidential and Proprietary —

VERSION: R01 (August 2, 2022)

### IMPORTANT

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

## SUBJECT: RIDE COMMAND UPDATE WARRANTY CLAIMS PURPOSE

Polaris and Indian Motorcycle has determined that certain Ride Command displays (produced between 2019 and 2021) installed in vehicles do not fully conform to Federal Communications Commission (FCC) requirements. As part of our program to address this matter, Polaris is sending letters to impacted consumers to outline the nature of this matter and provide options on having updated software installed. Consumers will be encouraged to perform the update themselves but will be given the option to bring vehicles into a dealership for this software update to be performed at no cost to them.

Coverage only applies to Ride Command displays showing certain versions. Refer to **Identifying The Software Version**.

**Consumers will be required to bring their notification letter to their dealership to confirm their eligibility for the free update.**

Additionally, dealers are required to update any wholegood inventory vehicles. **Indian Motorcycle** and **Polaris Slingshot** vehicles produced before **December 2021** and **Off-Road** vehicles or **Snowmobiles** produced before **February 2022** will require an inspection and update if required prior to retail. If your dealership has sold or installed an accessory Ride Command kit to a consumer, we ask you reach out to the consumer to complete this update. In stock accessory kits must also be updated prior to sale.

## IDENTIFYING THE SOFTWARE VERSION

To identify the software version in the Ride Command display, go to **All Settings > Info**.

| RANGER / RZR / GENERAL VEHICLES  | POLARIS SNOWMOBILES  |
|--|--|
| <b>ORS7A9.R62125</b>   | <b>SNS7B8.N02030B</b>  |
| Coverage only applies to Ride Command displays showing version <b>7</b> or older. Higher software versions already include the necessary resolution for this concern, and coverage does not apply. | Coverage only applies to Ride Command displays showing version <b>1</b> or older. Higher software versions already include the necessary resolution for this concern, and coverage does not apply. |
| SLINGSHOT VEHICLES   | INDIAN MOTORCYCLES   |
| <b>SLS7A9.S12050A</b>  | <b>MHS7A9.M12109A</b>  |
| Coverage only applies to Ride Command displays showing version <b>2</b> or older. Higher software versions already include the necessary resolution for this concern, and coverage does not apply. | Coverage only applies to Ride Command displays showing version <b>2</b> or older. Higher software versions already include the necessary resolution for this concern, and coverage does not apply. |

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## WARRANTY CLAIM INFO

1. On DEX, go to **Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim**.
2. Select **Standard or OW-Goodwill > Enter the VIN / PIN** and retrieve registration.
3. Enter the date in **Date Failed** and **Date Repaired**.
4. Enter **RADIO22** in **Authorization**.
5. Enter **18 minutes** in **Labor Minutes**.
6. Enter **Radio Compliance Update** in **Customer Concern > Probable Cause > Repair/Correction**.
7. Enter **0000511 Qty 1**, select fail codes **127/434/152**.
8. Submit the warranty claim.