

# 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.



Slingshot Division  
P.O. Box 47700  
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**IMPORTANT NOTICE**  
**This notice applies to your vehicle**  
**Subject: Ride Command 7" Display Update**

VIN:  
First Name Last Name  
Address  
City, State ZIP

Dear Slingshot Owner,

Thank you for purchasing a Ride Command 7" display equipped vehicle. This notice is to ask that you take steps to make sure that your vehicle meets Federal Communications Commission (FCC) requirements. Our records show you have purchased a vehicle that includes an affected Ride Command 7" display.

***The reason for this notice:***

Polaris has determined that vehicles produced or accessorized with a Ride Command 7" display do not conform to FCC requirements and require a software update to make the display compliant.

***What you should do:***

Check your software version in the settings menu on your Ride Command display. If the eighth digit from the left of software version is a **2** or higher, no action is required. If the number is not a **2** or higher, an update is required.

**SLS7A9.S12050A**

Updated software to resolve this matter, along with numerous other feature enhancements, was made available for installation in December 2021. Displays updated after this time will be fully up to date. Visit [ridecommand.slingshot.polaris.com](https://ridecommand.slingshot.polaris.com) to obtain the updated software along with how-to guides and instruction videos.

Polaris is consistently improving and adding features to Ride Command which are always free to you. We recommend checking back on the Ride Command website frequently to take full advantage of the continuous improvements made to the software.

***What your dealership will do:***

If you do not wish to perform an update on your own, Polaris has authorized your dealer to install updated software at no cost to you. Please bring this letter to your dealer to qualify for this no cost service.

This notice was mailed to you according to our most current registration information. If you no longer own this vehicle, or if some of the contact information in this notice is incorrect, please contact your dealer to complete a transfer of ownership. Federal law requires that any vehicle lessor receiving this notice must forward a copy of this notice to the lessee within 10 working days after the day on which the notice is received.

If you need assistance contacting or locating a Slingshot dealer, or if you have questions your Slingshot dealer is not able to address, contact our Polaris Owner Connections Department at 1-855-863-2284, scan the QR code, or go to <https://slingshot.polaris.com/en-us/self-help/>.



We apologize for this inconvenience and assure you that we are committed to customer satisfaction and providing world-class products for riders to enjoy.

Sincerely,

**Polaris On-Road Vehicles**

***Dealer Information:***

Dealers should refer to STOP Site > General Service Info > Policies > Ride Command Update. This document provides information on how to complete the warranty claim after updating the Ride Command display.

# COMPLIANCE NOTICE

**ACTION  
REQUIRED**