



TEAM TIP



Communication #: 2023-01

All Vehicles

Release Date: October 26, 2023



— Confidential and Proprietary —

VERSION: R01 (October 26, 2023)

IMPORTANT

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

SUBJECT: RIDE COMMAND 7” DISPLAY, BLANK/BLACK SCREEN RECOVERY

AFFECTED MODELS

MODEL YEAR	MODELS
2019 +	RANGER
2019 +	RZR
2019 +	GENERAL
2020 +	INDIAN MOTORCYCLE
2020 +	SLINGSHOT

CONCERN / INFORMATION

CONCERN

Some RIDE COMMAND 7” displays may experience a blank screen, blackout, or the impression that it won’t turn on, leading to display replacement.

POTENTIAL CAUSE

The display can get stuck in a start-up loop when powering on the vehicle, resulting in a blank, black, or flashing screen and the illusion of a failed display.

TROUBLESHOOTING AND RESOLUTION

This issue was resolved in software versions listed below, and newer:

- Ranger/RZR/General- ORS7AB.RA2326A (AUG 2023)
- Slingshot- SLS7AB.M32325A (APR 2023)
- Indian Motorcycle-MHS7AB.M32310A (APR 2023)

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The following steps should be used to bypass the start-up process and load new software onto the Ride Command.

IMPORTANT

This process should only be used to recover a blank screen and not for a normal software update or other unrelated issues. If the recovery does not resolve the blank screen, follow standard diagnostic steps.

1. Download the newest software update from the Ride Command site for the applicable product line onto a 1 GB or higher exFAT format USB drive.
2. Plug the USB drive into the vehicle's USB port.
3. Press and hold the gauges button (left-most button) on the Ride Command 7" display AND the media button (5th button from left). While continuing to hold both buttons, power the vehicle on (no need to start the vehicle, just provide power to the gauge).
4. The display will enter recovery mode and process text will appear/flash on the screen. Both buttons can now be released.
 - If the display does not turn on, stop and continue normal troubleshooting for display power-up. Key-on voltage, ignition switch inspection, and display connector voltage checks.
 - If the display does turn on, the recovery and software update will begin.

NOTICE

After the software update, the Ride Command will restart. Do not turn off the vehicle during this time.

5. Once the Ride Command restarts completely, power the vehicle off.
6. Wait 1.5 minutes.
7. Turn the vehicle on and wait 1 minute.
8. Turn the vehicle off and wait 1.5 minutes.
9. Repeat steps 7 & 8 two more times.
10. Start the vehicle and verify full functionality.

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Date: October 26, 2023

Attn: All Service Personnel

Subject: Team Tip 2023-01 Released

Team Tip 2023-01

Some RIDE COMMAND 7" displays may experience a blank screen, blackout, or the impression that it won't turn on, leading to display replacement.

Review the Team Tip for more information on screen recovery.

[View 2023-01 Team Tip](#)

Affected Units

2019+ RANGER Models
2019+ RZR Models
2019+ GENERAL Models
2020+ INDIAN MOTORCYCLE Models
2020+ SLINGSHOT Models

Please contact Polaris Service by phone at 800-330-9407 or Indian Motorcycle Service by phone at 800-330-9407 or through Ask Polaris with any questions or concerns.

Thank you for your attention.

Sincerely,

Polaris Service

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2023-01 Team Tip DEX Alert

DEX Alert

Group: Communication

Start Date: 10/26/2023

Removal Date: 1/26/2024

Title: Team Tip 2023-01 Released

Alert Text:

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Click **HERE** to view Team Tip 2023-01