



Date: May 14, 2024

ATTN: Technicians and Set Up Technicians

Subject: RIDE COMMAND Software Updates

RIDE COMMAND Software Updates

Indian Motorcycle would like to remind dealers to update RIDE COMMAND software regularly. Maintaining software updates provides customers with the best experience of RIDE COMMAND, and should be a common routine during vehicle service.

When to update RIDE COMMAND software:

- As part of vehicle set up, and before retail of all vehicles (this is a step listed in all Dealer Set Up Instructions)
- Repair appointments
- Routine maintenance appointments

Benefits to updating RIDE COMMAND software:

- Prevention of software bugs (critical bug fixes)
- Functionality improvements
- Expanded features
- Prevention of customer confusion

Additionally, showing customers how to update RIDE COMMAND software during PCDX and vehicle orientation can be a great hands on way to set customers up for successful ownership. This hands-on vehicle orientation can be extremely valuable for customers, and is a differentiator for the level of service your dealership provides.

2020+ vehicles with 7" or 4" displays, equipped with an active cell modem, receive automatic update prompts via OTA (Over The Air) updates. Owners of these vehicles should be encouraged to maintain an active RIDE COMMAND+ subscription to benefit from OTA updates.

Map and Software Updates can be found at:

<https://ridecommand.indianmotorcycle.com/en-us/app/display/>

Instructions for how to update each type of RIDE COMMAND display can be found in the customer Help Center by searching here:

<https://www.polaris.com/en-us/help-center/>

Thank you for your attention.

Sincerely,

- Indian Motorcycle Service