



DEALER HOLD

— Confidential and Proprietary —

Release Date: February 19, 2025

IND

Communication #: IDH-25-01

Model Year(s): 2025

VERSION: R02 (February 19, 2025)

DEALER HOLD NOTICE

Perform repair prior to selling affected motorcycle(s).

Revision	Release Date	Update
R01	02/03/2025	Initial Dealer Hold Release
R02	02/19/2025	Added Repair Details
If you are working with a printed copy, please verify you have the most current version of this document.		

SUBJECT: RIDE COMMAND UPDATE

PURPOSE

EFFECTIVE IMMEDIATELY: Approximately 300 affected 2025 Chief motorcycles that are shipping to dealers over the coming weeks will require a RIDE COMMAND 4" Round Display software update.

With significant improvements available in this software release, Indian Motorcycle is asking dealers to proactively update 2025 Chief displays prior to sale to ensure customers are getting the best display experience possible on their new motorcycle. Follow the procedure outlined in this Dealer Hold to update the RIDE COMMAND software.

Reference Unit Inquiry for specific VIN(s).



Are units able to be retailed?	Can customer continue to ride?	Is the resolution for this Hold available?	Are parts available?
NO	N/A	YES	N/A
Repair required prior to selling affected vehicles. Go to REPAIR PROCEDURE for instructions.	N/A – All vehicles on this Dealer Hold are in dealer inventory.	Go to REPAIR PROCEDURE for instructions.	N/A – No parts are required to order for this repair.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2025	Chief models equipped with RIDE COMMAND 4" Round Display	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.

WARRANTY CLAIM INFORMATION

BULLETIN #	DESCRIPTION	LABOR ALLOWANCE	PART NUMBER / DESCRIPTION
2025 Indian Chief			
IDH-25-01A	Ride Command Update	0.3 hours (18 minutes)	0000541 (QTY 1) Bulletin Misc Labor

CLAIM SUBMISSION

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Start a New Warranty Claim. Select Dealer Hold > Enter the VIN / PIN and Retrieve Registration. Select Indian Motorcycle® IDH-25-01A and Send Claim.

[Click here to start a Warranty Claim](#)

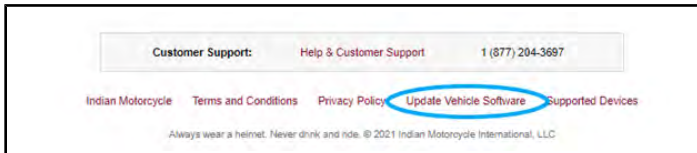
REPAIR PROCEDURE - SOFTWARE UPDATE

TOOLS REQUIRED

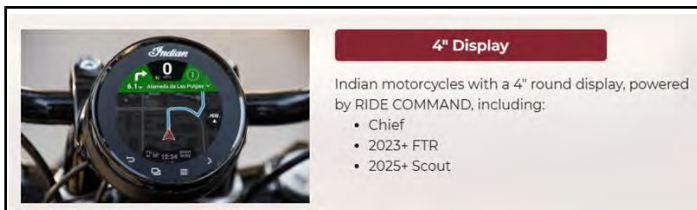
- 1GB or larger removable USB drive (FAT32 or exFAT® format is supported)
- Battery maintainer
- Computer with internet access

SOFTWARE UPDATE

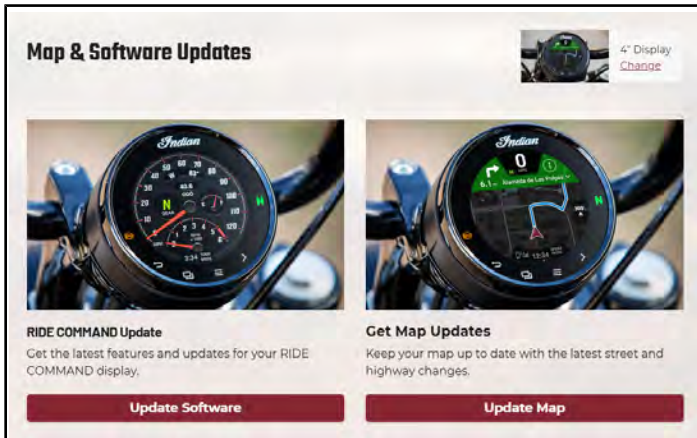
1. On your computer, navigate to the **Indian Motorcycle RIDE COMMAND website**. Login to your account.
2. Scroll to the bottom of the page and select **UPDATE VEHICLE SOFTWARE**.



3. Select the **4" DISPLAY** update next to the photo of the round touchscreen display.



4. Select **UPDATE SOFTWARE**.



5. Download the most recent software version January 2025 (Software MRS3A6.D412505A).

6. Save the update file to a 1GB or larger removable USB drive.

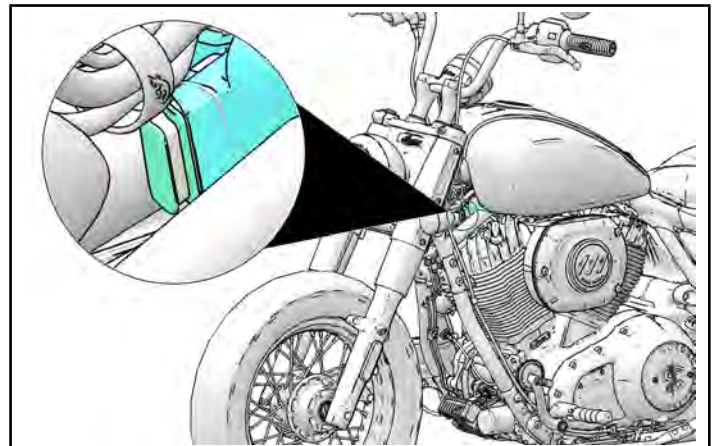
NOTICE

FAT32 or exFAT® format is supported. The download will not be successful if the drive is not properly formatted or is not large enough for the software package. For step-by-step instructions on formatting the drive, read the **Formatting a USB to FAT32 or exFAT®** article.

NOTICE

Before formatting the drive, copy and save any files on the drive to another location, as they will be deleted when you format the drive.

7. Connect the motorcycle to a battery maintainer.
8. Plug in the USB drive into the motorcycle's USB port and power on the motorcycle.



IMPORTANT

DO NOT start the engine.

9. Press the **APP TRAY** ① at the bottom of the screen.



10. Select **SETTINGS** ② at the bottom of the screen.



11. Navigate to **SETTINGS > GENERAL** ③ (gear icon) from the tabs on the top of the screen.



12. Scroll down and select **UPDATE SOFTWARE** ④ .



13. Select the file you want to install. "Newest" will be automatically displayed next to the newest version detected on the USB drive.

14. Confirm the installation process by tapping on **INSTALL** button.

15. A status bar will pop up showing the status of the installation process. When installation is complete, the display will restart to complete the process.

16. Go back to **SETTINGS** and confirm the software is updated to version January 2025 (Software MRS3A6.D412505A).

17. Submit a Dealer Hold claim for IDH-25-01A.

External Email Think Before You Click.



Date: February 19, 2025
ATTN: All Dealership Personnel
Subject: Dealer Hold IDH-25-01 Update Released

ACTION REQUIRED

EFFECTIVE IMMEDIATELY: Approximately 300 affected 2025 Chief motorcycles that are shipping to dealers over the coming weeks will require a RIDE COMMAND 4" Round Display software update.

What you should do:

The following impacted VIN(s) will soon be arriving at your dealership, or are currently in your inventory. Please follow the software update procedure outlined in the Dealer Hold prior to registration and sale of the affected motorcycle(s).

As shipments progress, this message may be sent to you more than once with additional VIN(s).

Impacted VIN(s):

REDACTED

Review the Dealer Hold for more information.

[View IDH-25-01 Dealer Hold](#)

Affected Units

2025 Chief

****This Dealer Hold only affects a limited number of VINs.****

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

Thank you for your attention.

Sincerely,

- Indian Motorcycle Service