

Creating Slingshot RIDE COMMAND Log Files

Log files can be used to report a RIDE COMMAND software error to the Slingshot support team. When submitting a log file, be sure to also provide your RIDE COMMAND display serial number. Log files cannot be accessed by the support team without a serial number. To create a log file for your Slingshot equipped with RIDE COMMAND, follow the applicable steps below.

Model Year 2020 and Newer Displays

To save a log file on model year 2020 and newer 7-inch displays, follow these steps:

1. Turn the key to ON, and allow the display to power up fully (approximately 16 seconds).
2. Insert a USB drive with at least 16GB free space into the display's USB port. **Note:** The USB must be exFAT® formatted. For more information, read [Formatting a USB to FAT32 or exFAT®](#).
3. On the display, navigate to SETTINGS > GENERAL > SYSTEM INFORMATION.
4. Write down or take a picture of the serial number displayed on this screen. You can also find the serial number on a sticker on the back of the touchscreen display. Set it aside where it can be referenced easily. You will need to provide this serial number when contacting the support team.
5. Tap and hold the line that says FIRMWARE VERSION. More options, "Engineering Menu" and "Save Log to USB," will appear after about 3 seconds. **Note:** "Engineering Menu" requires a code to access. Don't worry about accessing this.
6. Select SAVE LOG TO USB. The log will begin uploading to the USB drive, and a progress percentage will display.
7. Once the upload has reached 100 percent and is complete, unplug the USB drive.
8. On your computer, copy the "syslog" file from the USB and save it to your computer.
9. Call Slingshot Customer Service at [1-855-863-2284](tel:1-855-863-2284) to start a case and receive the email address to send the log file(s) to.

Model Year 2019 and Older Displays

To save log files on a model year 2019 and older 7-inch displays, follow these steps:

1. Turn the key to ON, and allow the display to power up fully (approximately 16 seconds).
2. Insert a USB drive with at least 16GB free space into the display's USB port. **Note:** The USB must be FAT32 formatted. For more information, read [Formatting a USB to FAT32 or exFAT®](#).
3. On the display, navigate to SETTINGS > GENERAL > SYSTEM INFORMATION.
4. Write down or take a picture of the serial number displayed on this screen. You can also find the serial number on a sticker on the back of the touchscreen display. Set it aside. You will need to provide this serial number when contacting the support team.
5. Tap on LOG. This will generate a log file and save it to the USB drive.
6. On your computer, copy the "systemlog" file from the USB and save it to your computer in an accessible location.
7. Call Slingshot Customer Service at [1-855-863-2284](tel:1-855-863-2284) to start a case and receive the email address to send the log file(s) to.

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- Yes, it answers my question
- No, it's missing information or visuals
- No, the instructions are unclear
- No, What are the next steps?
- No, I'm experiencing a technical error
- Other

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