



TEAM TIP

— Confidential and Proprietary —

Release Date: August 11, 2026

Communication #: 2026-03

Expiration Date: No Expiration Date

Model Year(s): 2016+

ALL

VERSION: R01 (August 11, 2026)

Revision	Release Date	Update
R01	08/11/2026	Initial Team Tip Release
<i>If you are working with a printed copy, please verify you have the most current version of this document.</i>		

SUBJECT: SUBMITTING DEBUG REPORTS FROM DIGITAL WRENCH II

PURPOSE

Submitting a Debug Report immediately after a Digital Wrench II incident is strongly recommended.

Digital Wrench II errors may be caused by vehicle module issues, software or equipment malfunctions, or interruptions during updates and flash procedures. Common causes include poor internet connectivity, low vehicle battery voltage, and accidental or premature disconnection of Digital Wrench II components.

DEALER - WHAT TO DO?

To help Polaris diagnose and resolve these issues, submit a Debug Report describing the concern and open an Ask Polaris case.

Submit a Debug Report whenever any of the following occur:

- Warning messages during or after vehicle updates.
- Inoperable or unresponsive modules after an update or reflash.
- Incomplete module flashes or updates resulting in: missing ECU VIN and/or model information, vehicle features not functioning as expected (e.g., AWD, Turf Mode), and engine warning or check-engine lights illuminated after a reflash.
- Problems creating or uploading service reports, including upload failures, incomplete or rejected reports, and system or application errors.
- Abnormal Digital Wrench II behavior, including: component output tests not functioning as expected, ETC relearn procedures failing or not completing successfully, and other irregular diagnostic results not caused by a faulty component or vehicle harness.
- Incomplete International tractor conversions resulting in: vehicles connecting as incorrect models in Digital Wrench II, incorrect vehicle recognition on the Polaris Dealer Portal, and model updates not reflected on the Certificate of Conformity (COC).

Follow the instructions in this document to submit a Debug Report.

AFFECTED MODELS

MODEL YEAR	MODELS
2016+	All Vehicles Compatible With Digital Wrench II

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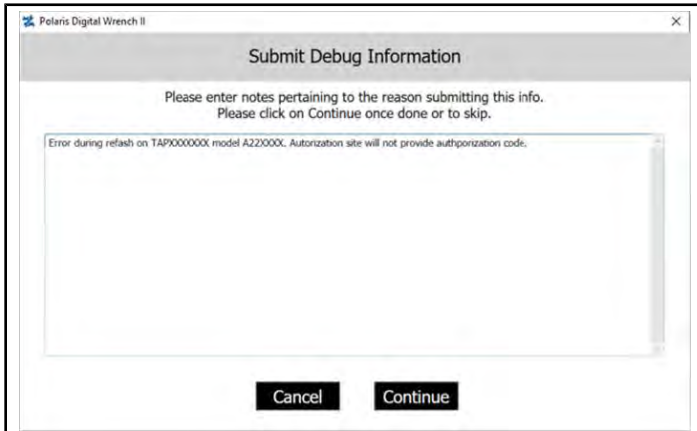
SUBMITTING A DEBUG REPORT

When experiencing issues that seem to be related to Digital Wrench II, submitting a Debug Report through Digital Wrench II will help Polaris log and diagnose the issue. Follow these instructions to submit a Debug Report.

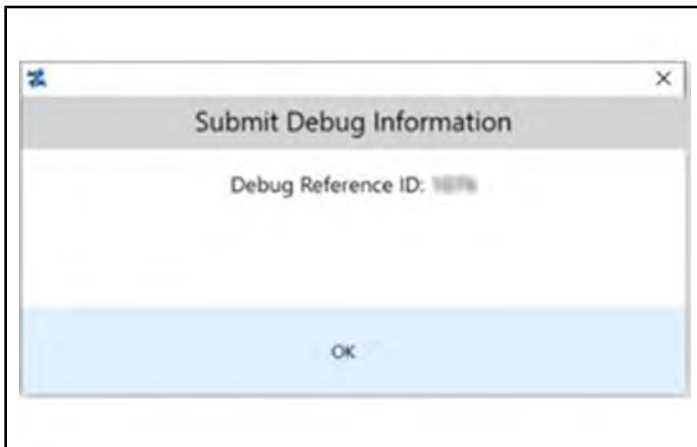
1. Immediately after an issue has occurred, hold Shift + Ctrl + Z to open the Debug menu.
2. Explain the reason for the report in the provided field.

IMPORTANT

Please describe the issue in as thorough detail as possible.



3. Select **Continue**.
4. The **Debug Reference ID** for the submission will be provided. Write down or take a screenshot of the ID number.



5. Select **OK** to submit the Debug Report.

6. On the Polaris Dealer Portal, go to Ask Polaris > Service & Warranty Questions > Digital Wrench Question. Include the following information in the case details.

- VIN
- Debug Reference ID
- Any evidence of received error messages (screenshots/descriptions)

[Click here to start an Ask Polaris case](#)

7. The Polaris representative assigned to the case will review the information provided and assist in resolving the issue.