



SERVICE BULLETIN

Release Date: January 02, 2024

Expiration Date: December 31, 2024

SLI

Communication #: T-24-01

Model Year(s): 2020-2023

— Confidential and Proprietary —

VERSION: R01 (January 02, 2024)

IMPORTANT

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

SUBJECT: RIDE COMMAND CONNECTED CERTIFICATE

PURPOSE

We recently determined that some Model Year 2020-2023 Slingshot vehicles updated with RIDE COMMAND software update SLS7AB.M32336A (sent over the air in September 2023) may not be able to access Vehicle Health and Vehicle Location in the Slingshot App and website, and are also no longer able to receive future OTA (Over The Air) updates.

A software update to resolve this issue was made available for installation in November 2023 (software update SLS7AB.M32343A). Please visit ridecommand.slingshot.polaris.com to obtain this software update, along with how-to guides and instruction videos.

AFFECTED MODELS

MODEL YEAR	MODELS	AFFECTED RANGE
2020-2023	All Slingshot Models	Reference Unit Inquiry on the dealer website or the Service Communications list on the STOP site to look up affected units.

CUSTOMER NOTIFICATION

Polaris has released a consumer completion option. Polaris will be mailing a notification letter to consumers affected by this Bulletin. Polaris will also send an email to owners for whom Polaris has a valid email address.

IMPORTANT

CUSTOMER SELF-REPAIR

Customers will have the option to repair their vehicle themselves. Customers will be directed to update their Ride Command software via a USB drive. Polaris will also monitor for consumer completion of the update and close the Bulletin on the customer's behalf. Please review the consumer letter provided with this PDF.

CONTACT POLARIS

If you have questions that are not addressed in this document, contact Polaris Service through Ask Polaris or by phone at 800-330-9407 (US/Canada Dealers Only).

WARRANTY CLAIM INFORMATION

SOFTWARE UPDATE	
Bulletin #	T-24-01-AA
Claim Type	SB (Service Bulletin)
Labor Allowance	0.3 hours (18 minutes)
Part Number / Description	0000541 (QTY 1) Bulletin Misc Labor
Parts Availability	NA
University of Polaris Video Training Required	NO

CLAIM SUBMISSION

- **US / Canada Dealers:** On DEX, go to Service and Warranty > Warranty Claim and Extended Coverage > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select T-24-01 and Send Claim.
- **International Dealers:** On iDEX, go to Service and Warranty > Warranty Claims > Start a New Warranty Claim. Select Service Bulletin > Enter the VIN / PIN and Retrieve Registration. Select T-24-01 and Send Claim.

NOTICE

All customer self-repaired units will appear on DEX as having T-24-01-AB completed.

COVERAGE PERIOD

Coverage will begin on January 02, 2024. Coverage will expire on December 31, 2024.

FEEDBACK FORM

A feedback form has been created for the technician to provide Polaris with an overall satisfaction rating for the instructions, provide comments on your experience or upload pictures/video. The form is viewable on mobile devices by scanning the QR code or on a PC by clicking [HERE](#).



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SOFTWARE UPDATE

RIDE COMMAND SOFTWARE UPDATE REQUIRED, USB

DOWNLOAD UPDATE TO USB

1. Download the **SLS7AB.M32343A (NOV 2023)** or newer software file from the Ride Command Site:
 - US: <https://ridecommand.slingshot.polaris.com/en-us/app/display>
 - Canada: <https://ridecommand.slingshot.polaris.com/en-ca/app/display/>
 - Mexico: <https://ridecommand.slingshot.polaris.com/es-mx/app/display/>
2. The downloaded file does not run or need to be opened on your computer, it only needs to be copied to a USB drive.
3. Save the update file to a 1gb or larger removable USB drive. FAT32 or exFAT format is supported. The download will not succeed if the drive is not properly formatted or is not large enough for the map package.
4. Plug the USB drive into your vehicle's USB port below the display and turn on the display.

SOFTWARE UPDATE

1. Press the START/STOP button to power the vehicle on.
2. On the display screen, press the Slingshot logo at the top of the screen.
3. Press ALL SETTINGS.
4. Press GENERAL from the upper left-hand side of the screen.
5. Scroll to UPDATE SOFTWARE.
6. Select the file you want to install.

NOTICE

"Newest" will be automatically displayed next to the newest version detected on the USB drive.

NOTICE

Once selected, the display will reboot and install the software.

VERIFICATION

1. On the display screen, press the Slingshot logo at the top of the screen.
2. Press ALL SETTINGS.
3. Verify that the software version is now **SLS7AB.M32343A (NOV 2023)** or newer.
4. Submit a Service Bulletin Warranty Claim for T-24-01.



Slingshot Division
Polaris Industries Inc.
P.O. Box 47700
Medina, MN 55340-9960

IMPORTANT NOTICE
This notice applies to your vehicle
Subject: **2020-2023 Slingshot RIDE COMMAND Connected
Certificate**

VIN: T-24-01
First Name Last Name
Address
City, State ZIP

Dear Slingshot Owner,

Thank you for being a Polaris Slingshot owner. We appreciate you being in the driver's seat with us, turning heads and making memories like nothing else can.

We recently determined that some model year 2020-2023 Slingshot vehicles updated with RIDE COMMAND software update SLS7AB.M32336A (sent over the air in September 2023) may not be able to access Vehicle Health and Vehicle Location in the Slingshot App and website, and are also no longer able to receive future OTA (Over The Air) updates.

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Polaris is constantly improving and adding features to RIDE COMMAND. We recommend checking back on the RIDE COMMAND website frequently to take full advantage of ongoing updates to the software.

If you do not wish to perform the above-mentioned software update (SLS7AB.M32343A) on your own, Polaris has authorized your dealer to install this RIDE COMMAND update at no cost to you.

If you need assistance contacting or locating a Slingshot dealer, or if you have questions your Slingshot dealer is not able to address, contact our Polaris Owner Connections Department at 1-855-863-2284, scan the QR code, or go to <https://www.polaris.com/en-us/help-center/>.



Again, thank you for being a Polaris Slingshot owner and for taking the time to have your vehicle updated. We understand how valuable time in your Slingshot is to you and that's why we work to provide you the best possible three-wheel experience. We hope to see you on the road soon!

Sincerely,
Chris Sergeant