



USER'S GUIDE

RIDE COMMAND+

POLARIS
Think Outside



WARNING

Read, understand, and follow all of the instructions and safety precautions in this manual and on all product labels.

Failure to follow the safety precautions could result in serious injury or death.



WARNING

Operating, servicing, and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle.

For more information go to www.P65Warnings.ca.gov/passenger-vehicle.



*For videos and more information
about a safe riding experience with
your Polaris vehicle, scan this QR
Code® with your smartphone
or visit: [www.polaris.com/en-us/
safety/](http://www.polaris.com/en-us/safety/)*

POLARIS
RIDECOMMAND+

User Guide

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Copyright 2023 Polaris Industries, Inc. All information contained within this publication is based on the latest product information at the time of publication. Due to constant improvements in the design and quality of production components, some minor discrepancies may result between the actual vehicle and the information presented in this publication. Depictions and/or procedures in this publication are intended for reference use only. No liability can be accepted for omissions or inaccuracies. Any reprinting or reuse of the depictions and/or procedures contained within, whether whole or in part, is expressly prohibited.

The original instructions for this vehicle are in English. Other languages are provided as translations of the original instructions.

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Thank you for purchasing a POLARIS vehicle, and welcome to our world-wide family of POLARIS enthusiasts. Be sure to visit us online at www.polaris.com for the latest news, new product introductions, upcoming events, career opportunities and more.

Here at POLARIS we proudly produce an exciting line of utility and recreational products.

- Snowmobiles
- SPORTSMAN All-Terrain Vehicles
- *RANGER* utility vehicles
- SLINGSHOT three-wheel motorcycles
- RZR sport vehicles
- INDIAN motorcycles
- POLARIS POWER generators
- POLARIS DEFENSE combat vehicles
- Timbersled Snow Bikes

We believe POLARIS sets a standard of excellence for all utility and recreational vehicles manufactured in the world today. Many years of experience have gone into the engineering, design, and development of your POLARIS vehicle, making it the finest machine we've ever produced.

For safe and enjoyable operation of your vehicle, be sure to follow the instructions and recommendations in this Owner's Manual. Review the safety DVD that came with your vehicle. POLARIS also recommends that all drivers take the ROHVA® safety e-course and a ROHVA® hands-on safety training course. Visit www.rohva.org or call 866-267-2751.

Your manual contains instructions for minor maintenance, but information about major repairs is outlined in the POLARIS Service Manual and can be performed by a factory certified Master Service Dealer (MSD) Technician.

Your POLARIS dealer knows your vehicle best and is interested in your total satisfaction. Your POLARIS dealership can perform all of your service needs during, and after, the warranty period.

Please reference the Owner's Manual for your vehicle for regulatory information.

SAFETY SYMBOLS AND SIGNAL WORDS

The following signal words and symbols appear throughout this manual and on your vehicle. Your safety is involved when these words and symbols are used. Become familiar with their meanings before reading the manual.

DANGER

DANGER indicates a hazardous situation which, if not avoided, WILL result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, COULD result in death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, COULD result in minor to moderate injury.

NOTICE

NOTICE provides key information by clarifying instructions.

IMPORTANT

IMPORTANT provides key reminders during disassembly, assembly, and inspection of components.

The Prohibition Safety Sign indicates an action NOT to take in order to avoid a hazard.



The Mandatory Action Sign indicates an action that NEEDS to be taken to avoid a hazard.



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INTRODUCTION

OVERVIEW

Thank you for joining RIDE COMMAND+, and welcome to the POLARIS App. This technology gives you access to your vehicle's custom information along with a variety of features via the POLARIS App and in-vehicle display (if equipped). RIDE COMMAND+ comes standard on select 2023 models, or is available with the purchase of an accessory Plug-In. Refer to <http://ridecommand.polaris.com/ridecommand+> to check vehicle compatibility.

For a safe and enjoyable riding experience, please read your vehicle's Owner's Manual and this RIDE COMMAND+ user guide. If you should need additional assistance with operation or software updates, please see your POLARIS dealer or visit polaris.com/ridecommand.

For the latest information about RIDE COMMAND/RIDE COMMAND+, including software updates, please visit <http://ridecommand.polaris.com/ridecommand+>.

RIDE COMMAND+ UPDATES

RIDE COMMAND+ features Over-the-Air (OTA) update capability. An OTA update pushes new features, improved functions, and bug fixes to the RIDE COMMAND+ technology, and occurs automatically as the vehicle Plug-In device is connected to the cellular network. OTA updates occur seamlessly, without the need to download, refresh, or take any actions to activate an update.

WARNING

Do not enter information while operating your vehicle. Failure to pay attention to operating your vehicle could result in loss of control, injury, or death. You assume all risks associated with using this device. Read your user guide. Always ride with the latest maps and trails data from <https://ridecommand.polaris.com/en-us/update>.

DEVICE OPERATING REQUIREMENTS

Mobile device functionality is dependent on the capabilities of your device.

NOTICE

Some mobile devices or operating systems will not work as shown in this manual.

INTRODUCTION

NEAR-FIELD COMMUNICATION (NFC) (IF EQUIPPED)

Some POLARIS vehicles come equipped with a near-field communication (NFC) chip. The NFC chip is embedded in the POLARIS emblem located at the front of the vehicle and seamlessly connects you to a digital platform of vehicle information and tools. See your dealer for more information.

IMPORTANT

RIDE COMMAND+ Plug-In Device and activation are not required for NFC functions. Not all devices are equipped with an NFC reader. Additionally, some devices require third party applications to access NFC content. For questions regarding the NFC reader on your device, refer to the device's user manual.

On models equipped with NFC, place your mobile device directly over the POLARIS logo to do the following:

- View vehicle-specific information
- Access your POLARIS Garage
- Download and view the Owner's Manual
- View accessory instructions
- Watch how-to videos
- Access warranty information
- Check for service notifications



RIDE COMMAND WITH NFC

Additional NFC features are available when using the POLARIS App. To access these features, do the following:

1. Download the POLARIS App from the Apple App Store® or Google Play® Store.
2. Create or log in to an existing POLARIS account.
3. From the POLARIS App Home screen, select **Add Vehicle**.
4. Hold your mobile device to the POLARIS logo on the front of the vehicle to add the vehicle to your Garage.
5. Confirm information, name your vehicle, and tap **Done**.

SYSTEM REQUIREMENTS

Refer to device manufacturer's instructions to verify NFC read capability, and/or NFC-capable add-ons.

GETTING STARTED

The following sections will guide you through setting up the POLARIS App with your vehicle and the RIDE COMMAND+ Plug-In device. Before utilizing RIDE COMMAND+ vehicle features, your vehicle must be added to your Garage, and RIDE COMMAND+ must be activated.

DOWNLOADING THE POLARIS APP

Before activating RIDE COMMAND+, you will need to download the POLARIS App from the Apple App Store® or Google Play® Store and create your personalized account.



To download from the Apple App Store®, do the following:

1. On your mobile device, open the **Apple App Store®**.
2. Search for the POLARIS App.
3. Find the POLARIS App and click the **Get** button.
4. Confirm installation of the App (if applicable).
5. The POLARIS App will be downloaded to your mobile device.
6. Tap the **Open** button.
7. Depending on the vehicle, tap **Off-Road** or **Snow**.
8. In the left-hand corner, tap the **Menu** icon.
9. Tap **Log In or Sign Up**.
 - If you already have an account, log in with your credentials and tap **Log In**.
 - If you need to create an account, enter your email address and password, then tap **Sign Up**.

GETTING STARTED



To download from the Google Play® Store, do the following:

1. On your mobile device, open the **Google Play® Store**.
2. Search for the POLARIS App.
3. Tap on the POLARIS App and tap the **Install** button.
4. Confirm installation of the App (if applicable).
5. The POLARIS App will be downloaded to your mobile device.
6. Tap the **Open** button.
7. Depending on the vehicle, tap **Off-Road** or **Snow**.
8. In the left-hand corner, tap the **Menu** icon.
9. Tap **Log In or Sign Up**.
 - If you already have an account, log in with your credentials and tap **Log In**.
 - If you need to create an account, enter your email address and password, then tap **Sign Up**.

BEFORE YOU RIDE

Before riding with RIDE COMMAND+, do the following:

- Read this and the RIDE COMMAND user guide in their entirety.
- Download the POLARIS App from the Apple App Store® or Google Play® Store and log in or create your personalized account.
- Familiarize yourself with the features and operations of the POLARIS App while the vehicle is stationary.
- Check <https://www.polaris.com/en-us/owners-manuals/> for the latest updates to the Owner's Manual.

ADD A VEHICLE TO THE GARAGE

If you have not added your vehicle to the POLARIS App, you'll need to create a free POLARIS account (or log in to an existing account) and add your vehicle to your Garage before starting the RIDE COMMAND+ activation process.

There is no limit to the number of vehicles in your Garage, and each activated vehicle can benefit from RIDE COMMAND+ features. However, each individual RIDE COMMAND+ Plug-In will require its own subscription.

ADD A VEHICLE USING NFC

Model year 2022 and newer vehicles have an NFC chip in the POLARIS badge at the front of the vehicle. Make sure that NFC is enabled on your phone, and hold the back of your phone against the badge to add your vehicle with NFC.

1. Open the POLARIS App and on the Home page, tap the **+** above **Add a Vehicle or Connected Device**.
 - Alternative: tap **More** in the bottom right-hand corner of the screen, then select the **Garage** tile. Tap the **+** in the top right-hand corner.
2. Tap the **Scan** button.
3. On the vehicle, tap the NFC-enabled badge with the mobile device to scan the vehicle.
4. Confirm information, name your vehicle and tap **Add To Garage**.

ADD A VEHICLE USING THE VIN

1. Open the POLARIS App and on the Home page, tap the **+** above **Add a Vehicle or Connected Device**.
 - Alternative: tap **More** in the bottom right-hand corner of the screen, then select the **Garage** tile. Tap the **+** in the top right-hand corner.
2. Tap the **Enter VIN** button.
3. Enter a custom name for your vehicle (optional) and the VIN.
4. Tap **Next**.
5. The POLARIS App will verify the VIN and display the vehicle's information. Ensure the displayed VIN and vehicle information match your vehicle.
6. Tap **Done** and the vehicle will be added into the Garage.

Once you have successfully added the vehicle to your Garage, your vehicle information will populate the page. Then, you can add another vehicle by pressing **+** or change the vehicle information by selecting the pencil/edit icon in the upper-right-hand corner of the screen.

Note: Any vehicle can be added to your Garage, however, a valid VIN is required for vehicle-specific features and RIDE COMMAND+ activation.

ACTIVATING RIDE COMMAND+ BEFORE ACTIVATING RIDE COMMAND+

Before activating RIDE COMMAND+, ensure the following:

- Vehicle with RIDE COMMAND+ installed must be added to your Garage in the POLARIS App. If you don't have a vehicle in the Garage, see page 11.
- The activation process needs to be completed within 10 minutes. If it is not completed in this time, the process will time-out and will need to be restarted.
- The vehicle is in an open area with limited tree coverage, away from structures (especially metal structures), and there is good cellular signal.
- Your mobile device with the POLARIS App installed is within 10 feet (3 meters) of the vehicle.
- If your vehicle is electric, it must be unplugged from the charger.
- For gas powered vehicles, it may take up to 2 minutes for the POLARIS App to confirm the vehicle is off.

If RIDE COMMAND+ activation does not succeed, confirm the steps above, then refer to the Troubleshooting section at the end of this user guide.

ACTIVATE RIDE COMMAND+

1. Turn on the vehicle.
2. Tap the **Activate** tile on the POLARIS Home screen or open the Garage and tap **RIDE COMMAND+ Activate**.
3. Fill in your contact information and tap **Continue**.
4. Read through the license agreement, and tap **Accept** if you agree to the terms.
5. Upon acceptance, you will automatically be brought to the activation page.
6. Follow the prompts on the screen.
7. If the vehicle and mobile device are communicating properly, you will receive the following message: RIDE COMMAND+ is active. Tap **OK**.

Ownership has now been confirmed and RIDE COMMAND+ features are active.



TROUBLESHOOTING

- If the POLARIS App displays the message “Activation error. Please try again” or “No GPS location from vehicle,” retry activation. Move the vehicle and mobile device to an open area with good cellular service and limited tree coverage.
- If you receive a pop-up that says “Confirming Vehicle Location,” first turn the vehicle off and on again. If that doesn’t work, turn the vehicle off, unplug the Plug-In for 30 minutes, plug it back in and restart the vehicle.
- The activation process needs to be completed within 10 minutes. If it is not completed in this time, the process will time-out and will need to be restarted.
- While you can begin the account registration process on the RIDE COMMAND website, the App makes it easier to add your vehicle to your Garage.

RIDE COMMAND+ FEATURES

VEHICLE HEALTH

Vehicle Health allows you to check the health of your vehicle from anywhere. Remotely monitor fuel levels, oil change status, battery life and range on electric vehicles and more.

HOW IT WORKS

Connected vehicles will send updates, including ongoing telematics of vehicle usage, to the POLARIS App via cellular connection to the RIDE COMMAND+ cloud.

Once RIDE COMMAND+ has been activated, your Vehicle Health data will display on the POLARIS App Home screen.

Tapping on one of the icons will display the Vehicle Health screen. On the Vehicle Health screen, you will be able to see various other vehicle health statistics.

The icons shown are specific to the type of vehicle that has been connected. For example, if you connected an electric vehicle, the Vehicle Health screen would display range and charge information.

Each time you open the Vehicle Health page, vehicle information is updated. If you need to manually update vehicle information, tap the timestamp on the Home page or navigate to the Vehicle Health page and use your finger to pull down on the screen and release. The POLARIS App will update with the latest vehicle information.



ISSUE DIAGNOSTICS

If something does go wrong, Issue Diagnostics gives specific information on issues with your vehicle. Enjoy extra peace of mind knowing your vehicle is monitoring its needs and updating with new information.

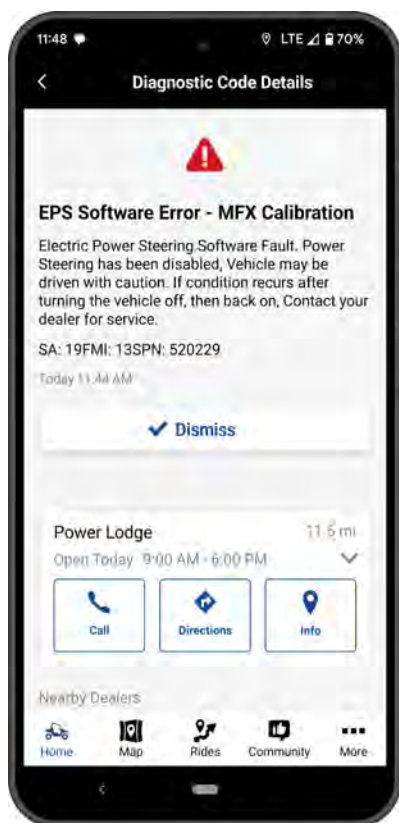
HOW IT WORKS

If there is an issue detected with your vehicle while powered on, a notification will be sent to your mobile device and email with the DTC (Diagnostic Trouble Code).

When you receive a notification on your mobile device, tap the notification and you will be brought to the Diagnostic Code page in the POLARIS App.

On this page, all active DTCs will be displayed. You can tap on the notification to get more information on the code and what action may need to be taken.

The Diagnostic Code page can be found through the Garage and from the POLARIS App Home page or Vehicle Health page. The Diagnostic Code page can only be accessed when there is an active DTC.



VEHICLE LOCATOR

IMPORTANT

If your vehicle is stolen, it is important to call local law enforcement as soon as you're aware of the theft. You should also notify local law enforcement that you have the ability to track your vehicle.

Pinpoint where any vehicle you own is both on or off your property. The Vehicle Locator gives you the peace of mind that your vehicle is right where you left it and ready to go.

HOW IT WORKS

Live Vehicle Location is available via the POLARIS App or RIDE COMMAND+ website when the vehicle is powered on and running.

Your vehicle stores and reports its last known location where the vehicle was **last powered off**, and will push location information to your device once every 24 hours.

To locate your vehicle, open the map and tap the vehicle icon in the bottom left corner to display your vehicle's location. The current address of the vehicle will display. If no address is available, the latitude and longitude coordinates will display.



GROUP RIDE+

Group Ride+ allows you to join a Group Ride without having to tether your phone and connect to a V2V ride without a V2V antenna. When riding with others, a Group Ride+ can be created to share messages and location. When sharing your location, you can opt to have your location tracked through the vehicle or your phone.

Create a Group Ride

1. On the Home screen, tap the **More** tile in the right-hand corner.
2. Tap the **Group Ride** tile.
3. At the bottom of the screen, tap the **Create Group** button.
4. Enter in the Group Name and turn on/off group visibility and 4digit passcode.
5. Click **Create** in the top right corner.

Join a Group Ride

1. On the Home screen, tap the **More** tile in the right-hand corner.
2. Tap the **Group Ride** tile.
3. You'll find groups within 5 miles and groups you have joined previously.
4. Tap on the group you'd like to join.
5. In the top right corner of the screen, tap **Join**.



Group Ride Properties

- **Leave:** Tap Leave to be removed from the current group.
- **Messaging:** Chat with other riders in the group.
- **Location:** A map that displays other rider's locations.
- **Share:** Enables you to share the group with other riders.
- **Not Sharing Location:** Lists riders in the group that are not sharing their current location.

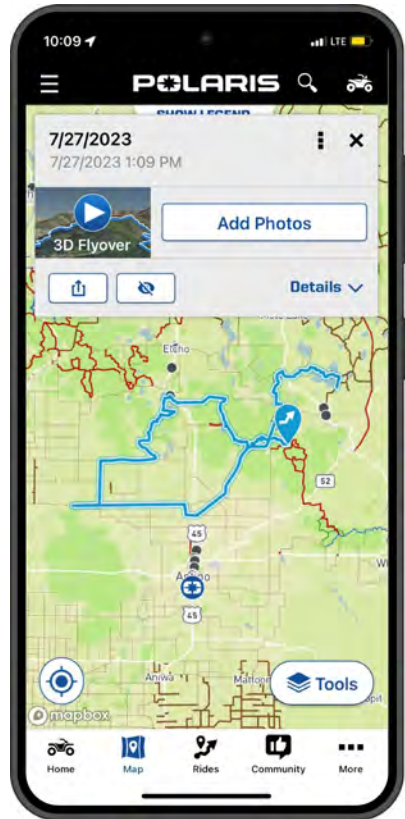
POST RIDE REPORT

Once you've completed a ride, the POLARIS App will create a post ride report.

1. To view the report, tap the **Rides** tile at the bottom of the screen.
2. Your most recent rides will display. Tap on the ride you'd like to view.
3. View the ride details.

Post Ride Features

- **Edit:** Change the name, color and map of your ride.
- **3D Flyover:** Tap the 3D Flyover image to watch your ride from above.
- **Add Photos:** Tap the Add Photos button to add pictures taken during your ride.
- **Share:** Tap the Share icon to post to the community or share through other channels.
- **Privacy:** Make your ride visible to others or keep it private.
- **Details:** Displays ride time, movement, distance, and elevation changes.

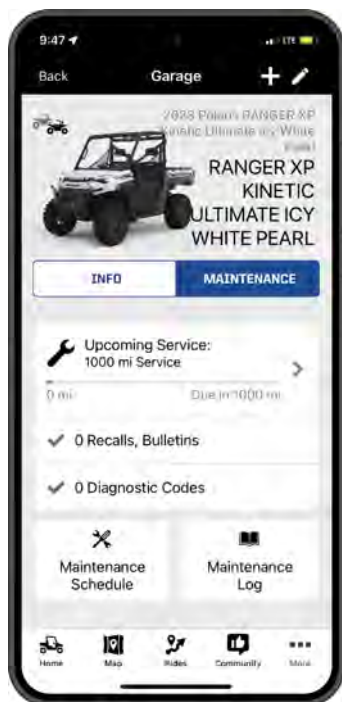


MAINTENANCE REMINDERS

Stay on top of routine needs with maintenance reminders that are specific to your vehicle. You can plan ahead, avoid unexpected down time and be reassured that you haven't missed anything important before heading out for a ride. You can already record maintenance with RIDE COMMAND, but RIDE COMMAND+ notes your mileage to alert you to the upcoming maintenance interval and what actions need to be taken to keep your vehicle up to date.

VIEWING MAINTENANCE FOR YOUR VEHICLE

1. On the POLARIS App, tap on the **More** menu in the bottom right corner.
2. Tap on the **Garage** tile.
3. On the Garage screen, tap on the **Maintenance** tab.



UPCOMING SERVICE

Upcoming Service displays what maintenance needs to be performed next on the vehicle.

1. On the POLARIS App, tap on **Upcoming Service** to view service needs.
 - Tap on the **Upcoming Service** dropdown to view service intervals by mileage along with recommended services.
 - If the listed maintenance has already been performed, tap the **Mark Complete** button.
 - Tap the **Dismiss** button to clear the selected service interval and move to the next.



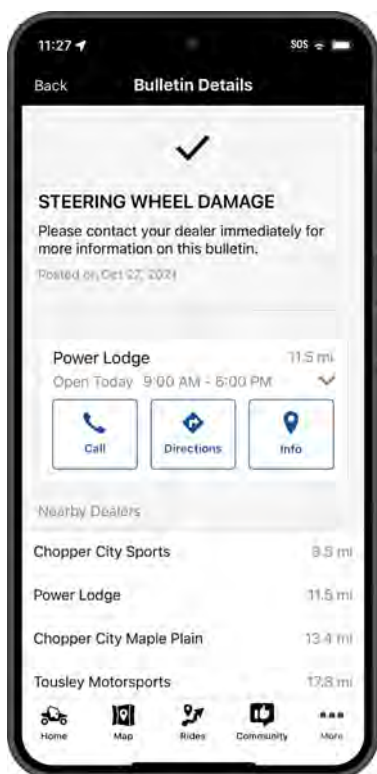
RIDE COMMAND+ FEATURES

RECALLS AND BULLETINS

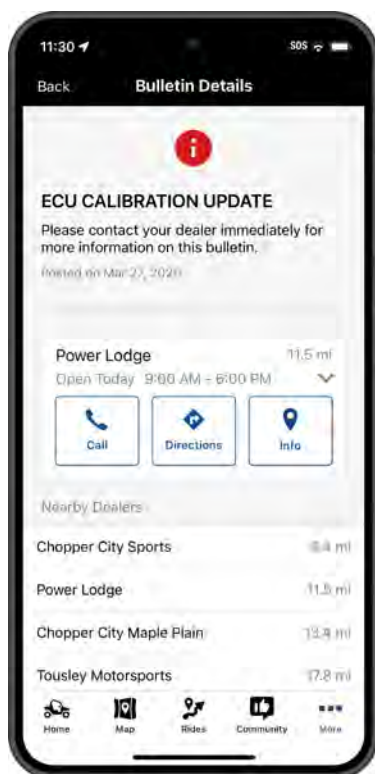
Recalls and Bulletins display when there are active or incomplete Recalls or Bulletins for your vehicle.

1. Tap on **Recalls & Bulletins** to view active or incomplete Recalls or Bulletins and contact your nearest dealer.

Example of a Bulletin notice:



Example of a Recall notice:

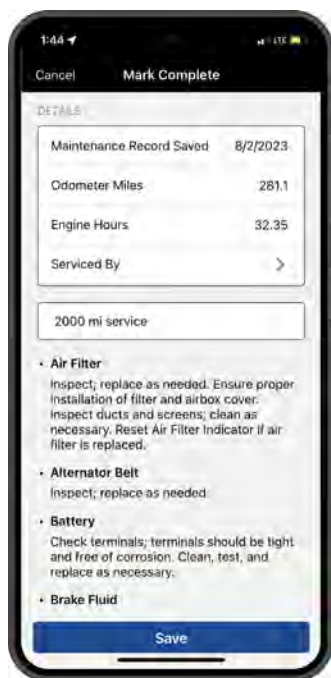
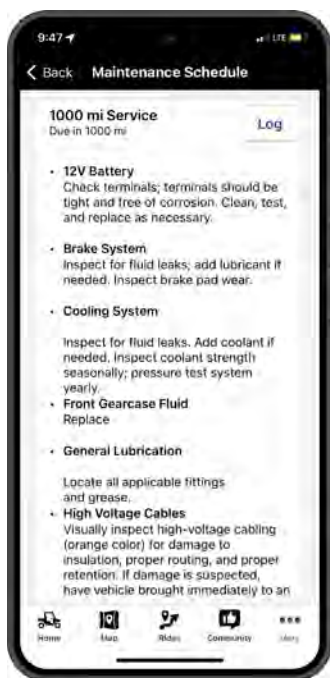


MAINTENANCE SCHEDULE

The Maintenance Schedule displays the current maintenance recommendation based on vehicle mileage. You are able to create a new Maintenance Log and detail the service completed.

VIEW THE MAINTENANCE SCHEDULE AND CREATE A MAINTENANCE LOG

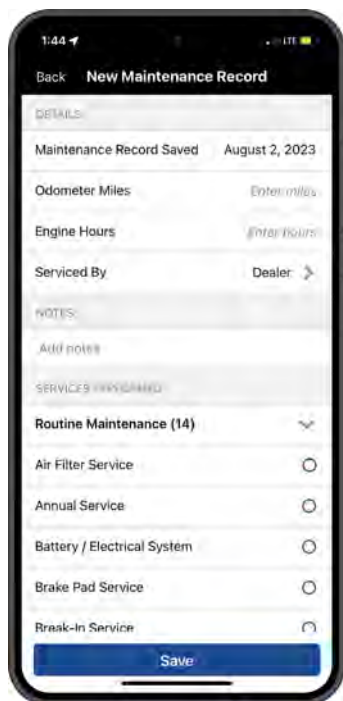
1. Tap on **Maintenance Schedule**. The POLARIS App will display recommended maintenance based on the vehicle's current mileage.
2. To create a Maintenance Log, tap on the **Log** button.
3. Enter in the **Odometer Miles, Engine Hours, Serviced By**, and any notes.
4. Tap on the **Save** button to mark the service interval as complete and save the Maintenance Log.



RIDE COMMAND+ FEATURES

VIEW MAINTENANCE LOG AND CREATE A MAINTENANCE RECORD

1. Tap on the **Maintenance Log**. The POLARIS App displays the previously created maintenance records.
2. Tap on the **Add Record** button.
3. Enter in the **Odometer Miles, Engine Hours, Serviced By**, any notes, and select services performed.
4. Tap the **Save** button to save the Maintenance Record.



CHECK-IN MESSAGES

RIDE COMMAND+ Check-In Messages allows the rider to send a Check-In Message or Help Alert to your designated Safety Contact(s) using the cell network connectivity of the RIDE COMMAND+ Plug-In and the in-vehicle display powered by RIDE COMMAND. When a Check-In Message or Help Alert is sent, it also provides the Safety Contact with current GPS coordinates.

Note: Check-In Messages and Help Alerts can only be sent through the in-vehicle display.

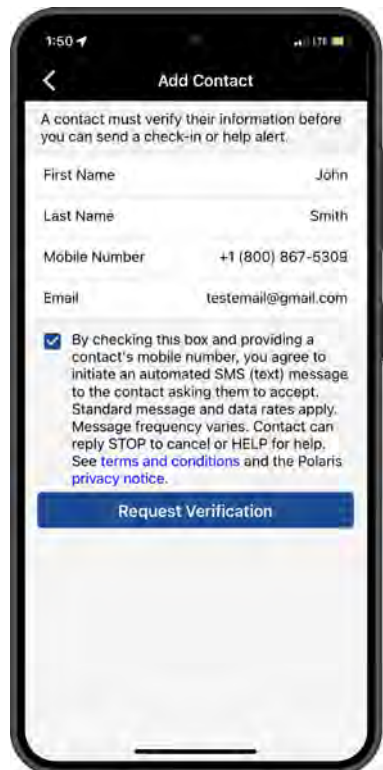
ADD A SAFETY CONTACT

The following steps direct you through creating a Safety Contact from your mobile device. Alternatively, Safety Contacts can also be added on the RIDE COMMAND+ website.

The Safety Contact can receive communications by cell phone number, email address or both. Before being able to send a message to the Safety Contact, they must be verified.

1. Tap on the **More** tile in the bottom right-hand corner of the screen.
2. Tap on the **Check-In Contacts** tile.
3. Tap the **Add Contact** button.
4. Enter in the contacts **First Name**, **Last Name**, **Mobile Number** and/or **Email address**.
5. Tap the **Request Verification** button.
6. Your contact will receive communication through their Mobile Number and/or Email address prompting them to confirm they are a Safety Contact.

Once you request verification of your Safety Contact, their information will be added to the Check-In Contacts and Messages screen as "Not Verified". Once they have verified their communication, their status will change to "Verified".



CUSTOMIZE CHECK-IN MESSAGES

1. Tap on the **More** tile in the bottom right-hand corner of the screen.
2. Tap on the **Check-In Contacts** tile.
3. Select the message (**Help Alert** or **Check-In**) you would like to edit.
4. Edit the message and tap **Done**.

If your mobile device and RIDE COMMAND+ Plug-In have good data connection, changes will be synced immediately.



SENDING A MESSAGE TO A SAFETY CONTACT

Send a message by pressing the POLARIS logo button beneath the screen or tapping the POLARIS logo at the top of the display and find the **HELP ALERTS** and **RIDE COMMAND+ CHECK-IN** tiles.

Each communication will include a log of previously sent messages with the message sent, its status (**Sent**, **Sending** or **Failed**), the date and time it was sent, nearest city, and coordinates.



TROUBLESHOOTING

- If a message has a status of “**Sending**”, it will continue to try and send for one hour. If possible, move to an area that has a clear view of the sky to improve signal strength.
- Make sure data services are turned on. To do this, navigate to your **Privacy Settings** and confirm Vehicle Data Services is on.
- If you receive an error message when adding a contact, ensure that you have checked the box to agree to the SMS terms and conditions and that the mobile number you entered has a country code belonging to the U.S. or Canada.

RIDE COMMAND+ FEATURES

LOCATION ALERTS

When Location Alerts are turned on, a notification is sent to your phone when the vehicle is moved or bumped, whether the engine is on or off. You can activate Location Alerts on the 7" Display Powered by RIDE COMMAND (if equipped) and the POLARIS App.

Once Location Alerts have been turned on, you will receive push notifications when your vehicle has been bumped or driven more than 100 meters (328 feet) away from its current location. When the vehicle moves, the map on the POLARIS App will update the path taken to the new location.

Note: In order to turn Locations Alerts on and off, the vehicle must be powered ON.

LOCATION ALERTS USING THE POLARIS APP

TURNING ON LOCATION ALERTS

1. On the POLARIS App Home screen, tap on the **Map** tile.
2. Tap the toggle to turn on Location Alerts.
3. Turn the ignition ON and allow the RIDE COMMAND+ Plug-In to power on.
4. The POLARIS App will update the map with your vehicle's current location.

TURNING OFF LOCATION ALERTS

1. On the POLARIS App Home screen, tap on the **Map** tile.
2. Tap the green toggle to turn off Location Alerts.
3. Confirm turning off Location Alerts.



LOCATION ALERTS USING THE DISPLAY



TURNING ON LOCATION ALERTS USING THE DISPLAY

1. Turn the ignition ON and allow the display and RIDE COMMAND+ Plug-In to power on.
2. Access the control panel on your display by tapping the POLARIS logo at the top of the screen or by pressing the POLARIS logo button beneath the screen.
3. Tap the **ALERTS OFF** button to turn the alerts on. Once Location Alerts are on, the button turns green.

TURNING OFF LOCATION ALERTS USING THE DISPLAY

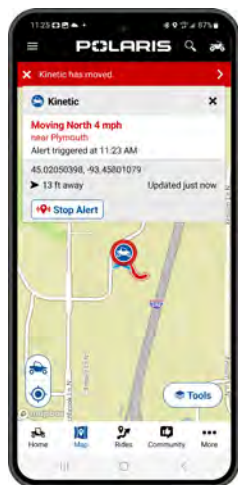
1. Turn the ignition ON and allow the display and RIDE COMMAND+ Plug-In to power on.
2. Access the control panel on your display by tapping the POLARIS logo at the top of the screen or by pressing the POLARIS logo button beneath the screen.
3. Tap the **ALERTS ON** button to turn the alerts off. Once Location Alerts are off, the button turns grey.

NOTE

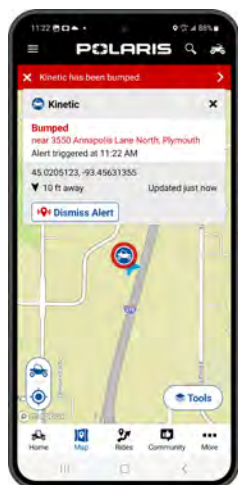
To dismiss a location alert on the display, you will need to input your passcode. Refer to your Owner's Manual on how to set up a passcode on your display.

RIDE COMMAND+ FEATURES

Example of vehicle movement alert:



Example of vehicle bump alert:



RIDE COMMAND+ PLUG-IN

PLUG-IN LOCATION

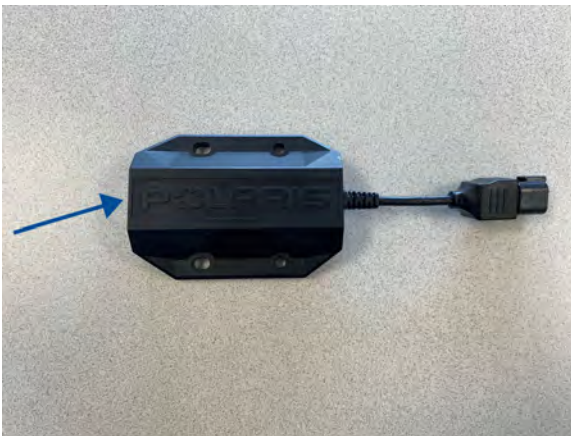
The Plug-In location will vary depending on the vehicle. The Plug-In may be located under the seats or under the hood/front rack storage.

The figure to the right is the Plug-In location for the Ranger XP 1000.



LED INDICATORS

LEDs are used to indicate the status of the GPS and Cellular Connection and will be useful during connection troubleshooting. Status LEDs will be active after the Plug-In has been connected and powered up, and the vehicle is powered on. The LEDs can be found at the front of the Plug-In unit. There will be periodic Over-the-Air updates to the Plug-In and you will be notified once the update is complete via the POLARIS App and email.



RIDE COMMAND+ PLUG-IN



GPS LIGHT — FAR LEFT LED	
Light Off	Plug-In is not currently active.
Blinking Blue or Green	Plug-In is trying to connect to GPS, but has a poor GPS connection.
Solid Blue	Plug-In is connected to GPS.

CELLULAR LIGHT — FAR RIGHT LED	
Light Off	Plug-In is not currently active.
Blinking Blue or Green	Plug-In is trying to connect to a cellular network, but has poor connectivity.
Solid Green or Blue	Plug-In is connected with cellular and able to transmit data. Green indicates a better connection than blue.
Blinking or Solid Red	Plug-In is experiencing an inability to connect to the cellular network due to an incompatible network.

NOTE

The middle wireless network LED is not relevant to the operation of the RIDE COMMAND+ Plug-In.

RIDE COMMAND+ TROUBLESHOOTING

Before conducting troubleshooting, ensure the following:

- The Plug-In is connected to the vehicle.
- The jumper connector from the Plug-In to the vehicle is attached.
- The Plug-In has been given enough time to boot up (~5 minutes).
- The key is in the ignition in ON position.

SYMPTOM	POSSIBLE REASON	LED STATUS	ACTION TO RESOLVE ISSUE
POLARIS App displays the message "Activation error. Please try again" or, "No GPS location from vehicle".	GPS connection is poor	GPS LED: blinking blue Cellular LED: N/A	Retry Activation. Move the vehicle and mobile device to an open area location with limited tree coverage and away from structures (especially metal structures).
	GPS and Cellular connections are poor	GPS LED: blinking blue Cellular LED: blinking blue or green	
"Confirming Vehicle Location" step does not complete after 3 minutes.	GPS LED is attempting to connect	GPS LED: off or blinking blue Cellular LED: solid blue or green	<ol style="list-style-type: none"> 1. Turn the vehicle to OFF position, wait 15 seconds, turn the key to ON position and wait 1 minute. Recheck location status and LED indicators. Repeat twice. 2. While the key is in ON position, hold the reset button for 13 seconds. Then wait 1 minute. Recheck the LED status. 3. Unplug the Plug-In for 30 minutes. Plug back in, wait 2 minutes, key ignition OFF for 15 seconds, then back ON, wait 1 minute and retry activation.

RIDE COMMAND+ TROUBLESHOOTING

SYMPTOM	POSSIBLE REASON	LED STATUS	ACTION TO RESOLVE ISSUE
Vehicle Health data is not being updated while key is in ON position and the Plug-In has been connected to the vehicle for 5+ minutes.	Cellular connectivity is poor or not available	GPS LED: <i>any</i> Cellular LED: blinking blue or green	Move to a location with better cellular coverage to resume data flow.
		GPS LED: <i>any</i> Cellular LED: blinking or solid red	Move to a location with better cellular coverage to resume data flow.
		GPS LED: <i>any</i> Cellular LED: solid blue or green	<ol style="list-style-type: none"> 1. Move to a location with better cellular coverage. 2. Turn the ignition to the OFF position for 6 minutes. 3. Turn to the ON position for 5 minutes and recheck status. If this doesn't work, key OFF for 1 minute, then disconnect the device for 1 minute. Reconnect the device for 1 minute, then key ON for 5 minutes and check the status.

RIDE COMMAND+ TROUBLESHOOTING

SYMPTOM	POSSIBLE REASON	LED STATUS	ACTION TO RESOLVE ISSUE
Cellular Light blinking or solid red.	Plug-In is experiencing an inability to connect to the cellular network due to an incompatible network	GPS LED: N/A Cellular LED: solid red	There is no SIM present. Follow these steps: <ol style="list-style-type: none"> 1. Turn the key to ignition OFF position and disconnect Plug-In. 2. With the Plug-In disconnected, turn key to ignition ON and start the vehicle. If this does not resolve issue, contact your dealer.
		GPS LED: N/A Cellular LED: blinking red	There is no signal/very poor signal or no carrier service is present. Move the vehicle and mobile device to an open area with limited tree coverage and away from structures (especially metal structures).
Vehicle Location data is not updating, but Vehicle Health data is. Plug-In has been on the vehicle for 5+ minutes and vehicle is turned to ON position.	GPS connection is not available	GPS LED: blinking blue/red/-green Cellular LED: solid blue or green	Move to location with better GPS coverage to resume location data flow.
	Cellular Connectivity Issue	GPS LED: blinking blue/red/-green Cellular LED: solid blue or green	Move to location with better GPS coverage to resume location data flow.

RIDE COMMAND+ TROUBLESHOOTING

SYMPTOM	POSSIBLE REASON	LED STATUS	ACTION TO RESOLVE ISSUE
<p>Vehicle Location and Health Data are not updating after Plug-In has been on the vehicle while the vehicle is in ON position for 5+ minutes.</p>	<p>Cellular or GPS connectivity issue</p>	<p>GPS LED: <i>any</i> Cellular LED: blinking blue or green</p>	<p>Move to a location with better cellular coverage to resume data flow.</p>
		<p>GPS LED: <i>any</i> Cellular LED: blinking or solid red</p>	<p>Move to a location with better cellular coverage to resume data flow.</p>
		<p>GPS LED: <i>any</i> Cellular LED: solid blue or green</p>	<p>Move to a location with better cellular coverage. Turn the ignition to the OFF position for 6 minutes. Then, turn to the ON position for 5 minutes and recheck the status. If this doesn't work, key OFF for 1 minute, then disconnect the device for 1 minute. Reconnect the device for 1 minute, then key ON for 5 minutes and check the status.</p>

RIDE COMMAND+ TROUBLESHOOTING

SYMPTOM	POSSIBLE REASON	LED STATUS	ACTION TO RESOLVE ISSUE
<p><i>continued</i></p> <p>Vehicle Location and Health Data are not updating after Plug-In has been on the vehicle while the vehicle is in ON position for 5+ minutes.</p>	<p>Device not detecting ignition ON</p>	<p>GPS LED: <i>any</i></p> <p>Cellular LED: <i>any</i></p>	<p>See the GPS and Cellular connectivity guidance above.</p>
		<p>GPS LED: not illuminated</p> <p>Cellular LED: not illuminated</p>	<ol style="list-style-type: none"> 1. Turn the vehicle to OFF position, wait 15 seconds, turn the key to ON position and wait 1 minute. Recheck location status and LED indicators. Repeat twice. 2. While the key is in ON position, hold the reset button for 13 seconds. Then wait 1 minute. Recheck the LED status. 3. Unplug the Plug-In for 30 minutes. Plug back in, wait 2 minutes, key ignition OFF for 15 seconds, then back ON, wait 1 minute and retry activation.

RIDE COMMAND+ TROUBLESHOOTING

SYMPTOM	POSSIBLE REASON	LED STATUS	ACTION TO RESOLVE ISSUE
<p>EPS (Electronic Power Steering) warning lamp (in-vehicle instrument cluster) illuminating when Plug-In is connected to vehicle.</p>	<p>Potential incompatible Plug-In device (baud rate)</p>	<p><i>Warning lamps will be illuminated in vehicle gauge cluster.</i></p> <p>GPS LED: N/A Cellular LED: N/A</p>	<ol style="list-style-type: none"> 1. Turn the key to ignition OFF position and disconnect Plug-In. 2. With the Plug-In disconnected, turn key to ignition ON and start the vehicle and see if EPS fault appears. <p>If the EPS fault appears, refer to the Owner's Manual for EPS Warning Lamp details, and contact your dealer if repairs are required.</p> <p>If EPS fault does not appear, the Plug-In installed on the vehicle is not compatible. Replace with the correct Plug-In for the vehicle. Refer to <i>ridecommand.polaris.com/ridecommand+</i> for vehicle compatibility and accessory kit fit.</p>

If you are unable to resolve the issue, reach out to ridecommand.polaris.com/support or our Customer Support Center via phone at 1 (800) 765-2747 for RIDE COMMAND/RIDE COMMAND+ questions.

FAQ

RIDE COMMAND+ FAQ

FEATURES QUESTIONS	
Question	Answer
What are Over-the-Air (OTA) updates?	An Over-the-Air (OTA) update pushes new features, improved functions, and bug fixes to the RIDE COMMAND+ Plug-In, and occurs automatically as the vehicle is connected to the cellular network. OTA updates occur seamlessly, without the need to download, refresh or take any actions to activate an update for RIDE COMMAND+.
How often does RIDE COMMAND+ refresh my vehicle's location?	If the vehicle is turned on or running, it will report back its current location. If the vehicle is turned off, RIDE COMMAND+ will report to the app every 24 hours with battery level and location.
How do I mark a Diagnostic Trouble Code (DTC) as read?	You can access the list of DTCs for a vehicle under a vehicle's maintenance tab within the mobile and web garage. You can either mark DTCs as "read" one at a time or select the option to mark all DTCs as read. Once a DTC is marked as read, the DTC can still be accessed, but will show up below newer DTCs in the list and not provide an active DTC experience in the app and web. New DTCs will always appear as unread within the app and web at the top of their respective lists.

SUBSCRIPTION QUESTIONS	
Question	Answer
Will my RIDE COMMAND+ subscription transfer if I trade vehicles or get rid of my vehicle that uses RIDE COMMAND+?	Yes. The RIDE COMMAND+ subscription lives with the Plug-In, not the user. If the vehicle is sold with the Plug-In, RIDE COMMAND+ will run the duration of subscription with the new user and the new user will later have the opportunity to renew that subscription or not.
Who can I reach out to if I need help?	You can reach out to <i>ridecommand.polaris.com/support</i> or our Customer Support Center via phone at 1 (800) 765-2747 for RIDE COMMAND/RIDE COMMAND+ questions.

SOFTWARE QUESTIONS	
Question	Answer
Can I add more than one vehicle to my Garage?	Yes, you can add as many vehicles as you want into your Garage on your account, whether they're RIDE COMMAND+ or non-RIDE COMMAND+ vehicles, to benefit from all the POLARIS App has to offer. However, each individual Plug-In device for RIDE COMMAND+ or factory-installed, RIDE COMMAND+ capable vehicles will require its own subscription.
Can more than one person get access to my RIDE COMMAND+ subscription?	No. You can have the POLARIS App downloaded and logged into your account on multiple devices and the website at once. However, we recommend that each person using the app has their own POLARIS log in. Currently, there can only be one owner per vehicle for RIDE COMMAND+ purposes.
Will my RIDE COMMAND+ features work if I do not have cellular connection?	RIDE COMMAND+ is optimized for intermittent connectivity while on rides. The features need cellular connection in order to communicate with the RIDE COMMAND cloud, which enables the technology to work consistently. Some features may continue to operate for a brief period while there is no connectivity. Should connectivity be lost, and a feature does not continue to operate, the app and the web will always show the last reported information of this feature that was shared.
How long does it take to activate a RIDE COMMAND+ account?	It may take 10 minutes or more for an Over-the-Air update to be processed. The activation process may take 5 minutes or more to complete. During this time your vehicle is not only activating your account but checking your vehicle's software for the most recent update.
Will my dealer be able to see diagnostic codes I receive about my vehicle?	No. If you receive a diagnostic code, you can tap into the code, and it will have an explanation of the issue along with nearby dealer contact information. You can contact the dealer and provide them with the issue described.

SOFTWARE QUESTIONS CONTINUED	
Question	Answer
If I sell or get rid of my vehicle, will the new owner have access to my connected vehicle information?	<p>No. When you sell your vehicle, you can delete your vehicle from the Garage. This will relinquish you as the connected owner of the vehicle and the new owner will need to redo the activation process from the beginning, including re-registering the vehicle in their name. New owners can also claim the vehicle from the previous owner, yet the previous owner will still receive vehicle notifications if RIDE COMMAND+ is live.</p> <p>If you wish to deactivate RIDE COMMAND+, you can do so within the app or web account settings. You can keep your vehicle in the Garage to benefit from the POLARIS App.</p>
What do I do when the app cannot detect GPS signal while I am trying to activate my vehicle?	<p>Locate the indicator lights on the end of the Plug-In device. If the far-left (GPS status) and far-right (cellular status) lights are on solid, signal is acceptable. If either are flashing, move the vehicle to an area with better GPS/cellular coverage and retry. If both are on solid, turn the ignition off and wait ≥ 1 minute. Turn the ignition back on and wait ≥ 1 minute before re-checking the lights.</p> <p>If unresolved, turn the ignition off, and hold the reset button on the end of the Plug-In device for 15 seconds. Release and wait ≥ 1 minute. Turn the ignition back on and wait ≥ 1 minute before re-checking the lights. If the issue persists, access POLARIS.com Help Center or contact POLARIS Owner Connections at 1-800-POLARIS.</p>
Where can I download the POLARIS App?	You can download the app in the Apple App Store® or Google Play® Store on your mobile device. For step by step directions, please reference the “Downloading the POLARIS App” section of this user guide.
Can RIDE COMMAND+ track my location and vehicle data even when I do not have cellular connection?	The Plug-In device will track your historical locations and vehicle health information and upload those locations to the RIDE COMMAND cloud as connectivity is available. If cellular connection is lost for a long period of time, the earlier data may be lost to make room for the more recent data on the device’s local storage.

HARDWARE QUESTIONS	
Do I need the 7" in-vehicle display to use RIDE COMMAND+?	No. RIDE COMMAND+ utilizes the Plug-In and a compatible mobile device to provide connected data. No functionality is added to the 7" display at this time.
Which Plug-In and Installation Kit do I buy for my vehicle?	On the POLARIS Off-Road Vehicle's website (https://offroad.polaris.com/en-us/), under Parts & Accessories , you can search for your vehicle's accessories by VIN. Upon doing so, the appropriate RIDE COMMAND+ Plug-In and Installation Kit will be present if your vehicle is capable.
What kind of prep work should I complete prior to activating my vehicle in the POLARIS App?	<ol style="list-style-type: none"> 1. Create a free account on the POLARIS App or on the RIDE COMMAND website (ridecommand.polaris.com). 2. Prep your vehicle by: <ul style="list-style-type: none"> • Unloading your vehicle • Checking your cellular connection. RIDE COMMAND+ is compatible with most cell phones. • Moving the vehicle to a location with a strong GPS signal. An area with strong cellular connection is typically not under or surrounded by any structure (specifically metal structure), is in a location where cell phones work well, is not underground, etc.
Where can I find my VIN on my vehicle?	On most POLARIS RZR and RANGER vehicles, the VIN can be found in the left-rear wheel well, stamped into the frame. On most Sportsman ATVs, the VIN can be found in a similar location, or in the left-front wheel well. Refer to your Owner's Manual for details on your model.

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For your nearest Polaris dealer,
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