



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/

POLARIS
RIDECOMMAND+

User Guide

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

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

- Snowmobiles
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- *RANGER* utility vehicles
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- 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 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 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>.

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 mobile app from the Apple App Store® or Google Play® Store.
2. Create or log in to an existing Polaris account.
3. From the Polaris mobile 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.

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.

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 e-mail 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 e-mail 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's 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 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.

If you already have a vehicle added in your Garage and are adding a new one, tap **More** in the bottom navigation bar, then tap **Garage** and then tap the plus sign at the top-right of the screen. Follow the prompts to add an additional vehicle.

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

1. Open the Polaris App and tap the plus sign above **Add a Vehicle or Connected Device**.
2. On the vehicle, tap the NFC-enabled badge with the mobile device to scan the vehicle.
3. Confirm information, name your vehicle and tap **Add To Garage**.

ADD A VEHICLE USING THE VIN

1. Open the Polaris app and tap the plus sign above **Add a Vehicle or Connected Device**.
2. Tap **Enter VIN**.
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 VIN and vehicle information displayed match your vehicle.
6. Tap **Done** and the vehicle will be added into the Garage.

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+

ACTIVATING RIDE COMMAND+ BEFORE ACTIVATING RIDE COMMAND+

Before activating RIDE COMMAND+, ensure the following:

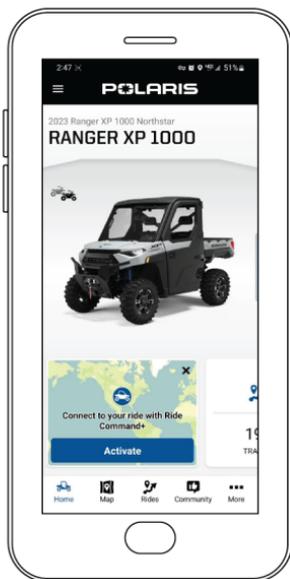
- Vehicle with RIDE COMMAND+ installed must be added to your Garage in the Polaris App.
- The activation process needs to be completed within 10 minutes. If it is not completed in this time, the process will time-out and will need to be restarted.
- The vehicle is in an open area with limited tree coverage, away from structures (especially metal structures), and there is good cellular signal.
- Your mobile device with the Polaris App installed is within 10 feet 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 in the “Before Activating RIDE COMMAND+” section, then refer to the Troubleshooting section at the end of this user guide.

ACTIVATE RIDE COMMAND+

1. To start RIDE COMMAND+ activation, tap the **Activate** tile on the Polaris home screen or open the Garage and tap **RIDE COMMAND+ Activate** .
2. Fill in your contact information and tap **Continue**.
3. Read through the license agreement, and tap **Accept** if you agree to the terms.
4. Upon acceptance, you will automatically be brought to the activation page.
5. Follow the prompts on the screen.
6. 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.



RIDE COMMAND+ FEATURES

VEHICLE HEALTH

Before you head out or after you're done with your ride, log in to the Polaris App and remotely check on your vehicle. For a confident start and finish to the day, monitor the fuel or charge level of your vehicle, battery condition, oil change status, and more.

HOW IT WORKS

Connected vehicles will send updates, including on-going 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. An example of this would be 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

Enjoy extra peace of mind knowing your vehicle is monitoring its needs and updating your profile with new information. That means you can be proactive in your upkeep, spend less time trying to diagnose an issue yourself and avoid unexpected down time.

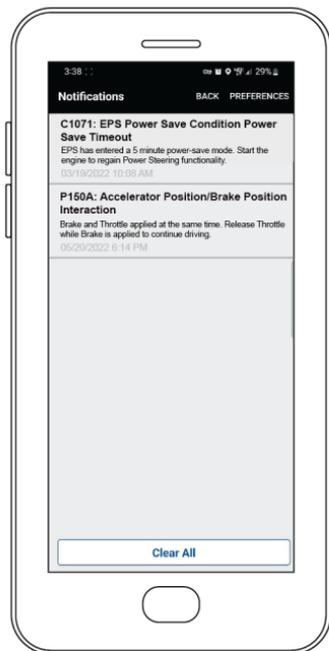
HOW IT WORKS

If there is an issue detected with your vehicle while powered on, a notification will be sent to your mobile device and e-mail 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.

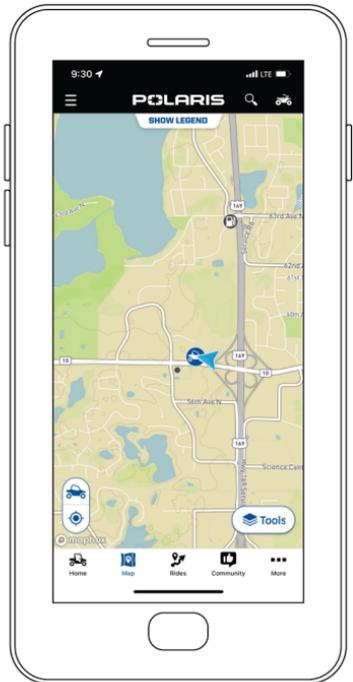
Pinpoint where any vehicle you own is, on or off your property. The Vehicle Locator gives you the peace of mind that your vehicle is right where you left it and ready to go.

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 Vehicle Locator drawer on the bottom of the map will display the address of the vehicle or if no address is available, the latitude and longitude.



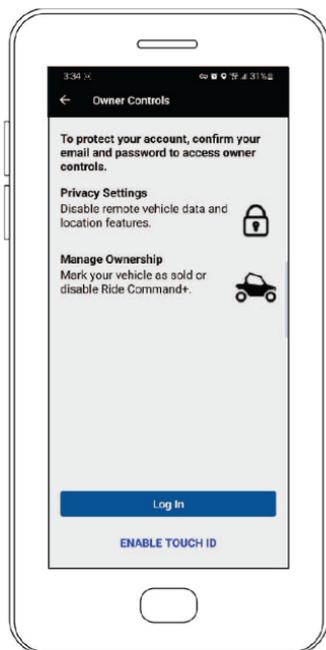
RIDE COMMAND+ OWNER CONTROLS

RIDE COMMAND+ OWNER CONTROLS

Owner Controls enable the user to update their privacy settings and manage ownership of vehicles.

1. Open the **Garage**.
2. Tap on **Owner Controls**.
3. Tap **Log In** to enter Polaris account credentials.
4. Once logged into your Polaris account, you can easily log in next time by tapping **Enable Touch ID** to access your account without entering your Polaris login information.

To update Vehicle Data Services and Remote Location Services, tap **Privacy**. You are able to update the Vehicle Data Services and Remote Location Services.



RIDE COMMAND+ PLUG-IN

PLUG-IN LOCATION

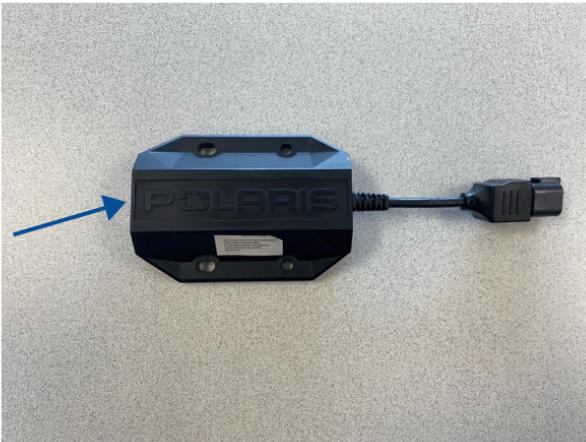
The Plug-In location will vary depending on the vehicle. The Plug-In may be located under the seats or under the hood/front rack storage.

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 LED's 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 e-mail.



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 LED (WiFi™) is not relevant to 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
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	Cellular or GPS connectivity issue	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	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.

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 ridecommand.polaris.com/support 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 & Garments, 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 ATV's, 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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