

RIDE COMMAND+ USER GUIDE





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.

Indian[®]
MOTORCYCLE
RIDECOMMAND+

User Guide

Unless noted, trademarks are the property of Polaris, Inc.

RIDE COMMAND® is a registered trademark of Polaris, Inc. Recreational Off-Highway Vehicle Association® and ROHVA® are registered trademarks of the Recreational Off-Highway Vehicle Association. Google Play® is a registered trademark of Google, LLC. Apple®, CarPlay®, and App Store® is a registered trademark of Apple Inc. exFAT® is a registered trademark of Microsoft Corporation

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.

CONGRATULATIONS!

Congratulations on your purchase of a new INDIAN MOTORCYCLE. You have joined an elite family of motorcycle riders who have acquired a celebrated piece of American history by choosing to own an INDIAN MOTORCYCLE.

Your new motorcycle is the end result of true dedication and craftsmanship by our engineering, design and assembly teams. It was designed and manufactured to meet our goal of providing you with a high quality motorcycle that you can ride trouble-free for many years to come. We hope you will take as much pride in riding your new motorcycle as our team did in building it for you.

We urge you to read this rider's manual thoroughly. It contains information essential to safe riding and proper maintenance of your motorcycle.

Your authorized INDIAN MOTORCYCLE dealer knows your motorcycle best and should be consulted for service and assistance. Skilled technicians using advanced equipment and methods are best qualified to perform all major repairs and service your motorcycle may require.

INDIAN MOTORCYCLE complies with all federal, state and local safety and emission regulations for the area of intended sale.

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.

Introduction. 7
Getting Started 9
Activating RIDE COMMAND+ 13
RIDE COMMAND+ Features. 15
RIDE COMMAND+ Troubleshooting 17
RIDE COMMAND+ FAQ 19

INTRODUCTION OVERVIEW

Thank you for joining RIDE COMMAND+, and welcome to the INDIAN MOTORCYCLE app. This technology gives you access to your vehicle's custom information along with a variety of features via the INDIAN MOTORCYCLE app and in-vehicle display (if equipped). RIDE COMMAND+ comes standard on select 2020 and newer models.

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 INDIAN MOTORCYCLE dealer or visit ridecommand.indianmotorcycle.com.

For the latest information about RIDE COMMAND/RIDE COMMAND+, including software updates, please visit ridecommand.indianmotorcycle.com.

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 modem is connected to the cellular network.

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 ridecommand.indianmotorcycle.com/en-us/app/display.

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

GETTING STARTED

The following sections will guide you through setting up the INDIAN MOTORCYCLE app with your bike. Before utilizing RIDE COMMAND+ vehicle features, your vehicle must be added to your Garage, and RIDE COMMAND+ must be activated.

DOWNLOADING THE INDIAN MOTORCYCLE APP

Before activating RIDE COMMAND+, you will need to download the INDIAN MOTORCYCLE 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 INDIAN MOTORCYCLE app.
3. Find the INDIAN MOTORCYCLE app and click the **Get** button.
4. Confirm installation of the app (if applicable).
5. The INDIAN MOTORCYCLE app will be downloaded to your mobile device.
6. Tap the **Open** button.
7. In the left-hand corner, tap the **Menu** icon.
8. 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 INDIAN MOTORCYCLE app.
3. Tap on the INDIAN MOTORCYCLE app and tap the **Install** button.
4. Confirm installation of the app (if applicable).
5. The INDIAN MOTORCYCLE app will be downloaded to your mobile device.
6. Tap the **Open** button.
7. In the left-hand corner, tap the **Menu** icon.
8. 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, do the following:

- Read this RIDE COMMAND+ User Guide and your vehicle Owner's Manual in their entirety.
- Download the INDIAN MOTORCYCLE 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 INDIAN MOTORCYCLE app while the vehicle is stationary.
- Check www.indianmotorcycle.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 bike to the INDIAN MOTORCYCLE app, you'll need to create a free INDIAN MOTORCYCLE account (or log in to an existing account) and add your bike to your Garage before starting the RIDE COMMAND+ activation process.

There is no limit to the number of bikes you can add to your Garage, and each activated bike can benefit from RIDE COMMAND+ features.

ADD A VEHICLE BY SIGNING INTO THE DISPLAY

Model year 2020 and newer vehicles can sign into their INDIAN MOTORCYCLE account by using the display (if equipped).

4.3" Round Display

1. Turn on your bike and wait for the home screen to display.
2. Press the App Tray button at the bottom of the screen.
3. Tap Settings.
4. Select **General** (gear icon) from the tabs on the top of the screen.
5. Tap **Account**.
6. Tap **Log In to Your Account**.
7. Enter your email address.
8. Enter your password.

7" Display

1. Turn on your bike and wait for the home screen to display.
2. Tap the Settings button (gear icon).
3. Tap the **All Settings** button at the bottom right of the screen.
4. Tap **General**.
5. Tap **Account**.
6. Tap **Log In**.
7. Tap **Account ID**.
8. Enter your email address.
9. Enter your password.

GETTING STARTED

ADD A VEHICLE USING THE APP

1. Open the INDIAN MOTORCYCLE app and on the Home page, tap the + above **Add a Bike**.
 - 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 bike (optional) and the VIN.
4. Tap **Next**.
5. The INDIAN MOTORCYCLE app will verify the VIN and display the bike's information. Ensure the displayed VIN and bike information match your vehicle.
6. Tap **Done** and the bike will be added into the Garage.

Once you have successfully added the bike to your Garage, your vehicle information will populate the page. Then, you can add another vehicle by pressing + or change the bike 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:

- Your bike has been added to your Garage in the INDIAN MOTORCYCLE app. If you don't have a vehicle in the Garage, see the *Add a Vehicle to the Garage* section.
- 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 bike is in an open area with limited tree coverage, away from structures (especially metal structures), and there is good cellular signal.
- Check your cellular connection. RIDE COMMAND+ is compatible with most smart phones.
- Your mobile device with the INDIAN MOTORCYCLE app installed is within 10 feet (3 meters) of the bike.

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

Note: During the activation process, it may take up to 3 minutes for the INDIAN MOTORCYCLE app to confirm the vehicle is off.

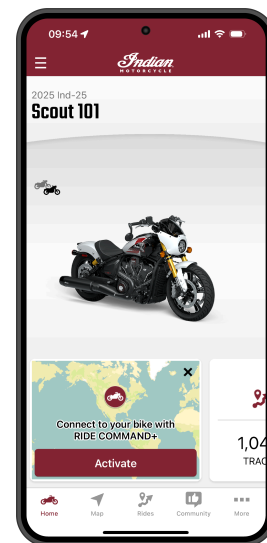
ACTIVATING RIDE COMMAND+

ACTIVATE RIDE COMMAND+

1. Log into the INDIAN MOTORCYCLE app.
2. Add your bike to your Garage. See the *Add a Vehicle to the Garage* section for steps.
3. Turn on the vehicle. Make sure the key fob is present and stays near the bike during the activation process.
4. Tap the **Activate** tile on the home screen or open the Garage and tap **RIDE COMMAND+ Activate**.
5. Fill in your contact information and tap **Continue**.
6. Read through the license agreement, and tap **Accept** if you agree to the terms.
7. Upon acceptance, you will automatically be brought to the activation page.
8. Follow the prompts on the screen to verify Proof of Possession. Each step may take up to 3 minutes.
9. If the vehicle and mobile device are communicating properly, you will receive the following message: RIDE COMMAND+ is active.
10. Tap **OK**. Ownership has now been confirmed and RIDE COMMAND+ features are active.

TROUBLESHOOTING

- If the INDIAN MOTORCYCLE 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.
- 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 INDIAN MOTORCYCLE app makes it easier to add your vehicle to your Garage.
- If you need more assistance, see the *Troubleshooting* section or contact your INDIAN MOTORCYCLE dealer.



RIDE COMMAND+ FEATURES

BIKE HEALTH

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

HOW IT WORKS

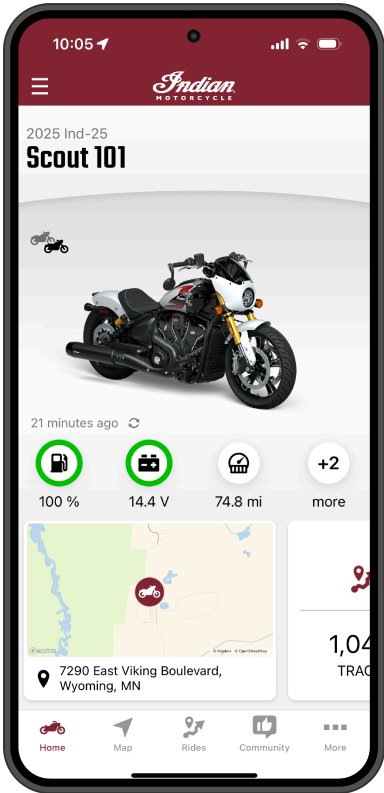
Connected vehicles will send updates, including ongoing telematics of vehicle usage, to the INDIAN MOTORCYCLE app via cellular connection to the RIDE COMMAND+ cloud.

Once RIDE COMMAND+ has been activated, your Bike Health data will display on the INDIAN MOTORCYCLE app home screen.

Tapping on one of the icons will display the Bike Health screen. On the Bike 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.

Each time you open the Bike 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 Bike Health page and use your finger to pull down on the screen and release.



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.

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 INDIAN MOTORCYCLE 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**.

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.

RIDE COMMAND+ TROUBLESHOOTING

TRUBLESHOOTING

Before conducting troubleshooting, ensure the following:

- The bike has been given enough time to boot up (~5 minutes).
- The key is near the bike.
- Confirm the Privacy Settings are all turned to **ON**.

SYMPTOM	POSSIBLE REASON	ACTION TO RESOLVE ISSUE
"Confirming Bike Location" step does not complete after 3 minutes.	GPS connection is poor	Turn the bike OFF, wait 15 seconds, turn ON and wait 1 minute. Recheck location status. Repeat twice.
Bike Health data is not being updated while bike is ON for 5+ minutes.	Cellular connectivity is poor or not available	Move to a location with better cellular coverage. Turn OFF for 6 minutes, then turn ON for 5 minutes and recheck status.
Bike Location data is not updating, but Bike Health data is. Bike is turned to ON for 5+ minutes.	GPS connection is not available	Move to location with better GPS coverage to resume location data flow.
	Cellular connectivity issue	Move to location with better GPS coverage to resume location data flow.
Bike Location and Health Data are not updating after bike is in ON for 5+ minutes.	Cellular or GPS connectivity issue	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.

RIDE COMMAND+ TROUBLESHOOTING

SYMPTOM	POSSIBLE REASON	ACTION TO RESOLVE ISSUE
<p>INDIAN MOTORCYCLE app displays the message “Activation error. Please try again” or, “No GPS location from vehicle”.</p>	<p>GPS and/or cellular connections are poor</p>	<p>4.3” Display</p> <p>On your display, select Maps and locate the navigation arrow. If the arrow is gray, power cycle the vehicle and move to an area with an unobstructed overhead view. Once the navigation arrow turns red, the display has acquired a GPS signal. If problems persist, check connections on the GPS receiver on the display or see your dealer.</p> <p>7” Display</p> <p>For the 7" Display specifically, determine how many satellites are connected. Select Main Menu > Vehicle Settings > GPS Status to see how many satellites are currently connected. If the status has less than four satellites shown, move to an area with an unobstructed overhead view. If problems persist, check connections on the GPS antenna on the display or see your dealer.</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.

RIDE COMMAND+ FAQ

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 bike, and occurs automatically as the bike 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+.
Can RIDE COMMAND+ track my location and bike data even when I do not have cellular connection?	RIDE COMMAND+ will track your historical locations and bike 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.
How often does RIDE COMMAND+ refresh my bike's location?	If the bike is turned on or running, it will report back its current location.

RIDE COMMAND+ FAQ

SUBSCRIPTION QUESTIONS	
Question	Answer
What is my subscription status and how do I renew?	<p>In order to take advantage of RIDE COMMAND+ and Apple CarPlay, a navigation bundle must be purchased to enable these features. This bundle is available to purchase for 2020+ select Indian Motorcycles and contains a one-year, free trial after which a fee of \$99/year applies. Visit www.indianmotorcycle.com/en-us/shop/accessories/audio/2884468/ to purchase a new subscription.</p> <p>To learn more about your subscription, visit the RIDE COMMAND website and log in. Ensure your vehicle is added to your Garage.</p> <ol style="list-style-type: none">1. On the RIDE COMMAND website, select Garage.2. Select Map & Software Updates.3. Select your model.4. If your subscription is current, there will be a future end date listed. If your subscription has ended, you have the choice to renew.
Will my RIDE COMMAND+ subscription transfer if I trade bikes or get rid of my bike that uses RIDE COMMAND+?	<p>Yes. The RIDE COMMAND+ subscription lives with the bike, not the user. If the bike is sold, RIDE COMMAND+ will run the duration of the subscription with the new user and the new user will later have the opportunity to renew that subscription or not. The new user can complete the proof of possession process to complete the transfer or the previous owner can deactivate their proof of possession.</p>
How do I renew RIDE COMMAND+?	<p>If you have a 2025 INDIAN MOTORCYCLE, you will receive an email before your subscription expires that will prompt you to purchase a renewal. Follow the instructions in the email to continue your RIDE COMMAND+ subscription.</p>

SOFTWARE QUESTIONS	
Question	Answer
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 website will always show the last reported information of this feature that was shared.
Can I add more than one bike to my Garage?	Yes, you can add as many bikes as you want into your Garage on your account, whether they're RIDE COMMAND+ or non-RIDE COMMAND+ bikes, to benefit from all the INDIAN MOTORCYCLE app has to offer.
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 bike for RIDE COMMAND+ purposes.
If I sell or get rid of my bike, will the new owner have access to my connected bike information?	No. When you sell your bike, you can delete your bike from the Garage. This will relinquish you as the connected owner of the bike and the new owner will need to redo the activation process from the beginning, including re-registering the bike in their name. New owners can also claim the bike from the previous owner, yet the previous owner will still receive bike notifications if RIDE COMMAND+ is live. If you wish to deactivate RIDE COMMAND+, you can do so within the app or web account settings. You can keep your bike in the Garage to benefit from the INDIAN MOTORCYCLE app.

RIDE COMMAND+ FAQ

<p>How long does it take to activate a RIDE COMMAND+ account?</p>	<p>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 bike is not only activating your account but checking your bike's software for the most recent update.</p>
<p>I'm getting an error code — what do I do?</p>	<p>If your INDIAN MOTORCYCLE is equipped with a display, you can use the Diagnostics menu in Vehicle Settings for more information and guidance on what to do when an error code is displayed. Additionally, visit the Error Code Lookup tool on the RIDE COMMAND website for more detailed information. Please note that the Error Code Lookup only works with vehicles equipped with RIDE COMMAND. If problems persist, visit your dealer.</p>

DISPLAY QUESTIONS

Question	Answer
<p>How do I update my digital display if I have Over-the-Air (OTA) updates?</p>	<p>For models that have an active RIDE COMMAND+ account, you can update your display via Over-the-Air Updates (OTA). When an update is ready, a notification will be displayed on top of the display. Follow these steps when you get said notification:</p> <ol style="list-style-type: none"><li data-bbox="426 598 1564 623">1. Connect the bike to a trickle charger. Refer to your Owner's Manual for the trickle charger location.<li data-bbox="426 639 1564 665">2. Tap the notification on the display to access the Update Software menu.<li data-bbox="426 681 1564 706">3. Tap INSTALL in the Update Software menu.<li data-bbox="426 722 1564 748">4. The update will install and the touchscreen will reboot.

<p>How do I update my digital display if I do not have Over-the-Air (OTA) updates?</p>	<p>4.3" Display For models with the 4.3" Display powered by RIDE COMMAND, you can update your display via USB. A minimum 1 GB USB drive is required to perform the update. To download the update, visit ride.command.indianmotorcycle.com/en-us/app/display.</p> <p>7" Display For models with the 7" Display powered by RIDE COMMAND, you can update your display via USB. For 2017-2019 models, a 4+ GB USB drive formatted in FAT32 is required to perform the update. To download the update, visit ride.command.indianmotorcycle.com/en-us/app/display. For 2020 or newer models, a 4+ GB USB drive formatted in FAT32 or exFAT is required to perform the update. To download the update, visit ride.command.indianmotorcycle.com/en-us/app/display.</p>
<p>Why do I need to sync the data from my INDIAN MOTORCYCLE account to the display?</p>	<p>Syncing your data to your account allows RIDE COMMAND information to be shared between the INDIAN MOTORCYCLE RIDE COMMAND website, the app and your vehicle's display. Syncing ensures that your data has been backed up to a secondary location and is then viewable on all touchpoints. Ride tracks, waypoints, and planned routes can be synced to and from your account.</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.

A		T	
Activate RIDE COMMAND+	14	Troubleshooting	17
Add a Vehicle to the Garage	11		
B		V	
Before Activating RIDE COMMAND+	13	Vehicle Locator	16
Before You Ride	10		
Bike Health	15		
C		W	
Copyright Info	2	Warning Symbols	4
D			
Device Operating Requirements	7		
F			
FAQ	19		
S			
Safety Symbols	4		
Signal Words	4		

To locate your nearest dealer,
visit www.indianmotorcycle.com

INDIAN MOTORCYCLE

2100 Highway 55

Medina, MN 55340

Phone: 1-877-204-3697

French: 1-800-268-6334



Printed in U.S.A.

Rev 01