



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100292

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**OWNER INFORMATION (Type or Print)**

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Address: [REDACTED]  
City: BARTOW State: FL Zip Code: [REDACTED] Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5VPCB160 [REDACTED] Make: VICTORY Model: V82C SPECIAL EDITION Model Year: 2000  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: \_\_\_\_\_ Engine: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: \_\_\_\_\_ Vehicle Component Code: 103800 POWER TRAIN:AUTOMATIC TRANSMISSION: PARK/NEUTRAL  
Multiple Failure: \_\_\_\_\_

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 02-FEB-2006 Failure Mileage: \_\_\_\_\_ Failure Speed: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTMALS9BC03B): \_\_\_\_\_  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

**APPLICABLE INCIDENT INFORMATION**

*(Please describe in detail the incident(s), failure(s), cause(s), and injuries.)*

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

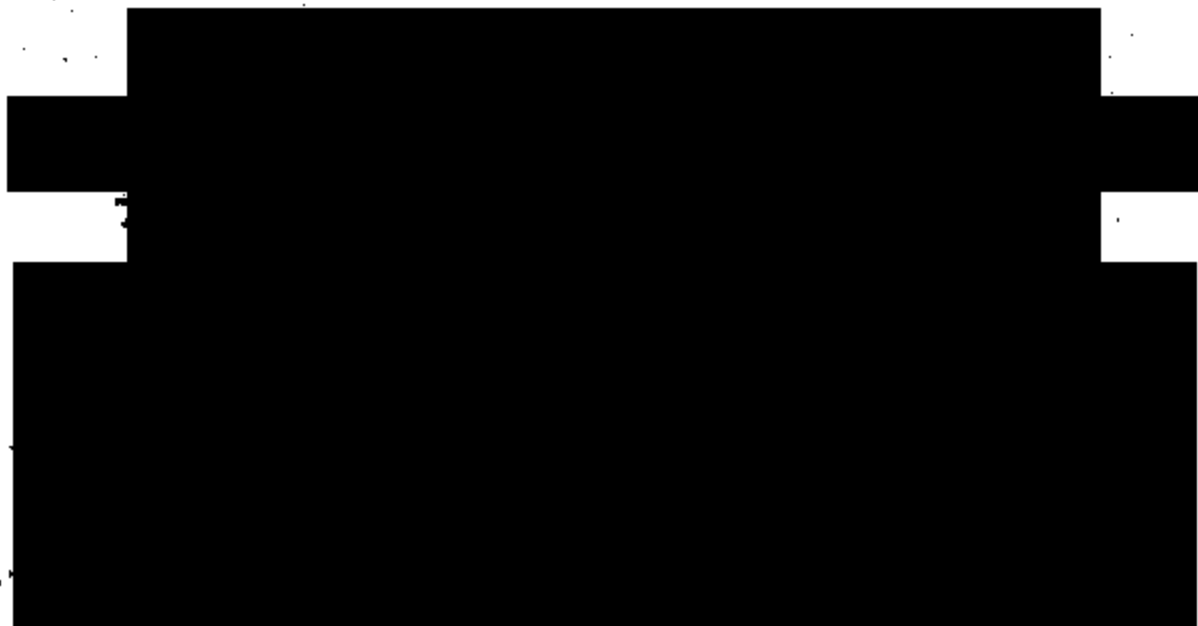
Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

CONSUMERS STATES THAT THE BIKE HAS FALSE NEUTRAL BETWEEN 2ND AND 3RD SHIFT AND MISSES GEARS ALL THE TIME. ONCE IT HAS SHIFTED TO THIRD GEAR IT WILL WHRRR-KLUNK AND DOWN SHIFT BACK INTO SECOND GEAR.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Dear Sir or Madame,

I purchased the described Motorcycle from Bartow Motorsports, a Polaris/Victory Dealer, in April 2004. I only rode it a few months before I began to experience the false neutrals between second and third gear. When I first noticed it, I returned to Bartow Motorsports, explained the problem to them, and was told that they were aware of the problem, and the only fix was to upgrade the transmission to the later model style.

I again returned to them and complained when I started experiencing the spontaneous downshifts from third to second. Again I was told that the transmission upgrade was the only cure.

These problems continued on for several months. Then I had the transmission lock-up twice. While stopped for a light once, and another time during the false neutral between second and third. The transmission would lock in between gears, not being able to up or down shift. The only way it could be shifted, was to coast to the side of the road, kill the engine, let the clutch out and rock the bike back and forth, while stomping on the shifter arm. Once the shifter was free, you could continue on down to neutral, and restart the engine.

I filed the complaint with your Agency, and again spoke to the Dealer, Bartow Motorsports, who again stated that the only fix, was the upgrades, 2003 style transmission.

The false neutral and the spontaneous downshifts continued on until I experience, while riding double, with my wife, one that scared me badly. While pulling away from a traffic light, I shifted to second then third, and while applying the throttle, the transmission slipped back into second gear. I heard tires, on the car behind me, squeal, and saw the car, in my mirror, slide partially sideways.

That pretty much did it for me, I took the Motorcycle to Bartow Motorsports, and I had heard rumors, that Polaris was paying for the parts, and the owner would have to pay for the labor, on the transmission upgrade. I spoke with the technician, he called Polaris, and asked them about this. Later he told me that when he ask them, they laughed at him. I ended up having the Transmission Upgrade completed, to correct the dangerous conditions caused by the malfunctions in it. The bill for the upgrade (see attached) was \$2,960.91. I've also enclosed a copy of the work order.

Thank You,



**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**