

01-10186869-3196

March 11, 2007

Administrator of the National Highway Traffic Safety Administration
400 7th Street S.W.
Washington, D.C. 20590

To Whom It May Concern:

I own a 2001 V92C Deluxe Victory Motorcycle. I live in Gilbert, AZ. I received a recall notice dated November 22, 2006 (I've enclosed a copy of the notice). The recall pertains to a transmission replacement kit built in 2001. I was informed my motorcycle could be affected by this. The letter also informed me that as a result of this particular transmission kit it was possible to experience a third gear failure if an abnormal overload condition occurred, such as shifting at high RPM. The letter also stated that if third gear fails pieces of the gear could become lodged in the transmission; the transmission could lock up, possibly resulting in loss of control and a vehicle crash. It was noted that a Rear Sprocket Cushion Drive Kit would address and correct this issue. It was stated that a limited quantity of these kits would be available the week of December 18. I immediately contacted our local Victory Dealer (Victory Motorcycles of Mesa, AZ). Initially they were unaware of the recall. I was told to bring in my motorcycle after December 18. I took my motorcycle to the dealership on December 20. It was determined that it had a transmission replacement kit built in 2001. I left it there to have it corrected. I was told it would be corrected shortly after January 1. I called January 3, to see if my motorcycle had been fixed. I was told they were still waiting on the kits. I received a call from the Service Manager at Mesa Victory on Thursday, January 18. He told me the kits would not be available until June. I was shocked. I have elected to stow my motorcycle at the dealership until the problem is corrected. Obviously I'm not going to ride it knowing that a lock up could occur resulting in a crash. On January 21, I sent a letter to the Polaris/Victory Motorcycle Customer Service Department. I expressed my frustration with this situation. I also asked if there was some way they could compensate me for the inconvenience (this time of year is the best riding time in Arizona). On February 14, I called the Polaris/Victory Customer Service Department because I had not received a response to my letter. On February 15, I received a letter from Polaris/Victory Motorcycle Consumer Services (copy enclosed). Because I was not satisfied with the response from Polaris' Consumer Service Department I sent a letter to the CEO of Polaris asking for assistance in the matter. On February 19, I received a call from a Polaris consumer service representative. This was in response to my initial phone call. He was very evasive. He did not know when the corrective part would be available. He said the dealership would know before he would. I found this hard to believe. He told me to keep in contact with Mesa Victory. I was not satisfied with the information I received from the Polaris customer service representative. I was told I could ride the motorcycle at my own risk (I would have to sign a waiver). I said absolutely not. I don't want to put my life or that of a passenger in jeopardy. On March 2, I received a call from

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the same customer service representative at Polaris. This time he was responding to the letter I sent the CEO. I was told Polaris had no idea when the part would be available to correct the problem. I asked about the limited number of parts available on December 18. I was told that the initial parts never became available because they did not correct the problem and that engineering had to go back to the drawing board. I was told again the dealership would know when the part was available before the consumer service department of Polaris. I am extremely frustrated with this situation. I think six months is excessive for a solution to this problem. I am also frustrated because Polaris is unwilling to compensate me in any way for this inconvenience. I would appreciate your involvement in this matter. Thank you.

Sincerely,



SUBJECT: Recall Campaign - Rear Sprocket Cushion Drive
Some 2001 Victory V92C Standard Cruiser & V92SC Sport Cruiser models.
Some 1999 and 2000 Victory motorcycles that have had a transmission kit installed.
Warning and Safety Recall Notice 06V-298 (06-209 in Canada)
Reference: Victory Safety Recall Bulletin V-06-07

November 22, 2006

PLEASE READ IMMEDIATELY

Dear Victory Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The Victory Motorcycle Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in some model year 2001 and in some 1999-2000 motorcycles that received transmission replacement kits built in 2001. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Some model year 2001 Victory V92 motorcycles, and some 1999-2000 V92 motorcycles if they received a transmission replacement kit built in 2001, can experience a third gear failure if an abnormal overload condition occurs, such as when shifting at high RPM. If third gear fails, pieces of the gear could become lodged in the transmission; the transmission could lock up, possibly resulting in loss of control and a vehicle crash.

What Victory and your dealer will do:

Victory has designed a Rear Sprocket Cushion Drive Kit that will address this issue under the conditions mentioned above, however, parts are not yet available. Kits are expected to be available in limited quantity beginning the week of December 18, 2006. Repairs will be made by any authorized Victory motorcycle dealer at no cost to you. The actual repair will take approximately 2 1/2 hours to perform; however, it may take longer due to service scheduling requirements.

What you should do:

2001 Owners: Please call your authorized Victory motorcycle dealer to schedule an appointment.

1999-2000 Owners: If your motorcycle has the original transmission, your motorcycle is not affected. Please disregard this notice. If you have had a transmission kit installed, please contact your installing dealer to determine if it is affected by this notice. It is important to note that only transmission kits produced in 2001 are affected. Original transmissions and kits produced after 2001 are not affected. If your dealer determines that your transmission kit is affected, please schedule an appointment to have the bulletin work performed.

If you have questions or if you need more information:

While your Victory dealer is in the best position to answer your questions, if you have any questions that your dealer cannot address, or if you are having difficulty obtaining the recall repair outlined in this letter, please contact our Victory Consumer Service Department using the contact information listed below.

If you have had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information regarding obtaining reimbursement for this please contact the Victory Consumer Service Department using the contact information below. If you no longer own your motorcycle, please call our Consumer Service department using the contact information listed below.

If you believe that the Victory Motorcycle Division of Polaris Industries Inc. has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-888-424-9153); or go to <http://www.safercar.gov>.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your Victory motorcycle is our primary concern. Thank you for your prompt attention to this matter.

Sincerely,

Polaris Industries Inc.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days. If you are no longer the owner of the Victory motorcycle indicated by this letter, please contact our Consumer Service department so we may update our records.

Polaris Industries Inc.
Consumer Service Department
2100 Highway 55
Telephone: (763) 417-8650

Ref: V0607