



U.S. Department
of Transportation

2009 JUN 16 PM 1:21
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 100148

Date Received

19-JUN-2009

Repository ☐

Reference No.
10274335

OWNER INFORMATION (Type or Print)

Name

Address

City ARCHDALE

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of a signature, please print the name and address to the vehicle manufacturer.
Signature of Owner

☒ YES ☒ NO
Date 7-5-09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side:

5VPCD15D313

Make

VICTORY

Model

V92DC DELUXE CRUISI

Model Year

2001

Date Purchased

2002

Dealer's Name and Telephone Number

Eagle V Twins (no longer dealership for Victory)

Engine:

No: Cylinders

Fuel Type:

Gasoline

Original Owner

☒

Dealer's City

High Point

State

NC

Zip Code

27260

2

Transmission Type

6 gear
Manual

☐ Antilock Brakes

☐ Cruise Control

Powertrain

V-Twin

Multiple Failure:

yes
5 + 1 or 2 times
prior to 2008

Incident Date(s)

12-08
14-DEC-2007 3-09
5-13-09 4-1-09
6-13-09

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

Failure Mileage

28000

Failure Speed

55-60
mph

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: DOTM19ABC036)

☐ 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), crash(es), and injury(ies).)

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).

TL*THE CONTACT OWNS A 2001 VICTORY V92DC DELUXE CRUISER MOTORCYCLE. WHILE DRIVING AT HIGHWAY SPEEDS, THE VEHICLE HESITATES AND STALLS. THE FAILURE HAS BEEN OCCURRING SINCE FEBRUARY OF 2009. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS REPAIRED AGAIN IN MARCH OF 2009, BUT THE FAILURE RECURRED. THE CONTACT PAID FOR ALL THE REPAIRS TO HIS VEHICLE. THE VEHICLE HAS BEEN TO THE DEALER APPROXIMATELY FIVE TIMES, BUT THEY AND THE MANUFACTURER COULD NOT DETERMINE THE CAUSE OF THE FAILURE. THE DEALER ADVISED HIM TO CALL POLARIS CUSTOMER SERVICE, BUT THEY ARE GIVING HIM THE RUN AROUND. THE FAILURE MILEAGE WAS 28,000 AND CURRENT MILEAGE WAS 29,000. +

See enclosed letter sent to Mark Blackwell, VP Polaris Industries, Vice Pres. & General Manager Victory Motorcycles for detailed description and information, sent 7-2-09. Also copies of repair invoices.

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

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See enclosed letter and repair invoices. As of this date July 6, 2009 Bike is still in repair shop at Ride Now Power Sports in Concord, NC. As of yet problem still unknown or corrected. They are trying different test & repair possibilities to find and correct problem, however after 5 previous "repairs" & failures, I don't want to be a "test dummy" for a possible 6th failure. I am awaiting an all clear & safe to ride statement issued from Victory ~~the~~ spokes person stating the problem has been definitely diagnosed & corrected before I will ride it again. I will not take possession of bike from Ride Now Power Sports until then.

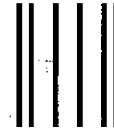
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

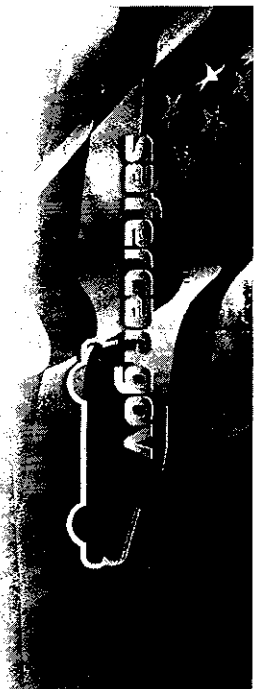
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Mark Blackwell, VP
Victory Motorcycles
Polaris Industries
2100 Highway 55
Medina, MN 55340

July 2nd, 2009

Dear Mr. Blackwell,

Congratulations on your appointment and rise to the position of VP of Victory Motorcycles. Hope you are enjoying a good measure of success in your job and with the company, especially in light of a rather challenging economy at present. I have been a Victory rider and owner for going on 7 years now. I read recently that you have advertised a 95% customer satisfaction rating among Victory owners. While that is rather impressive, I'm sure you would like to win that magic 100%. Unfortunately there is always as you know that "1%" of the people whom you can never please. That leaves a remaining 4% goal to shoot for. I have been in that 95% category for the most part of my experience with Victory motorcycles and with the company as a whole. Unfortunately, I have now moved into that 4% group which is or should be that focus group that is potentially convertible. I have hesitated to contact you for I know it is uncommon and perhaps rare for an ordinary citizen and Victory customer to make or even establish contact with a company VP. This is also the first time I have ever written the VP of any company. However, I feel this issue is important, for many reasons, to warrant the attention of corporate leadership. Bear with me and I'll try to explain.

I am a 57 year old male, family man, recreational biker, safe rider who enjoys outdoor life and biking with friends and groups. I purchased a Victory 2001 model V 92 Deluxe Cruiser in 2002 from a dealership in High Point, NC. The dealership has since gone out of business and I was advised to go to another Victory dealership for service and warranty issues. I have been going to RideNow Powersports in Concord, NC since Oct. 2007. I chose the bike over other brands of motorcycles for the comfort, quality, and dependability of the product. I have had the bike serviced and maintained per manual requirement intervals and have taken good care of it. In December of 2008, I noticed a skipping and hesitation of the engine while on a charity ride in Asheboro, NC. This was enough of a concern to have the bike taken in for a check up. I took the bike to RideNow Powersports on Feb. 12, 2009 for a tune up and check for the engine cut off problem. The bike had a routine service performed at a cost of \$574.10. The bike again abruptly started having the same symptoms after about 40 or 50 miles of riding. This was in March. The bike was taken back for a second time on March 20th. After an examination, the service technician stated that the battery cable was loose and causing the problem. It was fixed, tested, and returned to me without charge. On or about April 1st, the bike again failed abruptly while I was riding in Asheboro, NC. I checked the battery cable and found it to be tight and could not establish a cause for a third breakdown. This occurred on Highway 220 while going about 60 miles per hour. The bike continued to run very rough until I got back home. I had to go about 25-30 mph all the way back creating a traffic hazard on the highway. The bike was taken back again on April 4th. The bike was checked out for a few

weeks and was determined by the dealership that the stator and voltage regulator was bad and causing the problem. The service was performed at a cost of \$771.27. I picked up the bike, rode it for about 60 or 70 miles and again the engine started doing the same thing on I-85 in High Point, NC. This time the bike would not run at all and I had to tow it back home. I was fortunate enough to be able to control it and get it off the highway in heavy traffic without causing an accident to me or someone else. The bike was taken back for a fourth time on May 14th. I asked the dealership to contact Victory technicians and get a second opinion on what's going on and get it right this time. Again it was determined after consultation with Victory tech support that the ECU was bad and needed replacement. This was performed at a cost of \$502.00. I picked the bike up on June 11th, rode it for about 30 miles and it again failed while entering an intersection after stopping at a stop sign. The bike cut off while another vehicle was approaching from around a curve and almost ran up on me while I was stalled in the lane of traffic. I rode the bike again the next day and it failed again after riding only 2 or 3 miles. I took the bike back again on June 13th where it remains today. The service manager, Randy Sloop is at a loss of what to do at this point. He is continuing to work with the Victory techs. I have told him I no longer want the bike, nor do I trust the bike to be street worthy or safe to ride. In short, I have spent \$1,847.37 on repairs, drove a total of 1,100 miles back and forth towing the bike to Concord, NC at 54 miles one way, not had the pleasure of riding the bike for the entire summer without a breakdown. As you can imagine, the frustration has set in. The store won't buy the bike, they won't sell the bike with that history, I wouldn't sell the bike either for safety and moral principles, and I can't ride and enjoy the bike which was the intended purpose to begin with. If this were not bad enough, there's more.

The situation was discussed with the store manager and service manager. The plan was to contact Polaris consumer services for some direction and relief for both the store and myself. The store manager gave me the number of consumer services 1-800-304-6067 which I called on June 15th. I spoke with a "Sherri" who took my complaint and history but stated that there was nothing she could do. I asked if there was anyone within the organization that could provide any customer service or advocate for the customer that could forward this up the chain of grievance to someone who could. She said that she didn't know of anyone and that the only thing she could tell me was to take this up with the dealership. I explained that the dealership was part of the problem in that they could not find the cause of the failures and that they were the ones that referred me to contact you. Again, she offered no assistance. I contacted the dealership again and they gave me another number to call. It was 1-800-765-2747. I called, got a voice message with different menus and numbers to push for various options. I eventually was led back to consumer services (where I started from) and spoke with Tonya. I was put on hold and then got disconnected. I called back and finally talked to her again, she took the VIN number of the bike but also stated there was nothing she could do either and referred me back to the dealership. I again contacted Randy Sloop, service manager and asked if there was anyone such as a field representative or any third party within the Polaris organization who could help. He checked and confirmed what Sherri and Tonya told me that there was not a customer service field representative to take up the situation, only a sales representative that comes by maybe once a year. Not to be denied, I went to the Polaris web site on June 19th at around 3:00 p.m. to the "contact us" link to e-mail the

company. There I was asked to register online with my personal information and submit a password. I did that in order to advance my statement to the company. Before I could do that, the response came back that my submission was accepted and they would get back to me within 3 business days with an e-mail address for me. I haven't heard from them since with any more information via e-mail or letter. I have tried the dealership route with no success, the phone route to consumer services with no success, and the e-mail route with no success. I was led however on the polaris web site on one occasion to a "fixya.com" where you could access some other technicians and chat room type thing where other people had the same problems and what they did to resolve them. I submitted my problem with them but have not had a response yet. Interestingly enough I have discovered that there are several people out there who have experienced very similar problems with the 2001 V92 Deluxe Cruiser, so my situation is not exactly unique.

The position I am now in has led me to try and contact someone in upper management for some direction. As a safety issue, I have decided to contact and file a safety complaint with the NHTSA which I have done via telephone and online report. They listened and filed a report on their database on everything I have documented and described. I cannot get an answer to the question from Victory or anyone else that if and when I get the bike back again, would it be safe to ride on the highway after 5 failures of the same nature, with no certainty of what is wrong, and no definitive diagnosis of what the problem is. Until I get some assurance from the Victory Company that the bike is safe to ride, I've made an "executive decision" not to ride it. If this were an airplane, it would surely be grounded by now. I am surprised that the Victory Company at this point has not officially told me not to ride the bike until they get a handle on what's going on with it. Any other recall issue I have gotten in the past from Polaris has stated whether or not to ride the bike until it is repaired. So this situation seems a little out of character with the past history of the company and your stated concern for safety. Also, the issue of liability comes into play at this point as well. Knowing what the dealership knows at this point with service documentation records of numerous and yet unexplained failures, the filing with the NHTSA, the documented contact and report with Polaris consumer services, consultation with a private attorney, as well as this letter to you, it would seem prudent to address this issue now rather than later before serious injury or death would occur as a result of engine failure, God forbid, a sixth time.

Another issue that I'm sure would be of concern to you is that of some very negative publicity that has already taken place as a result of my experience. For instance, I ride with many friends and groups of bikers on a regular basis. Many have Harley's, Honda's and other brands. Few have Victory's. I have been a good ambassador and proponent of Victory's for several years. Many people know I ride a Polaris product and have noticed my absence from riding this summer, missing charity rides I normally ride in, not making the annual group beach trip this summer because of problems with the bike, etc. I have had to tell my experience and try to explain the situation to them as best as I can. It has come to the point where I can no longer make an excuse for the product, nor the dealership. I have taken some good natured ribbing from my buddies about this in the past, but now it is seriously affecting the good name of the Victory product as well as the dealership. I have been told that others will not consider buying a Victory with the

problems I have had with it, nor will deal with this particular dealership as well. I can't blame them at this point. This is probably not a fair assessment of the company, and adverse advertisement that the company doesn't need. I have taken what I believe a reasonable approach and effort to remedy what I thought to be a simple repair, something that can happen to any bike. I hope you would agree that 5 attempts and over \$1,800.00 and still no answers nor bike safe to ride is a little excessive and unacceptable. Myself, having been laid off work twice in the recent months, currently working part time and going to Community College twice a week for EMT and career training, I have spent more than I ever expected to spend on repairs and cannot afford presently to keep spending any more money on the bike. It may well be this is a luxury I cannot afford at this time.

I have been advised to document all repairs, invoices, contacts, and everything pertaining to this problem. I have tried to do so as best I can. I never thought it would get this far. I have all the repair invoices with the cost of each available upon request. Randy Sloop, service manager with RideNow Powersports in Concord has additional service records and contact documents for your review in addition to what I have. Everything I have stated in this letter is true to fact with supporting testimony from many friends as well as the dealership itself. I wish I had some answer for the failures, but I am not a mechanic. Thus, I am appealing to corporate management for some remedy and direction. There are many people in my circle of friends and riding buddies that are curious and eager to see what the problem is with my bike and the outcome result. As my plant manager once told me at work, "problems are only opportunities to learn from and improve product".

In conclusion, I don't have a bike to ride that is safe, dependable, or trustworthy. RideNow Powersports also has a bike they don't yet know how to fix and have donated their labor on one occasion for repair. Additionally, they have lost potential customers with the Victory product having dissatisfied consumers and has resulted in bad PR. No one wins in this current scenario. If you or anyone on your staff has experience in resolving this rather unique and unfortunate problem, I would appreciate any contact with them. I don't wish to degrade or disparage the good name of the Victory company and hope you do not take this letter as such. Enclosed is pertinent contact information should you wish to follow up on this matter. Thank you for your attention to this case, there are probably others experiencing similar problems. The dealership knows of, and is working with at least one other person with the same make and model bike that I have with the same failure issues. I will include this on his behalf in the sending of this letter. I apologize for the length of this letter, but I wanted to include as much info as I could in detail so you can get an accurate initial assessment of my experience. Thank you again for your time. I look forward to a positive conclusion and hopefully many more years of riding an otherwise fine motorcycle.

Yours truly,



B 5

cc.

Randy Reid Chief Correspondence Research Division
Office of Defects Investigation Enforcement, NHTSA

CONTACT INFORMATION

[REDACTED]

Archdale, NC [REDACTED]

Phone [REDACTED] home

[REDACTED] cell

e-mail: [REDACTED]

ref: 2001 Victory V92 Deluxe Cruiser
VIN 5VPCD15D313 [REDACTED]
Approximately 29,500miles odometer

RideNow Powersports Concord
254 Concord Parkway S.
Concord, NC 28027
Phone (704) 784-5400
Randy Sloop, Service Manager

Randy Reid -Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue SE
Washington, DC 20590
Reference No. 10274335

1st Repair

RideNow Powersports Concord

254 Concord Parkway S.
Concord, NC 28027
(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE

Cashier: ALYSSA R.

Repair Order # 1011988

Invoice # 76854

Sold to

ARCHDALE, NC
Home Phone

Invoice Date 3/10/09
Date In 2/12/09
Promised 2/12/09
Closed Out 3/ 7/09

Yr Make	Model	Color	Class Plate #	VIN	Key Board#	Hrs/Odom
01 POLARIS	DELUX CR	BURG	M	5VPCD15D313	TB	29022

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
					TB

Job: 30K SERVICE*COMPLETED

Yr: 01 Make: POLARIS Model: DELUX CR Color: BURG Class: M
30K SERVICE
CHK BRAKES
SPITTS AND SPUTTERS ABOUT 55-60 MPH
TUNED AND SERVICED; REPLACED FUEL FILTER; TEST RODE AND RUNS GOOD

	Part #/Labor Code	Description	Src	Cat	Tech	Hrs/Qty	Total
Parts	3084963	ASM., FILTER, OIL (10)	PO	PP0		1	9.99
	98069-56970	SPARK PLUG (DCPR6E)	HO	SSP		2	9.98
	2520223	FILTER-FUEL	PO	PP0		1	33.49
	2873035-QT	VICTORY ENGINE OIL	XX	SCM		6	19.74
	5812232	WASHER-19X12X1.3-COPPER (10)	PO	PP0		1	1.49
	2520131	QUICKDISC, FUELFEED, MALE, TEE	PO	PP0		1	41.49
	1500199	O-RING	PO	PP0		1	3.49
Labor		30K SERVICE			RH	5.00	425.00
Supplies							20.00
Recommendations							
*service sched for 2/18							
Job Subtotal \$ 564.67							

Job	Parts	Labor	Sublet	Other	Total of all Jobs	
Breakdown ->	119.67	425.00	.00	20.00		564.67

We appreciate your business and welcome any comments.

Before Tax Total 564.67
Sales Tax 9.43

All work guaranteed for 30 days parts & labor unless
otherwise specified

* * Total Amount Due 574.10

Check/CC# VS/72583A labor rate \$84.95 atv/motorcycle \$89.95 watercraft per hour CreditCard

Tendered 574.10

Thank you, management

Saturday, June 13th, 2009 2:23 pm

2nd Repair

RideNow Powersports Concord

254 Concord Parkway S.
Concord, NC 28027
(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE

Cashier: TONY BURCHFIELD

Repair Order # 1012484

Invoice # 78155

Sold to

ARCHDALE, NC

Home Phone

Invoice Date 3/21/09

Date In 3/20/09

Promised 0/ 0/ 0

Closed Out 3/21/09

Yr Make	Model	Color	Class Plate #	VIN	Key Board#	Hrs/Odom
01 POLARIS	DELUX CR	BURG	M	5VPCD15D313	TB	29088

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
					TB

Job: DIAG

Yr: 01 Make: POLARIS Model: DELUX CR Color: BURG Class: M

DIAG

STILL SPITS AND SPUTTER AT HWY SPEEDS AND DIES OUT AT IDLE

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
Labor	DIAG		RS	1.00	85.00
	TEST DRIVE/		RS	1.00	85.00
			RH	1.00-	85.00-
			SU	1.00-	85.00-

Recommendations

*TECH STATED THAT HE HAD FOUND THE NEGATIVE BATTERY CABLE LOOSE

*AND TEST DROVE FOR AROUND 25-30 MILES AND DID NOT REPLICATE

*PROBLEM AND ALSO FOUND THAT THE IDLE WAS TOO LOW RESET IDLE.RS

*3-20TB

Job Subtotal \$.00

Job	Parts	Labor	Sublet	Other	Total of all Jobs
Breakdown ->	.00	.00	.00	.00	.00

We appreciate your business and welcome any comments.

Before Tax Total .00

Sales Tax .00

All work guaranteed for 30 days parts & labor unless
otherwise specified

labor rate \$84.95 atv/motorcycle \$89.95 watercraft per hour

Thank you, management

* * Total Amount Due .00

Saturday, June 13th, 2009 2:23 pm

3rd repair

RideNow Powersports Concord

254 Concord Parkway S.
Concord, NC 28027
(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE
Repair Order # 1012712

Cashier: ALYSSA R.

Invoice # 81530

Sold to [REDACTED] 10P10L)

ARCHDALE, NC [REDACTED]

Home Phone [REDACTED]

Invoice Date 4/20/09

Date In 4/ 3/09

Promised 4/ 3/09

Closed Out 4/18/09

Yr Make	Model	Color	Class Plate #	VIN	Key Board#	Hrs/Odom
==	==	==	==	==	==	==
01 POLARIS	DELUX CR	BURG	M	SVPCD15D313 [REDACTED]	RS	29207

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
=====	=====	=====	=====	=====	=====
					RS

Job: DIAG BAD RUNNING

Yr: 01 Make: POLARIS Model: DELUX CR Color: BURG Class: M

DIAG BAD RUNNING

CUST STATES: STILL DOING SAME THING AS BEFORE, MISSING; WHEN YOU GIVE IT GAS, IT WANTS TO MISS, CUT OFF, SPUTTER, COUGH, AND THEN IS HARD TO START.

TECH STATES: CKD CHARGING SYSTEM (INSUFFICIENT CHARGING VOLTAGE) NEEDS

NEW STATOR, PLACED BATTERY ON CHARGE, CLEANED DIRTY THROTTLE BODY, REPLACED STATOR, FILLED WITH FRESH OIL, TESTED CHARGING SYSTEM, STILL INSUFFICIENT VOLTAGE, BUT BETTER; REGULATOR NEEDS REPLACED ALSO. SWC 4-11-09 OK'D PARTS AND LABOR.

REPLACED REGULATOR, CHECKED CHARGING SYSTEM @ IDLE, VOLTAGE IS ABOVE 13VOLTS (OK) FINISHED!! CHARGED BATTERY.

	Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
	=====	=====	==	==	=====	=====
Parts	4060654	STATOR	PO	PPO	1	275.49
	5830227	KIT-GASKET, BEADED PAPER	PO	PPO	1	40.99
	581318	YTX20L-BS YUASA BATT	TR	SBA	1	132.95
	2410209	ASM-REGULATOR, VOLTAGE	PO	PPO	1	162.99
	UPSS	FREIGHT	88	SP	1	5.00
	NCSI	NC STATE INSPECTION	88	TIC	1	13.60
Labor		DIAG BAD RUNNING		RS	1.50	127.50
		INSTALL STATOR		RS	1.50	127.50
		SET UP		SU	1.50-	127.50-
Supplies						12.75

Recommendations

*SCHED 4/7

*SWC FOUND PROBLEM WITH STATOR AND BATTERY CUSTOMER OK'D TO

*REPLACE 4-6TB

Job Subtotal \$ 771.27

RideNow Powersports Concord

254 Concord Parkway S.

Concord, NC 28027

(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE

Repair Order # 1012712

Invoice # 81530

Page 2

Sold to

Invoice Date 4/20/09

Job	Parts	Labor	Sublet	Other		
Breakdown ->	631.02	127.50	.00	12.75	Total of all Jobs	771.27
					Less: Discount	75.86-
We appreciate your business and welcome any comments.					Before Tax Total	695.41
All work guaranteed for 30 days parts & labor unless otherwise specified					Sales Tax	38.06
labor rate \$84.95 atv/motorcycle \$89.95 watercraft per hour					=====	
Check/CC# VS/					* * Total Amount Due	733.47
Thank you, management					CreditCard Tendered	733.47

Saturday, June 13th, 2009 2:23 pm

4th repair

RideNow Powersports Concord

254 Concord Parkway S.
Concord, NC 28027
(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE

Cashier: RANDY SLOOP

Repair Order # 1013488

Invoice # 87078

Sold to

ARCHDALE, NC

Home Phone

Invoice Date 6/11/09

Date In 5/14/09

Promised 6/ 4/09

Closed Out 6/11/09

Yr Make	Model	Color	Class Plate #	VIN	Key Board#	Hrs/Odom
01 POLARIS	V01CD15DH	BURG	M	5VPCD15D313	RS	29274

Unit Name	Beam/CC	Length/Cyl	H.P.	Engine Number	Key Number
					RS

Job: COMEBACK*COMPLETED

Yr: 01 Make: POLARIS Model: V01CD15DH Color: BURG Class: M

COMEBACK

TECH STATES: R AND R ECU AND SET TPS TEST DROVE- RUNS GOOD; NEUTRAL LIGHT
FLICKERING AND MISSING CAP FOR SMART LINK. RS.

Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
Parts 4010290	ECM, V92 W/O CHIP	PO PPD		1	715.49
UPS5	FREIGHT	88 SP		1	5.00
581318	YTX20L-BS YUASA BATT	TR SBA		-1	132.95-
Labor	ECU REPLACEMENT		JB	1.00	85.00
	ECU		SU	1.00-	85.00-

Recommendations

*SWC 5-14-09 UPDATE RS.

*SWC 5-21-09 UPDATE PROBABLY NEEDS ECU RS.

Job Subtotal \$ 587.54

Job	Parts	Labor	Sublet	Other	Total of all Jobs	
Breakdown ->	587.54	.00	.00	.00	587.54	
					Less: Discount	116.21-

We appreciate your business and welcome any comments.

Before Tax Total 471.33

All work guaranteed for 30 days parts & labor unless
otherwise specified

Sales Tax 30.87

labor rate \$84.95 atv/motorcycle \$89.95 watercraft per hour

Repair Order Total 502.20

Thank you, management

Less Previous Deposits 502.20

* * Total Amount Due .00

Saturday, June 13th, 2009 2:25 pm

Bike failed again the next day.
Took back to dealership where bike remains
today. Underlying problem still unknown.

Recall #1 Invoice (not related)

RideNow Powersports Concord

254 Concord Parkway S.
Concord, NC 28027
(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE

Cashier: PHYLLIS BENSON **WARRANT Repair Order # 1002682

Invoice # 17335

Sold to

Invoice Date 11/15/07

Date In 10/19/07

Promised 0/0/0

Closed Out 11/15/07

Home Phone

Yr Make	Model	Color	Class Plate #	VIN	Key Board#	Hrs/Odom
01 POLARIS	DELUX CR	BURG	M	5VPCD15D313	LJ	25952

Unit Name	Beam/CC	Length/Cyl	H.P. Engine Number	Key Number
				LJ

Job: TECH BULLETIN***SUBMITTED PB 11/14/07***

Yr: 01 Make: POLARIS Model: DELUX CR Color: BURG Class: M
TECH BULLETIN V-06-07(A)
LABOR ALLOWANCE 2:15HRS
P/N 2876257

	Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
Parts	2876257	KIT-CUSH DRIVE, RETRO	PD APO		1	WARRANTY
	UPS5	FREIGHT	88 SP		0	WARRANTY
Labor		RECALL		RS	2.25	WARRANTY

Job	Parts	Labor	Sublet	Other	Total of all Jobs	
Breakdown ->	.00	.00	.00	.00		.00

We appreciate your business and welcome any comments.

Before Tax Total .00

Sales Tax .00

All work guaranteed for 30 days parts & labor unless
otherwise specified

* * Total Amount Due .00

labor rate \$84.95 atv/motorcycle \$89.95 watercraft per hour

Thank you, management

Saturday, June 13th, 2009 2:23 pm

Recall #2 Invoice (not related)

RideNow Powersports Concord

254 Concord Parkway S.
Concord, NC 28027
(704) 784-5400

REPAIR ORDER INVOICE - DUPLICATE

Cashier: LORIEN GOUSO - WARRANTY

Repair Order # 1013080

Invoice # 83607

Sold to



ARCHDALE, NC

Home Phone



Invoice Date 5/ 8/09

Date In 4/21/09

Promised 4/21/09

Closed Out 5/ 8/09

Yr Make	Model	Color	Class Plate #	VIN	Key Board#	Hrs/Odom
01 POLARIS	V01CD15DH	BURG	M	SVPCD15D313	RS	29274

Unit Name	Beam/CC	Lngh/Cyl	H.P.	Engine Number	Key Number
					RS

Job: RECALL V-02-02*COMPLETED

WARR

Yr: 01 Make: POLARIS Model: V01CD15DH Color: BURG Class: M

RECALL V-02-02

FLAT RATE .5HRS

PPN# 2202129

SADDLEBAG SUPPORTS

	Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
Parts	2202129	KIT-SADDLE BAG SUPPO	PO PPO		1	WARRANTY
	7170107	DECAL-SVC BULLETIN COMPLETION	PO PPO		1	WARRANTY
Labor	(9727)	SADDLEBAG SUPPORTS V-02-02		RS	.50	WARRANTY

Job: RECALL V-02-03*COMPLETED

WARR

Yr: 01 Make: POLARIS Model: V01CD15DH Color: BURG Class: M

RECALL V-02-03

FLAT RATE .5HRS

PPN# 2202128

TACHO REPAIR

	Part #/Labor Code	Description	Src Cat	Tech	Hrs/Qty	Total
Parts	2202128	KIT-VOLT REG GRND RE	PO PPO		1	WARRANTY
	7170107	DECAL-SVC BULLETIN COMPLETION	PO PPO		1	WARRANTY
Labor	(7827)	TACHO REPAIR V-02-03		RS	.50	WARRANTY
		REPAIR		RS	1.00	WARRANTY
		REPAIR		SU	1.00-	WARRANTY