

(5)

DEALER COMPLAINT

Regarding motor vehicle or recreational vehicle sales practices or warranty

MV2338 598 s. 218.01 Wis. Stats.

Submit To: Wisconsin Dept. of Transportation
Dealer Section - Room 806
P. O. Box 7909
Madison, WI 53707-7909
Telephone: (608) 266-1425

Your Name [REDACTED]		Name of Person or Firm Your Complaint is Against VICTORY CYCLES PALATKA SALES	
Address ELK MOUND W. [REDACTED] CHIPPewa		Address PO Box 47700	
City [REDACTED]	Zip Code [REDACTED]	City HAMEL	Zip Code 55340
Home Phone (area code) [REDACTED]		Telephone (area code) 1-888 704 5290	
Hours you may be reached at home N/A		County MONTY	
Work Phone (area code) [REDACTED]		Who was your salesperson? ADAM BALIFE	
Hours you may be reached at work [REDACTED]		Have you told this person or firm about your complaint? ☐ No ☒ Yes, Whom? ADAM SALES MIKE OLIVER	
License Plate Number SVPSD 36D 093		Make [REDACTED]	
Vehicle Identification Number [REDACTED]		Model [REDACTED]	
Engine Size 11-14-10 40 12		May we send a copy of your written complaint to the person or company you wish to report? ☐ No ☒ Yes	
Title Number [REDACTED]	Present Odometer Reading [REDACTED]	List any other agency, legal firm or mediation service that has been contacted	
Transmission ☐ Automatic ☒ Manual ☐ Four Wheel Drive		Is a court action pending? ☒ No ☐ Yes, Where?	
Was this vehicle ☐ Leased ☒ Purchased, Did you sign a purchase contract? ☒ Yes, Date of purchase 4-7-10			
Was this vehicle purchased as ☒ New ☐ Used ☐ Demo ☐ Executive			
If used, was a used vehicle disclosure label displayed? ☐ No ☐ Yes, Were you given a copy? ☐ No ☐ Yes			
How was vehicle sold? ☐ As Is ☒ Manufacturer Warranty ☐ Dealer Warranty ☐ Service Contract, Coverage Duration _____ miles OR _____ years			
What do you think would be a fair settlement? PAY ME BACK WHAT I PAYED + TAX + MISC I DON'T WANT IT OR TRUST THIS CYCLE REMINDS ME OF TOYOTA DEAL			

Explain the entire circumstances about your complaint.

THIS CYCLE WILL NOT SLOW DOWN BELOW 1500 RPM YOU NEVER
NO WHEN, WHERE OR HOW LONG IT WILL LAST WHAT CAUSES
IT TO START OR STOP UNKNOWN THE VICTORY DON'T NO AND DON'T
SEEM TO CARE THE DEALER CAN'T GET IT DO IT WHEN THEY
HAVE IT THEY WANT TO SEE IT HAPPEN IT'S BEEN CLOSE 0 TIME
LAST TIME I GOT ALMOST RIGHT UP TO THERE GATE IT STOP
ACTING UP ANOTHER TIME ABOUT 1 MILE AWAY THE NEW
KICK NOW IS ITS MY RIDING STYLE THAT'S CAUSING IT

Attach readable copies or originals of any items related to your case, such as: purchase contract, disclosure label, title/registration application, finance contract, warranty documents, odometer statement or repair bills. The information you provide will be used in our mediation and enforcement efforts and may be shared with the party complained against. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request.

First Contact By/Date

X

(Complainant)

(Date)

NM

122710

TGW

over

(7)

WELL I'M 20 YRS ^{OLD} BEEN RIDING 54 YRS AND BESIDES IF ME
CRUSING IT I'D THINK IT WOULD ACT UP ALL TIME INSTEAD OF
EVERY 400-600 MILES THIS STARTED ALMOST FROM NEW
WHY EVERY 400 TO 600 MILES WHICH SEEMS TO BE HAPPENING
I'VE PAID OVER \$22,000.00 AND THIS IS WHAT I GET I DON'T
HEAR FROM DEALER OR MFR. DEALER WANTS TO CHANGE
SOME THINGS MFR WON'T GET THEM PARTS OR MAYBE EVEN
PAY THEM FOR ALL TIME THEIR WASTING ON IT I DON'T
WANT TO SPEND NEXT SUMMER LIKE I DID THIS ONE
SUMMERS ARE TO SHORT ANYWAY WITHOUT THE CYCLE SITTING
IN SHUT ALL TIME MOST OF THESE MILES WERE PUT ON
TRYING TO FIX THE ~~PROBLEM~~ PROBLEM IT IS NOT FUN
RIDING THIS CYCLE ANY MORE I THINK ITS
EVEN ~~DANGEROUS~~ DANGEROUS YOU NEVER NO IF YOUR
(GOING TO SLOW DOWN OR NOT) IT ALSO HAS A LITTLE
BELOW 1500 ~~RPM~~ RPM

SAMPLE 1
JUMP OR WHAT EVER YOU WANT TO CALL IT AROUND 1750 RPM
DEALER HAS HAD THIS HAPPEN
I TRY GET THIS CLOSE AS I CAN NOT SAVE ON THIS EXAMPLE
WENT INTO EAU CLAIRE STOPPED LOT MEDICINE APPROXIMATE
14 MILES WENT TO ~~BREAKFAST~~ BREAKFAST 1/2 MILE COME OUT
FUEL LOW GOING RIGHT ACROSS ROAD FOR GAS MOTOR
WOULDN'T SLOW DOWN LOWER 1500 RPM AROUND 1/2 MILE
LATER quit acting up ANOTHER EXAMPLE 2 SEPT 9 I TOOK
FROM DEALER PUT TO 135 MILES GETTING OFF HWY 53 SOUTH
WAS ACTING UP GOING INTO LIGHT THERE'S BAR RESTAURANT
RIGHT NEXT TO SPORT RIDER WAS GOING HAVE HAMBURGER
WOULDN'T SLOW DOWN & I WAS IN LEFT TURN LANE
WENT RIGHT BACK ONTO HWY 12 TO NEXT EXIT 2 BLOCKS
ALMOST TO THERE GATE STOPPED ACTING UP AGAIN
I'D ALREADY HONKED HORN FOR TRAVIS TO COME OUT
SOMETHING WAS WRONG OUT AGREEMENT SIGNAL over

(3)

From Hwy 53 To Sport RIDER LESS THAN 1 MILE
SOME WHERE ALONG HERE THEY HAD CYCLE
4-3 DAYS THEY WANTED TO KEEP AND
RUN MACHINE TO GET IT HAPPEN WHEN THEY
COULD SEE IT BUT THEY HAD NO CYCLE I COULD
USE WHILE THEY HAD MINE
RUN DOWN

BOUGHT ME W APRIL 7-10

MAY 4 500 MILE ✓ UP

→ JUNE 22 1900 "

→ JULY 19⁰⁰⁰⁶ no paper work AGAIN KEEP IN MIND
I DIDN'T TAKE IN EVERYTIME CAUSE THEY
HAD SEE IT HAPPENING

→ AUG 3 NEW BATTERY SUPPOSE FIX IT 400 MILES
AUG 12 ^{OR 500}
BROKE AGAIN 400 MILES

→ AUG 23 THEY PICKED UP STILL HAVE 3090 MILES

~~THEY~~ AUG 30 THEY SAY MY DRIVING STYLE CAUSES
THE PROBLEM I SAY !@#\$% I'M 70 YRS OLD
DRIVING 54 YRS 1ST WAS 1946 INDIAN ALSO
750 HONDA MATIC AUTO TRANS MISSION Drive +
mean only I had and drove ^{DIFFERENT} CYCLES
OVER THE YRS BUT NOTHING LIKE THIS DEAL

REMINDS ME OF TOYOTA DEAL

THEY put ON 71 MILES

SEPT 1 I put ON 82 MILES

" 2 " " 85 "

3331 miles, told

" 7 DROPPED BACK TO 1000 RPM SLOWLY
over NEXT

SEPT 8 I put on 125 MILES (3456 MILES TOTAL)
" 9 " " " 134 " FAST AGAIN (3580 MILES TOTAL)

Go Back TO SEE EXAMPLE (2) ON PAGE

(2) OF WHAT HAPPENED ON THIS DAY ABOUT 500 MILES TRAVIS SAID HE'D CALL WHEN HEARD FROM COMPANY SO FAR I'VE HEARD NOTHING FROM ANYBODY THEY'VE HAD IT A GOOD PORTION OF OUR SHORT RIDING SEASON IT SURE IS DISCUSSING WE EVEN THOUGHT IT MIGHT BE 80°-90° TEMPS CAUSING PROBLEM BUT THIS LAST ONE KINDA RULED THAT OUT WAS LONG WAY FROM THAT HOT SO I GUESS IT DOES ME NO GOOD TO RIDE THIS CYCLE AND GET TO ACT UP BECAUSE MY WORD IS NO GOOD THE DEALER HAS TO SEE HAPPEN OR GET IT TO ACT UP SMALL CHANGE OF THAT HE'S INVESTING TIME AND MONEY AND NOT GETTING PAID HE JUST HAD IT OVER 30 DAYS AND PUT ON 70 MILES NOT GOING TO SOLVE THE PROBLEM RIGHT NO ONE CONTACTED ME IN 30 DAYS I WENT IN TO FIND OUT WHAT'S GOING ON NOTHING THEY WANT IT OUT OF THERE PLACE AND I DON'T REALLY WANT IT EITHER THIS CYCLE IS NOT RELAXING AND ENJOYABLE TO RIDE YOU'RE ALWAYS THINKING IS IT GOING TO SLOW DOWN OR STOP WHEN AND WHERE

09 Cycle

3

Sept 29 packed up from Dealer they had 4/1000 TOTAL

START	3642		3855 End
	3580	62	3580 Start
	3642		
	3730	20	
	3663	67	
	3783		
	3730	53	
	3804		
	3804		
	383	203	
	383	21	

275 acted up TOTAL

HAVE WITNESS TO FAST IDLE ACTUALLY

Oct 9 started at 3804 went 4 mile stopped
 got paper left started acting up Right away
 for next 15 miles this time got to
 Geord Rides and happy Hollow next to
 got Rides three Harley Rides these
 motivated to come out one died as
 witness to what was happening that
 I wouldn't slow down after 7 of course
 Geord Rides closed so saved again
 275 mile on a test would you no

275 mile

Start over 3855 82° Start Stop in parking lot

3872 See note over forgot too

11-8-10 3904 32 mile

VICTORY FINALLY CALLED TODAY ANSWERED MACHINE SUPPOSE CALL BACK LATER NO CALL

11-9-10 Called Back talked to Monty went

to do months ago 27 Days Before I hear from anyone Just under the 30 Days allowed these people have more

!@#\$

Express

over

6

Note

Battery almost dead about not started
 But never ~~after~~ waked up so far as I'm concerned
 the shock there charges & idea all to hell
 Didn't act up But according to the idea
 should have been acting up charging all
 time the telling me unless they can
 get to happen and witness to a none
 issue they've had all summer to do
 something they did nothing But !@#%
 now get cold suppose now that they want
 me go out riding again when they didn't
 do shit for over 30 days when they had
 I piss poor Representatives did say

11-10-10 Start 3950 within in 3 miles started
~~3955~~ fast again 5 miles I shut off wouldn't act up
 3955 again 32 miles now has 3982

Well here it is 9:00 PM 11-10-10 And no Mr.
 MONTY not even so much as call saying
 he won't coming the is product
 Representation at its finest Right no
 wonder the moving to Mexico so
 maybe they can get away with mod

11-11-10 ~~Garbage~~ second time has lied
 well here it is 30 Days and nothing
 from victory But 2 lies which is
 about what I expected. how can
 a company operate this way I'm
 not sure I'd believe what they say
 anyway probably Be LIES they signed
 Certified Mail Letter 10-13-10 30 Days up
 Some Receipt paper work 11-11-10 3982 MILES

✓
⑦
Lost at up 3982

Start 3982 End 4912 30mils nothing
montly called again went from fixing
now to fixing next spring and
edding at 1500 is Built in to Behe
under certain conditions more

!@#% then how come they all
claim nobody ever heard of this
Before ??? they feel there no safely
concern with behe at 1500 RPM's
and still feel there no problem I say
!@#% my witnesses don't mean !@#%

Because there not certified mechanics
thats kinda like telling a witness
for some crime at court there
qualified to be a witness Right ???
I dont wanta be be stuck next
fall passing with this same problem
So can you help me or not no I
have to get Lawyer ?? [REDACTED]

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Carl
Victory Cycles Polaris Sales
PO Box 47700
Hamel MN
55340-9960

2. Article Number

(Transfer from service lat.)

COMPLETE THIS SECTION ON DELIVERY

A. Signature

Paul Siles

- ☐ Agent
☐ Addressee

B. Received by (Printed Name)

UNASUP

C. Date of Delivery

10-13-10

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delivery address below: ☐ No

3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

7004 0750 0000 0788 0639

OVER

money must be some kind of Rep for mfg
and piss poor one I think But then I suppose
that his job also said dealer don't get paid to
test drive But he does O.K. where hell was
he all summer long and when they had it in
the Dealer shop over 40 Days and they put on
70 mile according to ~~the~~ speedometer that not going
to cut it when its been 275 - 600 miles to act
up if all they do is claim no problem there
no record of problem any where Right??

Thanks 4 your help



Elk Mound, WI

"Call your congressperson." "Write the company president." "Start a petition." All fine suggestions if some business has given you the shaft. But, fueled by high-octane righteous indignation, these men and women took a far more unorthodox approach when it came to ...

Cycle MF6
ICAR DEALERS WHO WON'T PAY FOR WARRANTY REPAIRS

Most car dealers hate doing repairs covered by your warranty. To avoid picking up the tab, some dealer repair shops are not above trickery, says Clarence Ditlow, executive director of the Center for Auto Safety. First, they may try to blame you, because problems resulting from wear and tear usually aren't covered. If a particular vehicle model has a history of defective rear axles, for example, the dealer may still insist you hit a pothole. Another ploy: the old run-the-clock-out ruse. Every time you take your warranty-protected vehicle to the shop, the mechanic says he can't find anything wrong, so of course he can't fix it. Then, after your warranty expires—whaddaya know?—the mechanic miraculously identifies the problem. And by the way, that'll be \$1,800.

The usual advice: Save repair records, Ditlow says. Some states require manufacturers to fix at no charge any defect that occurs after the warranty lapses if the problem first showed up during the warranty period. If your car is not under warranty when something breaks, don't assume you are out of luck; automakers sometimes have case-by-case repair policies that cover problem items even after your contract expires, especially if you make a fuss.

Still can't get satisfaction? Try this: Petra Wennberg Cesario's Volvo was covered by a Volvo-sponsored extended service contract when the transmission failed a few years ago, after just over 60,000 miles. The local dealership in Pasadena, California, replaced the faulty transmission at no charge, but the car continued to slam into gear, rev, and lurch. Wennberg Cesario complained and took her car in for further repairs, but the dealership, Rusnak Volvo, was never able to duplicate the problem.

Three years later, Wennberg Cesario's service contract expired. "The dealership recommended I replace the transmission again," she says, "but this time, I would have to pay \$3,700. That was not acceptable." She contacted the office of the president of Volvo North America. She was told that was Volvo's best offer.

Wennberg Cesario, a 41-year-old mother of two, did the next logical thing as far as she was concerned. Harking back to her Nordic roots, she created a sword-brandishing, Viking-hat-wearing Swedish goddess named Freya Svensson.

In a series of tongue-in-cheek video blogs on her website rusnackedvolvo.com, "Freya" lashed out at the car dealer. In one, she plucks a guitar while warbling in Swedish (with English subtitles), "O Volvo and Rusnak-aaaaaaak/You gave me a broken transmission-ooooo-n/Now the love we once shared/is fading in the past."

The outcome: Within ten days, more than 20,000 people viewed the video, including a Volvo executive who called Cesario and told her the company was "committed to getting to the bottom of the problem."

After examining the car in December and finding multiple problems, Volvo agreed to cover repairs worth nearly \$9,000.

"This was not about some vendetta," Cesario insists. "I was just documenting the fact that I wasn't being treated right. I never dreamed it would become this big, but it feels good to be a voice for the little guy."

IT HE CARELESS COMPUTER CLICK THAT KEEPS ON COSTING

Maybe you click a box offering a big discount on your online purchase. Or maybe, in a moment of weakness, you sign up for a "free" video. Boom. Next thing you know, you're getting charged every month for a product or service you never wanted.

Welcome to data passing.

Even after you notice the fee on your credit card or bank statement (you do scour them each month, don't you?) and try to cancel the deal, it can be frustratingly difficult to opt out. The Federal Trade Commission (FTC) requires companies to make the terms of such offers "clear and conspicuous," but by 2009, over 35 million consumers had been snared by data pass offers.

The usual advice: If you spot an unauthorized charge on your credit card or bank statement, notify the card issuer, then ask the merchant for your money back. If that doesn't work, tell your card issuer to fight the charge and then file a complaint at ftc.gov or by calling 877-FTC-HELP.

Still can't get satisfaction? Try this: As Dave Clarke was finalizing his purchase online at 1-800-Flowers, he clicked on a link offering a discount on his purchase. And unbeknownst to him, he inadvertently became a "member" of TLG Livwell, a partnership between 1-800-Flowers and Trilegiant (TLG) that offers deals on

AMEN SAME !@#\$ Trying on ME

I N V O I C E

PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #: [REDACTED]
ALT. #:
FAX #:
P.O. #:
TERMS: Cash
SALES ORDER#: 23245
SALES TYPE#: Work Order
TAG #:

DATE: 9/23/2010 12:48:29 PM
INVOICE #: 47554
CUSTOMER#: 4668
CP: Travis
LOCATION: 1
DELIVERY:
PICK UP:
TECH: Travis

BILL TO 4668

Elk Mound, WI

SHIP TO

Elk Mound, WI

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILEAGE / PURCH
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	3,095miles
					4/7/2010

MFR	PRODUCT NUMBER	DESCRIPTION	SOLD	B/O	PRICE	NET	TOTAL
****	MISC	Ask Polaris Case Information	1	0	\$0.00	\$0.00	\$0.00

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
	MISC - Ask Polaris Case Information				

Completed All SB : Yes
Symptom : The machine intermittently idles at 1500 rpms or higher after being ridden. The machine always idles normally upon first start cold. Once the machine starts to idle abnormally high the only way to get it to idle down is to shut the machine off with the key. *NO WAY TO STOP SOMETIMES*
Dig Wrench Code : none
Condition is : Intermittent
Symptoms First Observed : First observed around 500 miles since new.
Worse Or Better : I cannot inflict any different situation to create this issue. It seems to only idle high after the machine has been ridden for 20-40 miles, even at this point it intermittently acts up.
Maintenance Current : Yes
Fuel Type & Age : 91/fresh
Relevant History : The machine has had its maintenance performed as per the victory service chart. At the point of the 500 mile service nothing was found abnormal.
Tests Performed : I have inspected the machine with digital wrench. I have not found any abnormal readings. I inspected the idle air control valve for air leaks or damaged wiring.
Corrective Action : None. I have not experienced this running condition myself. The customer has taken the machine and rode it after inspecting and still experienced this issue. I test ridden the bike for 50 miles and have not had the advantage to diagnose the machine while it is acting up.

-- Dealer Comments 08/03/2010 04:30:28 PM --

I inspected three other visions with digital wrench and checked voltages at idle under the same temps and conditions and have found a common voltage of 13.5 vdc is normal. The customers bike idles with a consistant voltage of 12.7vdc. I contacted the customer and spoke with him. He has stated to me once more that the bike had acted up again on 8/1/2010 after riding 30 miles and had the same high idle issue. I had the customer come in and i removed his battery and installed a new fully charged battery. I then rechecked voltages and found that the bike now has 13.5 vdc at idle. I explained to the customer about the use of a battery tender. The customer has taken the bike to operate it. I am awaiting his response on the conformation of the repair. *HAPPENED 500 MILES BELIEVE AGAIN*
Uploaded file 'C:\Documents and Settings\toni riley\My Documents\09 VISON-Rich.txt'

-- Dealer Comments 09/09/2010 12:58:27 PM --

The bike has been ridden a total of 500 miles since last visit. The cutomer has complained that it has acted up three more times. I have spent 5 hours of testing/test riding of 500 miles with the customer, We need to try changing something. I suspect the Idle air control valve or the ecu that controls it is causing this.

-- Dealer Comments 09/10/2010 12:27:23 PM --

Picked Up By:

SEPT 29-10

2 pages

I N V O I C E

PAGE: 2

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #: [REDACTED]
ALT. #:
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P.O.#:
TERMS: Cash
SALES ORDER#: 23245
SALES TYPE#: Work Order
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DATE: 9/23/2010 12:48:29 PM
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DELIVERY:
PICK UP:
TECH: Travis

BILL TO 4668

Elk Mound, WI

SHIP TO

Elk Mound, WI

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILAGE / PURCH
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	3,095miles
					4/7/2010

I have never observed the rise in idle that the customer complains about. Every time he comes in and complains about the high idle it has always just happened before he arrived. He has ridden to the gate blowing his horn when he says it is high idling and by the time I run out there the bike magically runs normally. I have spent allot of time riding this bike and never felt a single issue. But every time he rides it, it seems to happen. He has never been able to show me this running issue. I'm frustrated with this.

*I HAVE 2 WITNESSES TO FAST IDLE ONE I NO OTHER
I DON'T BUT HAVE HIS PHONE II HE'S B.H.D. RIDER*

Customer may want to leave the bike with you for a few days so you can duplicate the complaint. Really hard to repair them when the technician is unable to experience the problem first hand. -BV- *THEY HAD 4/ DAY D:O*

NOTHING ALMOST SAME MILEAGE
---[07/27/2010 07:58]---

I called dealer and discussed with Travis dealer states he rode for 4 days with no problems cust has had unit for some time with no repeat. just today customer returned and reported he had a high idle yesterday. Only advice i can offer is that service report battery voltage is low. since bike now has only @ 2500 miles and cust does not ride very far start to stop, I suspect low batt voltage. Travis will work with consumer to see if low voltage is consistant with high idle occurance. I am closing this case at this time. Please click the "Reactivate" button at the top or bottom of your screen if the vehicle is not repaired or if further assistance is required. -BV-

---[BLVONVE 8/4/2010 10:45:16]---

Since the customer has his bike I am going to close this case. Please re-open this case and click the "Reactivate" button at the top or bottom of your screen if the vehicle is not repaired or if further assistance is required. or to submit a warranty request that would requier approval. -BV-

---[BLVONVE 9/9/2010 21:37:37]---

Have you ever duplicated the rise in idle that the customer complains about?

---[BLVONVE 9/13/2010 13:41:57]---

If this is the case you need to explaine to the customer that you have never been able to duplicate the ccomplaint therefore after many attempts at duplication as well as many conversations with the manufacturer, we have determined that this condition must be caused by rider input and is not a defect. We can continue to monitor the situation but you as a technician have done all you can to accomodate this situation, untill the situation can be duplicated by a victory technician we must move on to the next vehicle. There is always the option of the customer getting a second opinion from another dealer, but at this time we should simply close this case and either of us can re-open it if the complaint can be verified. This Ask Polaris case has been closed. If you wish to respond on this issue please reactivate this case rather than starting a new case. -BV-

Picked Up By: _____

INVOICE

SEP PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #: [REDACTED]
ALT. #:
FAX #:
P.O. #:
TERMS: Cash
SALES ORDER#: 23242
SALES TYPE#: Work Order
TAG #:

DATE: 9/23/2010 12:10:46 PM
INVOICE #: 47552
CUSTOMER#: 4668
CP: Travis
LOCATION: 1
DELIVERY:
PICK UP:
TECH: Travis

BILL TO 4668

Elk Mound, WI

Last one

SHIP TO

Elk Mound, WI

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILAGE / PURCH
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	3,095miles
					4/7/2010

MFR	PRODUCT NUMBER	DESCRIPTION	SOLD	B/O	PRICE	NET	TOTAL
****	MISC		1	0	\$0.00	\$0.00	\$0.00

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
	MISC - Inspect Running Condition.				

Picked Bike up from customers house. I then checked and inspected the machines fuel pressure and fuel tank venting. I reinspected the machine intake throttle body. I inspected the machine with the digital software as the bike ran for 3 hrs on the stand with cooling fans. The bike ran normally and showed no mechanical malfunction. I then test rode the machine for 70 miles. The bike ran normally. The customer then came in to the store and took his bike for a test ride on 9/1/2010 for 80 miles. The bike ran normally. The machines milage at this point was 3,165 miles. The customer then left the bike at the shop and returned the next day to test ride the bike again. 9/2/2010 the customer rode another 80 miles and the bike rode and ran normally. Milage was then at 3245miles. The customer then left the bike at the shop and returned on 9/8/2010. The customer test rode the bike for 125 miles and expereinced a high idle but the machine immediatly slowly retuned to normal idle. The customer experienced this as he was out riding the bike. The customer left the bike at the shop and returned on 9/9/2010 to ride the bike. The customer test rode the bike for 134miles and experienced a high idle issue. Before the customer returned to the shop the bike returned to a normal idle. I then inspected the bike and found no indication of electrical or mechanical issues. The bike now has 3,580 miles. The current date is 9/23/10, the machine has been in the shop since 8/23/10.

*HAD 30 DAYS TODAY 3580 MILES HAD 41 DAYS
Got NOTHING DONE I wanted machine installed Right on Bike
they couldn't do that so on 11-8-10 thats what they want to
do why now Reday weather over STALLING*

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
helmets,
or special orders.
See reverse side for more information.

Thank You for your business!

SUBTOTAL: \$0.00
TAX: \$0.00

Picked Up By: _____

INVOICE

PAGE: 1

SPORT RIDER

"Where the fun begins"

1504 HILL CREST PKWY
ALTOONA, WI 54720

Phone # (715) 834-0244

Toll Free 1-866-834-0244

www.sportriderinc.com

PHONE #:

ALT. #:

P.O.#:

TERMS: Cash

SALES ORDER#: 20675

SALES TYPE#: Sales

DATE: 04/7/10 10:39:23

INVOICE #: 41957

CUSTOMER#: 4668

CP: Adam

COUNTY: EC

BILL TO 4668

Elk Mound, WI

SP

MFR	PRODUCT NUMBER	DESCRIPTION	SOLD	B/O	PRICE	NET	TOTAL
POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort) S/N: 5VPSD36D093	1	0	\$21,000.00	\$21,000.00	\$21,000.00
****	SERVICE FEE	Service Fee	1	0	\$30.00	\$30.00	\$30.00
****	REG FEE	REGISTRATION FEE	1	0	\$110.00	\$110.00	\$110.00
****	TRADE-IN	2004 V Star 1100	-1	0	\$3,300.00	\$3,300.00	(\$3,300.00)

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
or special orders.
See reverse side for more information.

Thank You for your business!

Confirmation
Core #

1035 2704
291 349
Vehicle Haul
phone Robert
888 327 4236

WDOT
608 266 1425 Paul
Lammiman
Sending paper

Called Bob
aug 30-10

22/15/15
pure
\$300 trade
\$17,840.00
\$975.15

SUBTOTAL: \$17,840.00
TAX: \$975.15
INVOICE TOTAL: \$18,815.15
PMT CHECK: 3153 \$17,815.15
REBATE: \$1,000.00
AMOUNT DUE: \$0.00

Travis
715-834-0244
Sport Rider

Signed: _____

Signed: _____

S A L E S O R D E R

PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #: [REDACTED]
ALT. #:
P.O.#:
TERMS: **Cash**
SALES ORDER #: **22011**
SALES TYPE: **Work Order**
TAG #:

DATE: **6/28/2010**
INVOICE #:
CUSTOMER #: **4668**
CP: **Travis**
LOCATION: **1**
STATUS: **Active**
TECH: **Travis**

BILL TO 4668

[REDACTED]
Elk Mound, WI [REDACTED]

SHIP TO

[REDACTED]
Elk Mound, WI [REDACTED]

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILEAGE/METER
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	1940miles

MFR	PRODUCT NUMBER	DESCRIPTION	ORD	SOLD	B/O	PRICE	NET	TOTAL
****	MISC		1		0	\$0.00	\$0.00	\$0.00

Total Parts:

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
	MISC - Inspect/Reprogram machine				

LABOR COMMENTS:

I inspected the machine and checked the idle control systems. I found nothing indicating any malfunction with the idle control sensors or the idle air control valve. I test rode the machine. I could not get the machine to act up. I spoke with victory and determined that the ecu needed to be reprogrammed. I reprogramed the ecu and updated the radio software.

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
or special orders.
See reverse side for more information.

Thank You for your business!

SUBTOTAL: \$0.00
TAX: \$0.00
ORDER TOTAL: \$0.00
BALANCE REMAINING: \$0.00

Had 3 Days

Picked Up By: _____

SALES ORDER

PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #: [REDACTED]

ALT. #:

P.O.#:

TERMS: Cash

SALES ORDER #: 22011

SALES TYPE: Work Order

TAG #:

DATE: 6/28/2010

INVOICE #:

CUSTOMER #: 4668

CP: Travis

LOCATION: 1

STATUS: Complete

TECH: Travis

BILL TO 4668

Elk Mound, WI

SHIP TO

Elk Mound, WI

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILEAGE/METER
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	3,095miles

MFR	PRODUCT NUMBER	DESCRIPTION	ORD	SOLD	B/O	PRICE	NET	TOTAL
POL	4011496	BATTERY-YTX20HL,18AH	1		0	\$113.00	\$0.00	\$0.00

Total Parts:

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
MISC	Inspected fuel pump/Venting/Intake 8/23/10 3,095miles				
MISC	Inspect/Reprogram machine 6/28/10 1,980miles				
MISC	Install New battery/Rectify voltage issue.7/27/10 2,500mile				

was suppose fix didn't

LABOR COMMENTS:

I inspected the machine and checked the idle control systems. I found nothing indicating any malfunction with the idle control sensors or the idle air control valve. I test rode the machine. I could not get the machine to act up. I spoke with victory and determined that the ecu needed to be reprogrammed. I reprogramed the ecu and updated the radio software. I checked throttle adjustments and the cruise cable adjustments. All adjustments are correct. I reprogrammed the cruise parameters. The cruise functions normally. 8/3/10.
(milage--2757miles) I spoke with victory and conversed of the idling issue. Victory had determined that the battery voltage at idle was too low at 12.7vdc. I installed a new battery and rechecked voltage at idle under the same operating temps as before. The machine now shows 13.5vdc at idle during operation. The voltage is now acceptable and in correct range at idle. I test rode the machine. The machine runs and drives normally. I still have not experinced any running issue with this machine at idle or during operation. I picked the bike up from the customers house on 8/23/10. I ran the machine for 1 hour on the stand and inspected and verified the fuel pump pressure and operation for one hour straight. I inspected the fuel tank venting and ensured everything is routed and correctly installed. I test rode the machine 70 miles. The machine run normally the whole time. I called victory and discussed with them about the customers erratic idle condition that I cannot create. The techs at victory inspected with detail two service reports I had sent them of the data of the bike. The machines data and electronic information reads correctly. I have found no mechanical failure. Victory has determined that the customer has some type of riding habit or trait that could intermittently cause a higher idle under certain conditions. The bike physically has no mechanical or electrical issues.

NO RETURNS (parts, accessories, clothing):
without-sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
or special orders.

[Signature]

Picked-Up-By:

Customer Copy

Warranty Number 2958838	Model 1 VICTORY-09,VT,49ST,BLUE ICE (V09SD36DCC)	Serial Number 5VPSD36D093	Engine Model Number 1203560	Engine Serial Number 0120356001226
----------------------------	--	------------------------------	--------------------------------	---------------------------------------



VICTORY WARRANTY REGISTRATION FORM:

Dealer Number: 2291000	Distributor Number:
Dealer Business Name: SPORT RIDER INC	
Address: 1504 HILLCREST PARKWAY,	
City, State or Province, Zip or Postal Code: ALTOONA, WI 54720	
I certify that I gave the Owner's Manual to the purchaser and explained the importance of all riders reading the manual and following the safety precautions in this manual and in the labels on the motorcycle. I also certify that I completed the Victory assembly and pre-delivery inspection, had it signed by the owner, and will store it at the dealership.	
SIGNATURE OF DEALER X	DATE

Date of Sale: 4/7/2010	Owner Phone Number:
Owner's Name:	
Address:	
City, State or Province, Zip, Country: ELK MOUND, W US	
I received the Owner's Manual and will read the manual and warning labels before I use this motorcycle. I will request that anyone who I allow to use my motorcycle read this manual and labels. Except where specifically prohibited by law, I understand that there is no warranty or service bulletin coverage on this vehicle if I reside in a country different from that of the dealer that has sold this vehicle to me.	
SIGNATURE OF OWNER X	AGE DATE

5 yrs

SALES ORDER

PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #:

ALT. #:

P.O.#:

TERMS: Cash

SALES ORDER #: 22011

SALES TYPE: Work Order

TAG #:

DATE: 6/28/2010

INVOICE #:

CUSTOMER #: 4668

CP: Travis

LOCATION: 1

STATUS: Complete

TECH: Travis

BILL TO 4668

Elk Mound, WI

SHIP TO

Elk Mound, WI

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILEAGE/METER
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D0930	1940miles

MFR	PRODUCT NUMBER	DESCRIPTION	ORD	SOLD	B/O	PRICE	NET	TOTAL
****	MISC		1		0	\$0.00	\$0.00	\$0.00
POL	4011496	BATTERY-YTX20HL,18AH	1		0	\$113.00	\$113.00	\$113.00
Total Parts:								\$113.00

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
	MISC - Inspect/Reprogram machine				
	MISC - Reprogram cruise, Check adjustments				
	MISC - Install New battery/Rectify voltage issue.				

*WAS SUPPOSE TO FIX PROBLEM
500 MILES ACTED UP AGAIN*

LABOR COMMENTS:

I inspected the machine and checked the idle control systems. I found nothing indicating any malfunction with the idle control sensors or the idle air control valve. I test rode the machine. I could not get the machine to act up. I spoke with victory and determined that the ecu needed to be reprogrammed. I reprogrammed the ecu and updated the radio software. I checked throttle adjustments and the cruise cable adjustments. All adjustments are correct. I reprogrammed the cruise parameters. The cruise functions normally. 8/3/10. I spoke with victory and conversed of the idling issue. Victory had determined that the battery voltage at idle was too low at 12.7vdc. I installed a new battery and rechecked voltage at idle under the same operating temps as before. The machine now shows 13.5vdc at idle during operation. The voltage is now acceptable and in correct range at idle. I test rode the machine. The machine runs and drives normally. I still have not experienced any running issue with this machine at idle or during operation.

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
or special orders.
See reverse side for more information.

Thank You for your business!

SUBTOTAL: \$113.00
TAX: \$6.22
ORDER TOTAL: \$119.22

Picked Up By: _____

INVOICE

PAGE: 1



"Where the fun begins"

1504 HILL CREST PKWY
ALTOONA, WI 54720
Phone #: (715) 834-0244
Toll Free 1-866-834-0244
www.sportriderinc.com

PHONE #: [REDACTED]

ALT. #:

P.O.#:

TERMS: Cash

SALES ORDER#: 22011

SALES TYPE#: Work Order

TAG #:

BILL TO 4668

Elk Mound, WI [REDACTED]

DATE: 09/8/10 09:35:05

INVOICE #: 47127

CUSTOMER#: 4668

CP: Adam

COUNTY: EC

SP

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILEAGE/METER
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	3,095miles

MFR	PRODUCT NUMBER	DESCRIPTION	SOLD	B/O	PRICE	NET	TOTAL
POL	4011496	BATTERY-YTX20HL,18AH	1	0	\$113.00	\$0.00	\$0.00

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
------	-------------	-------	------	--------	-------

MISC - Inspected fuel pump/Venting/Intake 8/23/10 - 3095 miles

MISC - Inspect/Reprogram machine 6/28/10 1,940 miles.

MISC - Install New battery/Rectify voltage issue. 7/27/10 2,500 miles. RAN 500 MILES ACTED UP
WKS SUPPOSE TO STOP PROBLEM HANA AGAIN

LABOR COMMENTS:

I inspected the machine and checked the idle control systems. I found nothing indicating any malfunction with the idle control sensors or the idle air control valve. I test rode the machine. I could not get the machine to act up. I spoke with victory and determined that the ecu needed to be reprogrammed. I reprogrammed the ecu and updated the radio software. I checked throttle adjustments and the cruise cable adjustments. All adjustments are correct. I reprogrammed the cruise parameters. The cruise functions normally. 8/3/10. (milage--2757miles) I spoke with victory and conversed of the idling issue. Victory had determined that the battery voltage at idle was too low at 12.7vdc. I installed a new battery and rechecked voltage at idle under the same operating temps as before. The machine now shows 13.5vdc at idle during operation. The voltage is now acceptable and in correct range at idle. I test rode the machine. The machine runs and drives normally. I still have not experenced any running issue with this machine at idle or during operation. I picked the bike up from the customers house on 8/23/10. I ran the machine for 1 hour on the stand and inspected and verified the fuel pump pressure and operation for one hour straight. I inspected the fuel tank venting and ensured everything is routed and correctly installed. I test rode the machine 70 miles. The machine run normally the whole time. I called victory and discussed with them about the customers erratic Idle condition that I cannot create. The techs at victory inspected with detail two service reports I had sent them of the data of the bike. The machines data and electronic information reads correctly. I have found no mechanical failure. Victory has determined that the customer has some type of riding habit or trait that could intermittently cause a higher idle under certain conditions. The bike physically has no mechanical or electrical issues.

Right !@

Toyota

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
helmets,
or special orders.
See reverse side for more information.

Signed: _____

Signed: _____

I N V O I C E

PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE # [REDACTED]
ALT. #:
FAX #:
P.O. #:
TERMS: Cash
SALES ORDER#: 21195
SALES TYPE#: Work Order
TAG #: AD373

DATE: 5/4/2010 10:06:54 AM
INVOICE #: 43056
CUSTOMER#: 4668
CP: Adam
LOCATION: 1
DELIVERY:
PICK UP:
TECH: Travis

BILL TO 4668

Elk Mound, WI [REDACTED]

SHIP TO

Elk Mound, WI [REDACTED]

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILAGE / PURCH
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	541
					4/7/2010

MFR	PRODUCT NUMBER	DESCRIPTION	SOLD	B/O	PRICE	NET	TOTAL
POL	2540086	FILTER-OIL, 10 MICRON	1	0	\$12.00	\$12.00	\$12.00
POL	2873035	VICTORY ENGINE OIL 2	5	0	\$7.00	\$7.00	\$35.00
****	ENVIRON FEE	Environmental Fee	1	0	\$10.00	\$10.00	\$10.00
****	LABOR	Labor	1	0	\$70.00	\$70.00	\$70.00

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
	T21 - BASIC OIL CHANGE Free from Sale	1	\$70.00	\$70.00	\$70.00
	MISC - 500 MILE SERVICE				
Total Labor:					\$70.00

I changed the oil and filter. I completed the 500 mile service as per the victory maintenance interval chart. I disassembled the shifter assembly and inspected it. The shifter, bushings and mount are ok. The shifter is ok and is in complete working order.

*+ throttle sticks, 1500 RPMs
said nothing wrong*

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
or special orders.
See reverse side for more information.

Thank You for your business!

SUBTOTAL: \$127.00
TAX: \$6.98
INVOICE TOTAL: \$133.98
PMT CASH: \$150.00
CHANGE: (\$16.02)
AMOUNT DUE: \$0.00

By: _____

VEHICLE PURCHASE DATE (MM/DD/YYYY) 04-07-2010		CONTRACT PURCHASE DATE (MM/DD/YYYY) 04-07-2010		NEW TERM: Term begins on the in-service date. USED TERM: Term begins on the purchase date.		ODOMETER 0
TERM MONTHS (CIRCLE ONE) 12 24 36 48 60		CONTRACT PRICE \$0.00		VIN/SERIAL NUMBER 5VPSD36D093		
MODEL YEAR 2009	MODEL (ENTER MODEL) Vision		(CIRCLE ONE): VICTORY ATV RANGER SNOWMOBILE LEV		(CIRCLE ONE) NEW or USED	
DEALER NAME POLARIS INDUSTRIES - PROMO ACC		DEALER NUMBER 4POLARIS		TRACKING CODE (8 DIGITS)		
CUSTOMER NAME (FIRST, LAST) [REDACTED]		STREET ADDRESS [REDACTED]				
CITY ELK MOUND		STATE WI		ZIP CODE [REDACTED]		
STANDARD DEDUCTIBLE IS \$50				CHECK IF VEHICLE IS 6 X 6 ☐		
COMMERCIAL/GOVERNMENT USE: AVAILABLE FOR NEW VEHICLES AT TIME OF PURCHASE ONLY (SUBJECT TO A SURCHARGE) This box must be checked to indicate the vehicle will be used for Commercial or Government use (See Section 4, Exclusions, #14) ☐						
This Contract is between Polaris Sales, Inc., 2100 Highway 55, Medina, MN 55340 (hereinafter referred to as We, Us, and Our), and You . Purchase of this Contract is not required in order to purchase, register, or obtain financing for any product. This Contract contains all of the agreements between You and Us.						

CUSTOMER SIGNATURE

DEALER SIGNATURE

SECTION 1 - REQUIRED MAINTENANCE

In order to keep this Contract in force or transfer this Contract, You must maintain the vehicle in accordance with Polaris' maintenance requirements from the date You purchased the vehicle. Before any repair is authorized or transfer approved, We will require You to prove You have properly maintained the vehicle as required. You are responsible for retaining the receipts identifying the vehicle showing dates, mileage, services performed, year, make, model, and vehicle identification number (VIN), and providing them to the Administrator in the event of a claim or transfer. **The performance of normal maintenance services is not covered by this Contract.**

SECTION 2 - HOW TO MAKE A CLAIM

1. Take all reasonable precautions to protect the vehicle from further damage in order to prevent additional cost or repairs (see Section 4, Exclusions);
 2. You must authorize a Polaris/Victory Dealer to inspect and diagnose the Mechanical Breakdown, as necessary, to determine the cause of failure and the cost of parts and labor to repair;
 3. If requested, permit inspection of the vehicle by the Administrator BEFORE repairs are performed;
 4. **Prior to starting repairs, You or the repair facility must call the Administrator at 866-576-5274 with diagnosis and estimate of repairs.** If a covered Mechanical Breakdown occurs when the Administrator's office is closed, You or the repair facility must call the Administrator during the next business day. Failure to call in and report the claim on the next business day may result in nonpayment (see Exclusions, Section 4). Repair Facility may also submit claims online at www.polaristaresc.com;
 5. Upon request, provide proof of maintenance (see Section 1, Required Maintenance);
 6. You must pay the deductible and any other non-covered expenses as applicable;
 7. If a Mechanical Breakdown is NOT covered by this Contract, any cost incurred for disassembly or diagnostic work is Your responsibility and expense (see Section 4, Exclusions);
- Claims mailed in without prior authorization from the Administrator will be denied (see Section 4, Exclusions).**

SECTION 3 - COVERAGE

MECHANICAL BREAKDOWN: The failure of a Covered Part to perform its intended function due to defects in materials or faulty workmanship in its manufacturing.

A. COVERED COMPONENTS

This Contract provides Mechanical Breakdown coverage for repair or replacement of all factory-installed mechanical and electrical operating parts on the vehicle. **Replacement shall be made with genuine new or rebuilt Polaris/Victory parts, when possible.** Coverage includes fluids and labor when required as part of a covered repair. See Section 4, Exclusions.

B. ADDED COVERAGES

The following coverages are included at no additional cost to You on all new or preowned vehicles: **RENTAL:** In the event of a covered Mechanical Breakdown, We will reimburse You for actual expenses incurred for substitute transportation at a maximum daily rental rate of \$20 per day, not to exceed a total of six (6) days. One (1) day's rental shall be allowed for each eight (8) hours, or portion thereof, of labor hours required as listed in rates established by the manufacturer for use in Polaris-licensed repair facilities. **PICKUP:** In the event of a covered Mechanical Breakdown, We will reimburse You for reasonable pickup charges, not to exceed \$50, which You incur to have Your Polaris/Victory vehicle picked up and taken to a repair facility.

I N V O I C E

PAGE: 1

SPORT RIDER INC
1504 HILLCREST PKWY
ALTOONA, WI 54720
Phone #: (715)834-0244
Fax #: (715)834-0953

PHONE #: [REDACTED]
ALT. #:
FAX #:
P.O. #:
TERMS: **Cash**
SALES ORDER#: **23242**
SALES TYPE#: **Work Order**
TAG #:

DATE: **9/23/2010 12:10:46 PM**
INVOICE #: **47552**
CUSTOMER#: **4668**
CP: **Travis**
LOCATION: **1**
DELIVERY:
PICK UP:
TECH: **Travis**

BILL TO 4668

Elk Mound, WI

SHIP TO

Elk Mound, WI

YEAR	MFR	MODEL NUMBER	DESCRIPTION	VIN/SERIAL #	MILAGE / PURCH
2009	POL	V09SD36DCC	2009 Vision Tour, Ice Blue (comfort)	5VPSD36D093 [REDACTED]	3,095miles
					4/7/2010

MFR	PRODUCT NUMBER	DESCRIPTION	SOLD	B/O	PRICE	NET	TOTAL
***	MISC		1	0	\$0.00	\$0.00	\$0.00

LABOR SUMMARY:

CODE	DESCRIPTION	HOURS	RATE	AMOUNT	TOTAL
	MISC - Inspect Running Condition.				

Picked Bike up from customers house. I then checked and inspected the machines fuel pressure and fuel tank venting. I reinspected the machine intake throttle body. I inspected the machine with the digital software as the bike ran for 3 hrs on the stand with cooling fans. The bike ran normally and showed no mechanical malfunction. I then test rode the machine for 70 miles. The bike ran normally. The customer then came in to the store and took his bike for a test ride on 9/1/2010 for 80 miles. The bike ran normally. The machines milage at this point was 3,165 miles. The customer then left the bike at the shop and returned the next day to test ride the bike again. 9/2/2010 the customer rode another 80 miles and the bike rode and ran normally. Milage was then at 3245miles. The customer then left the bike at the shop and returned on 9/8/2010. The customer test rode the bike for 125 miles and expereinced a high idle but the machine immediatly slowly retuned to normal idle. The customer experienced this as he was out riding the bike. The customer left the bike at the shop and returned on 9/9/2010 to reride the bike. The customer test rode the bike for 134miles and experienced a high idle issue. Before the customer returned to the shop the bike returned to a normall idle. I then inspected the bike and found no indication of electrical or mechanical issues. The bike now has 3,580 miles. The current date is 9/23/10, the machine has been in the shop since 8/23/10.

30 DAYS

NO RETURNS (parts, accessories, clothing):
without sales slip,
after 30 days,
on sale/clearance items,
electrical parts,
helmets,
or special orders.
See reverse side for more information.

Thank You for your business!

SUBTOTAL: \$0.00
TAX: \$0.00

Picked Up By:

SEPT 29 -10



U.S. Dept of Transportation
Material Heavy Administration
Office of Refect Immigration
N.U.S. 210 1200
New Jersey Ave S.E.
West Bldg Washington DC

20590

