

CL-10482373-1202



Ft Myers, FL [REDACTED]

December 14, 2012

DEC 27 2012

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-290
1200 New Jersey Ave SE
Washington, DC 20077-9382

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

RE: 10482373 and 496862

On 12/3/2012 I called you to update my complaint. I was assigned # 496862.

On June 22, 2012, I emailed Brandon Kirk, the area district manager, who works for Monty, the boss in corporate. I received an email from B Kirk, who stated that he "Called customer service and they will call me within a week". No one ever called me back. Customer Service number is 1-888-704-5290. This is the same office that Monty has his office.

As usual I asked to speak to Monty, like I have done many times in the past. However this time I was told, by the Customer Service, "Monty will NOT talk to me", She was told to tell me "Victory will no longer have anything to do with my bike because it is 4 years old". The only trouble I have had in the past, was do to poor product design, or inferior work, and up to this problem, Monty always took care of the problem. I thought his, Monty's, action was kind of strange, but this happened right after I told Monty, in one of my correspondence that if the back part of the front fender guard, isn't fixed, it is an accident waiting to happen. Also, that Polaris should notify you people before someone got killed, when the steering wheel locks up because the rear part of the front wheel jams in to the fairing, and the front steering Colum cannot be turned..

Please let me know when action is taken, so that I can get my money back, and the kick stand fixed. Also do not forget the part of the kick stand, that came off as I was traveling on the interstate, and that part, a small round ball,

ET
12/27/12
[Signature]

almost hit my friend, who was traveling behind me, like a speeding bullet. If it did hit him, he would have died.

Thanking you in advance for your help.



[Redacted]
Fort Meyers, FL [Redacted]

FORT MEYERS, FL 339
15 DEC 2012 PM 11



US DEPT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-290
1200 NEW JERSEY AVE S.E.
WASHINGTON, D.C. 2077-9382

20590

