

Victory Motorcycles Division
Polaris Industries Inc.
P.O. Box 47700
Medina, MN 55340-9960

June 25, 2015

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

JUL 14 2015

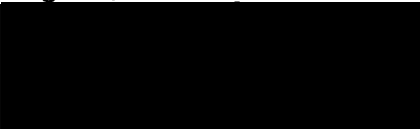
Dear Victory Motorcycles,

I am writing you in regards to the Recall Campaign 13E-048. 2010 - 2014 Victory Motorcycle Lock & Ride Backrest. I am an owner of a 2012 Victory Cross Country. VIN/Serial No. 5VPDW36N1C3 [REDACTED]. I have been trying to get my backrest replaced for over a year now with no success. The dealer is willing to replace it but it seems that you are not shipping replacements to them in a timely manner. Although I do not currently have a luggage rack I was planning to add one. If you do not replace this defective accessory I will not be able to attach any backrest to it rendering it not capable of serving its original purpose. I have been more than patient. I am forwarding a copy of this letter to the NHSTA seeing if maybe they can assist me in getting this defective product replaced.

If you don't think my backrest would be replaced please send me a letter listing the reasons. I feel that even though I have not purchased a luggage rack yet it still remains that my current backrest is indeed defective and I will not be able to attach the newly designed luggage rack to it since the mounting holes are not the same.

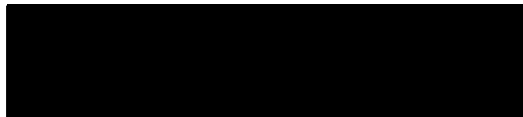
I really like this motorcycle and would like to keep it for a long time. But this defect is keeping me from using it to its full potential.

Regards;



cc: NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

NM
7/17/15
SMD



Acworth, GA



ATLANTA METRO 360

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WEST BUILDING
WASHINGTON DC 20590

20590

