



VOICE of



VICTORY
GO BREAK BOUNDARIES.

V-11-09-01

Expiration Date: 11/01/11 Published for Victory Dealers, Distributors, and Service Staff

September 07, 2011

IMPORTANT: Upcoming Safety Bulletin for Victory Motorcycles

This Voice of Victory has been released to inform you of an upcoming Victory Motorcycle Safety Bulletin. Victory has determined that a defect exists in some accessory seats made for Victory motorcycles. These accessory seats; JACKPOT TOURING SEAT W/BACKREST (PN: 2875961-01) and, KINGPIN LEATHER TOURING SEAT W/BACKREST (PN: 2876641-01) can fit on 2006-2012 Victory Jackpot models, 2004-2012 Victory Kingpin models and, 2003-2012 Victory Vegas models.

Victory has determined that the backrest support bracket on some of these accessory seats can fail and allow the passenger backrest to separate from the seat base. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the vehicle.

Replacement parts will become available 11/01/2011. Once the parts become available, Victory will release a Safety Bulletin to all Victory dealers, with instructions required to replace the backrest support bracket on the affected accessory seats.

Consumer notifications have been sent out to all registered owners of models affected by the upcoming Safety Bulletin. An example of the U.S. letter is shown on page 4 of this communication. In addition to the notification letter sent by Victory Motorcycles, dealers will be required to notify owners of motorcycles sold by their dealership, and to make arrangements to perform this bulletin repair.

AFFECTED MODELS:

Models Affected	Accessory Seats Affected
2006-2012 Victory Jackpot	JACKPOT TOURING SEAT W/BACKREST (PN: 2875961-01)
2004-2012 Victory Kingpin	KINGPIN TOURING SEAT W/BACKREST (PN: 2876641-01)
2003-2012 Victory Vegas	KINGPIN TOURING SEAT W/BACKREST (PN: 2876641-01)

WHAT YOUR DEALERSHIP SHOULD DO:

- Remove all affected accessory seats (PN: 2875961-01 & PN: 2876641-01) from your sales floor and **STOP SALE** until replacement parts are available (11/01/11) and can be used to replace the existing backrest support bracket currently packaged with the accessory seat kit.

AND

- Until replacement parts become available (11/01/11), consumers have been instructed to remove their affected seatback, with the option to contact dealers to have their defective seatbacks removed or their complete seat assemblies replaced with the factory installed seat, if it is still in their possession. **LABOR ONLY** warranty reimbursement is available for seatback removal or reinstallation of the factory installed seat, and can be obtained by performing the following steps:

IMPORTANT! BACKREST PADS MUST BE RETAINED FOR USE ON THE REPLACEMENT BRACKET!

WARRANTY CLAIM PROCESSING INSTRUCTIONS:

- "Start a New Warranty Claim" for that VIN.
- Enter :24 minutes of labor.
- Use fail codes: 140 / 282 / 152
- Enter the Voice of Victory number V-11-09-01 in the AUTHORIZATION field.
- Enter: "Passenger Seatback Fault" in the CONCERN field. Enter: "Defective Seatback Support" in the CAUSE field. Enter: "Removed Seatback" in the CORRECTION field.
- Save and submit the claim to Polaris.

*Any questions regarding this Voice of Victory or warranty claim processing should be directed to ASK Polaris. From your dealer website click on 'ASK Polaris' and select 'Tech Parts Question', then 'Part Inquiry – General'.

WARRANTY COVERAGE FOR THIS VOICE OF VICTORY EXPIRES 11/01/11

Voice of Victory AUTHORIZATION #	V-11-09-01
CLAIM TYPE	Standard (ST) or Out of Warranty (OW)
LABOR ALLOWANCE	.4 Hours (:24 minutes)
CLAIM PART NUMBERS	0000518 (Miscellaneous labor only)
EXPIRATION DATE	Warranty labor coverage for Voice of Victory V-11-09-01 expires on 11/01/11.

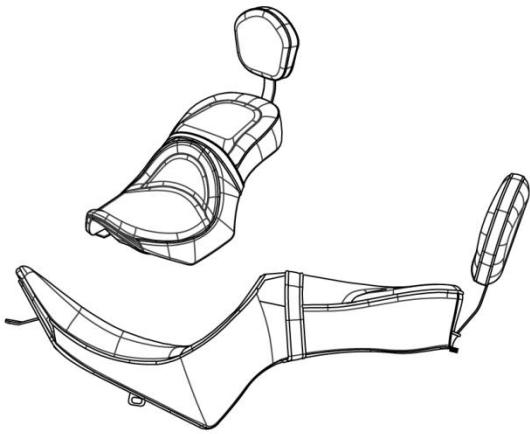
Sincerely,



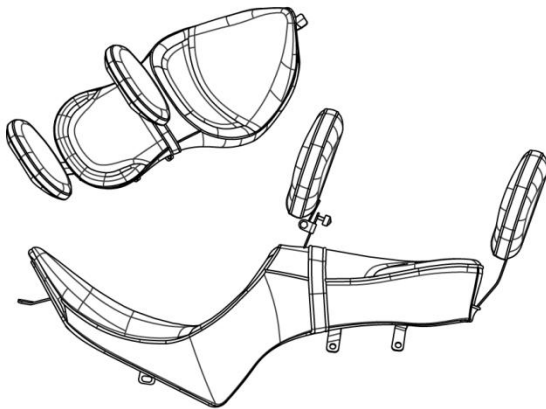
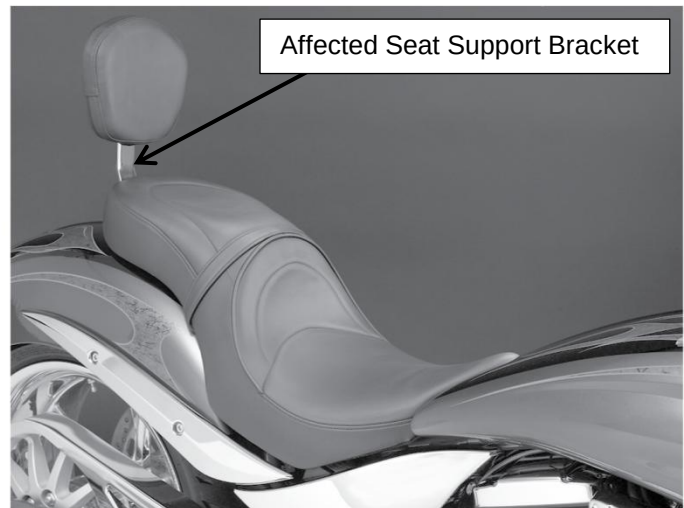
Bridget McLennan
Warranty and Service Publications Manager

ACCESSORY SEAT IDENTIFICATION:

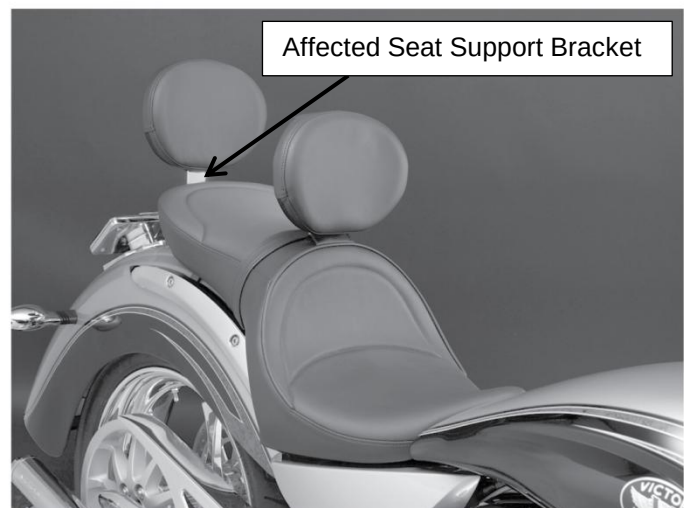
**In most cases, a sticker designating the accessory part number will be affixed to the seat bottom. If the PN sticker is not present, the seat must be identified by visual comparison to the illustrations provided below.*



2006 - 2012 Victory Jackpot
Accessory Touring Seat w / Passenger Backrest
PN: 2875961-01



2004 - 2012 Victory Kingpin
& 2003 - 2012 Victory Vegas
Accessory Touring Seat w / Passenger Backrest
PN: 2876641-01



EXAMPLE OF U.S. CONSUMER LETTER 11V-346



Victory Motorcycle Division
of Polaris Industries Inc.
2100 Highway 55
Medina, MN 55430

SAFETY RECALL NOTICE

Recall Campaign: 11V-346

**Subject: Accessory Passenger Seat Backrest Support Replacement
2006-2012 Victory Jackpot[®], 2004-2012 Victory Kingpin[®]
& 2003-2012 Victory Vegas[®] models
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 determined that a defect which relates to motor vehicle safety exists in some accessory seats made for Victory motorcycles. These accessory seats; JACKPOT TOURING SEAT W/BACKREST (Part No. 2875961-01) and, KINGPIN LEATHER TOURING SEAT W/BACKREST (Part No. 2876641-01) can fit on Model Year 2006-2012 Victory Jackpot motorcycles, Model Year 2004-2012 Victory Kingpin motorcycles and, Model Year 2003-2012 Victory Vegas motorcycles. Our records indicate that you have purchased a vehicle on which one of these accessory seats could be installed.

The reason for this recall:

Victory has determined that the backrest support on some of these accessory seats may be defective. The defective backrest support can fail and allow the backrest support bracket to separate from the seat base. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the vehicle. *Please note that this recall does not apply to the factory installed seats on these vehicles or to any other accessory seat sold for use on these vehicles.*

What Victory and your dealer will do:

Victory is currently performing the engineering steps necessary to properly design and manufacture a replacement backrest support bracket. When the replacement parts are available, Victory will issue a Safety Recall to all Victory dealers, with instructions required to replace the backrest support bracket on any of the affected accessory seats (PN: 2875961-01 and PN: 2876641-01) found to be installed on a motorcycle or otherwise in the possession of the owner. Repairs will be made by any authorized Victory motorcycle dealer at no cost to you. The actual repair should take under one hour to perform; however, it may take longer due to service scheduling requirements. If you choose, the affected accessory seat can be removed from the motorcycle and dropped off at the dealer to have this Safety Bulletin repair completed.

Victory believes that the parts necessary to perform the backrest repair will be available by 11/01/2011.

What you should do:

Review the illustration on the back side of this letter to determine whether you have one of the affected accessory seats installed on your motorcycle or otherwise in your possession. If so, after 11/01/2011, please call your authorized Victory motorcycle dealer to schedule an appointment to have the Safety Bulletin repair performed. Do not attempt repairs yourself. Repairs must be done by an authorized Victory motorcycle dealer.

Pre-Ride Inspection:

If you have one of the affected accessory seats installed on your motorcycle and if you choose to ride your vehicle prior to the backrest replacement, you must remove the backrest from the affected accessory seat or replace the entire seat before riding. If you feel uncomfortable removing the backrest or replacing the accessory seat yourself, please make an appointment with your Victory dealer and they will do this for you, free of charge.

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, if you are having difficulty obtaining the recall repair outlined in this letter, or if you need assistance finding a Victory Dealer, please visit the Polaris/Victory Motorcycle web site at www.polarisindustries.com or contact our Victory Consumer Service Department by calling 1-888-704-5290.

This notice was mailed to you according to our most current registration information. If you no longer own your Victory motorcycle, please contact your local Victory dealer to have the ownership information changed. The Consumer Service Department cannot change ownership information without identification. 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 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 please contact the Victory Consumer Service Department using the contact information above.

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, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C. 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or on the web 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,

Bridget McLennan
Warranty and Service Publications Manager