



V-13-09-01

**VOICE of**



*Published for Victory Dealers, Distributors, and Service Staff*



**September 11, 2013**

### **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 Motorcycles has determined that a defect exists in some Lock & Ride® passenger backrests. The affected passenger backrests (PN: 2877938 and PN: 2877938-266), when used in conjunction with accessory luggage rack (2877950 or 2877950-266) can crack at the chassis mounting point. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the motorcycle. These passenger backrest / luggage rack combinations can be installed on any 2010 - 2014 Victory Cross Country, Cross Country Tour, Cross Roads, Cross Roads Classic or Hard-Ball motorcycles.

**Passenger backrests that have never had a luggage rack installed onto them are not affected by this recall and may continue to be used safely.**

The Lock & Ride® Passenger Backrests and Luggage Racks affected by the upcoming Safety Bulletin include:

- **Lock & Ride® Passenger Backrest, Chrome (Part Number: 2877938)**
- **Lock & Ride® Passenger Backrest, Black (Part Number: 2877938-266)**
- **Lock & Ride® Luggage Rack, Chrome (Part Number: 2877950)**
- **Lock & Ride® Luggage Rack, Black (Part Number: 2877950-266)**

**Updated parts will become available after 04/30/2014.** Once the parts become available, Victory will release a Safety Bulletin to all Victory dealers with instructions required to identify and replace affected parts.

The updated backrest and luggage rack (available after 04/30/2014) cannot be used interchangeably with the recalled parts noted in this communication.

Consumer notifications will be 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 3 of this communication.

### **AFFECTED MODELS:**

<b>Model(s) Affected</b>	<b>Model Numbers</b>	<b>Vehicle Identification Number Range</b>
2010-2014 Cross Country	ALL MODELS	NA
2012-2014 Cross Country Tour		
2010-2014 Cross Roads		
2012-2014 Cross Roads Classic		
2013 Hard-Ball		

### **STEPS YOUR DEALERSHIP SHOULD TAKE IMMEDIATELY:**

1. Remove all affected Lock & Ride® Luggage Racks (PN: 2877950 and PN: 2877950-266) from your sales floor / parts department and file a Part Stock warranty claim. All claimed luggage racks will be requested back through the warranty parts return process.
2. Review sales records and contact customers who have purchased an affected luggage rack (see part numbers above). Have the customer remove the luggage rack / backrest assembly from their motorcycle until the Safety Bulletin is released, at which time they will be instructed to return the recalled parts in exchange for updated parts.
3. Read the consumer letter attached to this Voice of Victory and become familiar with consumer expectations following the release of the Safety Recall.

## PART STOCK WARRANTY CLAIM PROCESSING INSTRUCTIONS:

- STEP 1: Start a new **Parts Stock** warranty claim.
- STEP 2: Use warranty fail codes: **140 / 212 / 152**.
- STEP 3: Use the luggage rack part number as the primary fail part.
- STEP 4: Enter in the **CONCERN** field: "**V-13-09-01**".
- STEP 5: Enter in the **CAUSE** field: "**Luggage Rack**".
- STEP 6: Enter in the **CORRECTION** field: "**Parts Stock**".
- STEP 7: Save and submit the claim to Polaris.
- STEP 8: Retain all recalled luggage racks for return to Polaris.

<b>Voice of Victory AUTHORIZATION #</b>	<b>V-13-09-01</b>
<b>CLAIM TYPE</b>	Part Stock (PS)
<b>LABOR ALLOWANCE</b>	NA
<b>CLAIM PART NUMBERS</b>	PN: 2877950 (Luggage Rack, Chrome) PN: 2877950-266 (Luggage Rack, Black)
<b>EXPIRATION DATE</b>	<b>NA</b>

Sincerely,

Victory Motorcycles



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

# SAFETY RECALL NOTICE

Recall Campaign: 13E-048  
Subject: 2010-2014 Victory Motorcycle –  
Lock & Ride® Backrest / Luggage Rack  
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 Lock & Ride® passenger backrests if those passenger backrests are used in conjunction with a luggage rack. These passenger backrest / luggage rack combinations could be used on any 2010 through 2014 Victory Cross Country, Cross Roads, Cross Roads Classic, Cross Country Touring or Hard-Ball motorcycles. Our records indicate that you have purchased a potentially affected vehicle.

***The reason for this recall:***

Victory has determined that some Lock & Ride® passenger backrests, if used with a luggage rack, can crack at the chassis mounting point. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the motorcycle. Passenger backrests that have never had a luggage rack installed onto them are not affected and may continue to be used reliably.

***What Victory and your dealer will do:***

Victory will issue a *Safety Recall Bulletin* to all Victory dealers, with the appropriate instructions to inspect and replace as necessary affected Lock & Ride® passenger backrests. If the passenger backrest has a luggage rack, the passenger backrest and luggage rack will be removed and replaced with an updated design. Repairs must be made by any authorized Victory motorcycle dealer at no cost to you. The actual repair should take under an hour to perform; however, it may take longer due to service scheduling requirements.

Victory believes that the necessary parts to complete this repair will be available after April 30, 2014.

***What you should do:***

If your Victory Cross Roads, Cross Country or Hard-Ball motorcycle is equipped with a Lock & Ride® passenger backrest and has never had a luggage rack installed with the passenger backrest; there is nothing you need to do. Do not install a luggage rack onto your Lock & Ride® passenger backrest, your machine is not affected by this recall.

If your Victory Cross Roads, Cross Country or Hard-Ball motorcycle currently has, or has ever had, a luggage rack installed onto your Lock & Ride® passenger backrest, you must remove and retain your passenger backrest from your motorcycle before operating your motorcycle.

After April 30<sup>th</sup>, 2014, please call your authorized Victory motorcycle dealer to schedule an appointment to have the bulletin repair performed. If you have removed your passenger backrest and luggage rack so you could continue to use your motorcycle, you must retain them so that they can be presented to your Victory dealer. Repairs must be done only by an authorized Victory motorcycle dealer.

***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.victorymotorcycles.com](http://www.victorymotorcycles.com) or contact our Victory Consumer Service Department by calling 1-877-737-7172.

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 Victory 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 reimbursement please contact your Victory dealer or the Victory Consumer Service Department using the 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,

Victory Motorcycles