



## CUSTOMER INSTRUCTIONS FOR COMPLETING SAFETY RECALL V-14-02

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

Dear Victory Motorcycle Owner:

To ensure the shortest amount of vehicle downtime during the recall campaign, we ask that you contact your authorized Victory motorcycle dealership and schedule a convenient time for you to bring your motorcycle in for inspection. If you need assistance finding a Victory dealer, please visit the Victory Motorcycles web site at [www.victorymotorcycles.com](http://www.victorymotorcycles.com) or contact our Victory Consumer Service Department by calling 1-877-737-7172 (French speaking please dial 1-204-925-7100).

Please **DO NOT** ride your motorcycle to the dealership. Victory Motorcycles has partnered with Road America to provide transportation assistance at no cost to you. In the event you cannot trailer your motorcycle or make other transportation arrangements, please call 1-877-737-7172, OPTION 3 and select the prompt for roadside assistance. If you choose to use roadside assistance through Road America to transport your motorcycle, you will need to have already made a service appointment with your Victory dealership. Please do not schedule transportation with Road America until after making a service appointment.

Your Victory Motorcycle dealer will notify you after your motorcycle is inspected and repaired (if applicable). Again, Victory Motorcycles can provide transportation assistance at no cost to you. If you are unable to secure transportation to the dealership for pick-up, Victory Motorcycles will reimburse you any reasonable costs for public transportation (bus, train, taxi, etc.) to travel to the dealership. When your pick-up is complete, to receive your reimbursement for reasonable transportation costs call Victory Motorcycles at 1-877-737-7172, OPTION 2. You will be provided information, including where to send your transportation receipt.

If you prefer to have your motorcycle picked up at the dealer and delivered to you, please call 1-877-737-7172, OPTION 3 and select the prompt for roadside assistance. If you choose to use Road America to transport your motorcycle, you will already need to have confirmation that your dealer has completed the inspection and/or repair procedure. Please do not schedule transportation with Road America until after your dealer has finished the inspection and/or repair procedure and has contacted you. Also, if you chose to have your motorcycle delivered, you must schedule a place and time where you will be able to accept the delivery. Road America will not deliver your motorcycle without you being present.

Please accept our apologies for any inconvenience this may cause you. Your safety and continued satisfaction with your Victory motorcycle is our primary concern. As a thank you for your loyalty to Victory Motorcycles, we have enclosed a \$100 voucher to use on your next service. We want you to keep putting miles on your bike because at Victory, we know it is all about the ride. Once the recall campaign has been completed, you can redeem the voucher at your dealership during your next service visit.

Sincerely,

Victory Motorcycles