



2010-2017 Victory Cross Country / Cross Roads / Magnum / Hard Ball Brake Line Routing - Stop Sale/Safety Bulletin FAQ

Version: R03 (October 18, 2017)

When was the Stop Sale/Safety bulletin originally announced and what is the updated action?

Polaris originally announced a Service Bulletin on June 20, 2017. Today this bulletin is being converted into a Safety Bulletin. There is no new procedures or action required, besides letting owners of affected vehicles know about the updated information.

What is the purpose of the V-17-02 Safety Bulletin?

Victory engineering has determined that some Cross Country, Cross Roads, Magnum and Hard Ball models may experience damage to the rear brake line. Motorcycles experiencing prolonged misfire conditions may produce increased catalytic converter temperatures causing the retention clip securing the rear brake line to melt. In extreme cases, the retention clip may melt onto the catalytic converter, and increasing the risk of brake line damage.

What make & model year is included in this bulletin?

2010-2017 Victory Cross Country / Cross Roads / Magnum / Hard Ball.

Is every model year v2010-2017 Victory Cross Country / Cross Roads / Magnum / Hard Ball vehicle affected?

Yes, all vehicles are impacted.

How can a dealer see which units in inventory are impacted by this?

1. Login to the dealer website (DEX).
2. Locate the 'Service and Warranty' dropdown, click on STOP Site.
3. On the left-hand side of the page, under 'STOP Site Links,' click on 'Service Bulletins'.
4. Locate the link for the Service Bulletin of interest and click on the 'All VINs' link located on the right.
5. The 'All VINs' page will display all affected VINs within your dealership's inventory.

NOTE: Unit Inquiry can always be used to check an individual VIN.

Is this a STOP SALE and a STOP RIDE?

This is a STOP SALE until wholegood stock vehicles are updated. This is NOT a STOP RIDE for consumers.

What Dealers **CAN** Do

1. Can quote new Victory products.
2. Can accept deposits from consumers as a reservation for a future sale.
3. Can utilize PCDX to begin setup and PDI (except for test ride).
4. Can, and should, warranty register impacted Victory product that was delivered to consumers prior to the release of the stop sale to ensure Polaris has accurate records and can notify the customer if required.

What Dealers **CANNOT** Do

1. Cannot complete a sale.
2. Cannot deliver impacted Victory products to consumers.
3. Cannot allow a consumer to purchase and take an affected Victory product.
4. Cannot warranty register an affected Victory (unless delivered to the consumer prior to the release of the stop sale).
5. Cannot hold customers' vehicles in service against their will.

Will Polaris notify consumers?

Yes. Polaris will mail a standard consumer notification letter outlining the nature of this bulletin in the United States and Canada.

Should dealers notify consumers?

Yes. Dealers should follow their standard process for contacting consumers regarding bulletin work on their affected vehicles. Dealers should reference the STOP site for a list of their dealership's affected VINs.

Is training required before ordering parts or filing claims for this bulletin?

No, dedicated training is not required beyond the information outlined in the bulletin.

What parts are required to update the vehicles affected by this bulletin, and will dealers need to order them?

All affected units require swingarm guard kit PN 2207333. Dealers can order their desired quantity of parts on a daily order.

A new feature has been created within the DEX PG&A ordering system to help identify parts needed for this bulletin, as well as initial recommended order quantities. Take the University of Polaris training 'Item Availability and Daily Ordering' to learn more, or follow the instructions below:

DEX Homepage-> PG&A-> Start a New Purchase Order

- 1.) From the Purchase Order Homepage, select Bulletin Ordering
 - 2.) Choose the impacted Product Line and Bulletin Number
 - 3.) A full parts list will populate. Simply choose the items you would like to order, and enter an Order Quantity
- **Reference the Initial Recommended Ordered Quantity for a recommendation from Polaris on the amount of inventory to order. Use the recommendation in conjunction with the Open VIN List from the STOP site to determine an order amount that's right for your dealership. Keep in mind that bulletin parts are non-returnable.

Are the kits returnable if a dealer over orders?

No. Our standard RMA policy excludes the return of Service or Safety Bulletin parts.

Will Dealers have all of the appropriate tools to complete this bulletin?

Yes, this repair procedure requires basic shop tools.

Will dealers be paid for performing this update?

Yes. Dealers will be reimbursed for the cost of parts and labor to perform the update.

How does a dealer warranty register a unit that a customer has paid for and taken delivery of PRIOR to the STOP SALE announcement?

The warranty registration capability is disabled for all units affected by the stop sale. If the unit has not been paid for, or if the unit has not yet been delivered to the customer, you should retrieve or hold the unit until repairs have been completed.

In the event that a warranty registration must be completed, please submit an Ask Polaris case using **Sales Question > Wholegoods Question** and include the following:

- Completed PCDX Customer Information and Customer Delivery form
- Sales invoices: Paper & DMS
- Copies of form of payment document or payment check
- Copies of purchaser's identification
- Copies of the state registration forms unless the registration was VERY recent and this has not yet been obtained
- The promo selection for the unit (Program Number, Rebate Amount, Promotional Financing, etc.)
- Salesperson's First Name and Last Name and My Polaris Rewards Username to award points or spiffs.

* Warranty Registrations that are received and processed by Polaris more than three (3) days after the date of the retail delivery of the unit to the customer will not qualify for any financial incentives and may be assessed a \$300 late fee.

If you have questions that are not addressed in this document or in the bulletin, contact Polaris Service through Ask Polaris or by phone at 800-330-9407.