

EXAMPLE OF CANADA CONSUMER LETTER 08-106



Victory Motorcycle Division
of Polaris Industries Inc.
2100 Highway 55
Medina, MN 55340

SAFETY RECALL NOTICE

Recall Campaign: 08-106

Subject: Improperly Assembled Ignition Switch

Reference: Safety Recall Bulletin V-08-01

PLEASE READ IMMEDIATELY

Dear Victory Owner:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. The Victory Motorcycle Division of Polaris Industries Inc. has decided that a defect which relates to motor vehicle safety exists in some 2008 Victory Vision™ motorcycles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Victory has decided that a defect may exist in the ignition switch assembly on affected vehicles. The electrical contact plate on the ignition switch base may not be properly secured to the ignition switch body, which can cause an unexpected loss of electrical power to the vehicle. A loss of electrical power could cause the vehicle to stall, increasing the risk of a loss of control and a vehicle crash.

What Victory and your dealer will do:

Victory has issued *Safety Recall Bulletin V-08-01* to all Victory dealers, with instructions required to fully secure the ignition switch base to the switch body on all affected vehicles. Repairs will be made by any authorized Victory motorcycle dealer at no cost to you. The actual repair will take approximately 15 minutes to perform; however, it may take longer due to service scheduling requirements.

What you should do:

Please call your authorized Victory motorcycle dealer to schedule an appointment to have the bulletin repair performed. Do not attempt repairs yourself. Repairs must be done only by an authorized Victory motorcycle dealer.

DO NOT OPERATE YOUR MOTORCYCLE UNTIL ALL REPAIRS HAVE BEEN COMPLETED!**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 contact our Victory Consumer Service Department by calling 1-888-704-5290 or visit the Polaris/Victory Motorcycle web site at www.polarisindustries.com (French Speaking please dial 1-204-925-7100.) Lessors receiving this recall notice please forward a copy of this notice to the lessee within 10 days. If you are no longer the owner of the Victory motorcycle indicated by this letter, please contact your local Victory dealer to have the ownership information changed.

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.

You may complain to the Road Safety and Motor Vehicle Regulation Directorate if:

- 1) You find this notification inadequate;
- 2) You find the repair inadequate;
- 3) Your motorcycle is not repaired in accordance with this notice; or you are unable to obtain repairs within 60 days after you make your motorcycle available.

We are sorry for this inconvenience; however, in the interest of your safety, it is very important that you arrange for this repair as soon as possible. Thank you for your prompt attention to this matter.

Sincerely,

Laurie Rengel
Manager, Service Dealer Development & Warranty