

6-24-14

	TECHNICAL SERVICE BULLETIN	
Victory Motorcycle		Bulletin Number: V-14-02 A-D Model Years: 2014 – 2015
Date: May 07, 2014		
<input checked="" type="checkbox"/> Safety Bulletin <input type="checkbox"/> Service Bulletin <input type="checkbox"/> Service Alert Fax <input type="checkbox"/> Production Update Kit		
Distribution: <input type="checkbox"/> Owner / Principal <input type="checkbox"/> Service Manager <input type="checkbox"/> Sales Manager <input type="checkbox"/> Parts Manager <input type="checkbox"/> Technicians		
This Service Bulletin is located at www.polarisdealers.com		
-Confidential and Proprietary-		

SUBJECT: 2014-2015 Victory Motorcycle – Crankshaft Endplay Inspection / Diamond-Coated Spacer Installation

PURPOSE:

Victory has determined that a potential engine issue exists with some 2014-2015 Victory Motorcycles manufactured on and between 01/22/2014 and 04/25/2014. **Not all bikes manufactured within the specified date range will be subject to this campaign.** Some engine crankcases may have been manufactured with a crankshaft thrust face that is not within specification. Engines assembled with crankshaft endplay measuring less than .040mm (.00157") may unexpectedly seize. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash.

This Safety Recall campaign only affects Victory Motorcycles manufactured within the date range listed in the table below. **Not all bikes manufactured within the specified date range will be subject to this campaign.** Use the Unit Inquiry feature on your dealer website to determine whether a specific VIN is affected.

AFFECTED MODELS:

Model(s) Affected	Model Numbers	Vehicle Identification Number Range
2014 MODELS PRODUCED WITHIN SPECIFIED DATE RANGE	2014 MODEL NUMBERS PRODUCED WITHIN SPECIFIED DATE RANGE	Vehicles Produced On and Between 01/22/2014 and 04/25/2014 Enter the Vehicle Identification Number (VIN) into 'Unit Inquiry' to verify whether a vehicle is affected by this Safety Bulletin.
2015 Victory Gunner	V15LB36NT, NTC, NTA, ET	

NOTE: Vehicles with build dates outside of the specified range have been determined to be saleable and do not require any further inspection or attention related to this bulletin.

WHAT YOUR DEALERSHIP SHOULD DO:

1. **STOP ALL SALES / TEST RIDES / DEMO RIDES** until this Safety Bulletin has been completed. After the bulletin is completed and a warranty claim has been filed, it is acceptable to resume sales / test rides / demo rides.
2. Review your dealership's inventory to locate affected bikes.
 - Go to the STOP Site and click on the '**Click Here for a List of Your Dealership's Units with Open Bulletins / Recalls**' link located in the Search Options menu.
3. Perform the **CRANKSHAFT ENDPLAY INSPECTION** procedure outlined in this Safety Bulletin, on all affected units, to determine if the crankshaft endplay is below the specified value.
4. **If the crankshaft endplay passes inspection**, file a warranty claim for the appropriate bulletin number following completion and attach a bulletin completion decal as shown on page 4 of this bulletin. No further action is required.
5. **If the crankshaft endplay DOES NOT pass inspection**, perform the **DIAMOND-COATED SPACER INSTALLATION** procedure outlined in this Safety Bulletin.
6. File a warranty claim for the appropriate bulletin number and attach a bulletin completion decal as shown on page 4 of this bulletin.

CUSTOMER NOTIFICATION:

A customer notification letter was sent to all registered owners of machines within the affected date range. In addition to the notification letter sent by Victory Motorcycles, dealers are required to review sales records and contact consumers who have purchased a potentially affected vehicle. Make arrangements to perform the steps outlined in this Safety Bulletin immediately.

WARRANTY CLAIM INFORMATION:

A single group claim may be submitted listing the complete (17 digit) Vehicle Identification Number for machines with the same model number. File claim type: **SB (Service Bulletin)**. DO NOT PUT MORE THAN ONE MODEL NUMBER ON A CLAIM.

2014-2015 Victory Motorcycles (Vegas / Jackpot / Hammer / Judge / Boardwalk / Gunner)	
INSPECTION ONLY	
SERVICE BULLETIN #	V-14-02A
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	18 Minutes (0.3 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

2014-2015 Victory Motorcycles (Vegas / Jackpot / Hammer / Judge / Boardwalk / Gunner)	
INSPECTION & SPACER INSTALLATION	
SERVICE BULLETIN #	V-14-02B
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1 Hour 42 Minutes (1.7 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

2014-2015 Victory Motorcycles (Vision / Cross Country / Cross Roads / Hard-Ball)	
INSPECTION ONLY	
SERVICE BULLETIN #	V-14-02C
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	18 Minutes (0.3 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

2014-2015 Victory Motorcycles (Vision / Cross Country / Cross Roads / Hard-Ball)	
INSPECTION & SPACER INSTALLATION	
SERVICE BULLETIN #	V-14-02D
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	1 Hour 42 Minutes (1.7 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

PARTS INFORMATION:

Expedited shipping may be used in urgent or escalated cases at your discretion.

V-14-02A (INSPECTION ONLY – Vegas / Jackpot / Hammer / Judge / Boardwalk / Gunner)

PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal 5813096 (QTY.1) – Gasket Kit, Cam Cover / Primary Cover 7518146 (QTY.1) – Footpeg / Floorboard Bolt, Long 7518101 (QTY.1) – Footpeg / Floorboard Bolt, Short 7547039 (QTY.1) – Footpeg / Floorboard Nut
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM VICTORY?	No
TO BE ORDERED BY DEALER?	Yes

V-14-02B (INSPECTION & SPACER INSTALLATION – Vegas / Jackpot / Hammer / Judge / Boardwalk / Gunner)

PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal 5813096 (QTY.1) – Gasket Kit, Cam Cover / Primary Cover 7518146 (QTY.2) – Footpeg / Floorboard Bolt, Long 7518101 (QTY.2) – Footpeg / Floorboard Bolt, Short 7547039 (QTY.2) – Footpeg / Floorboard Nut 2873551 (QTY.1) – Oil Change Kit 7556488 (QTY.1) – Diamond-Coated Spacer 7517260 (QTY.6) – Primary Gear Bolts
PARTS AVAILABILITY	Available to order. *7556488 is only available by Tech Service request through 5/15/2014
DIRECT-SHIP FROM VICTORY?	No
TO BE ORDERED BY DEALER?	Yes

V-14-02C (INSPECTION ONLY – Vision / Cross Country / Cross Roads / Hard-Ball)

PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal 5813096 (QTY.1) – Gasket Kit, Cam Cover / Primary Cover 7517367 (QTY.2) – Floorboard Bolts
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM VICTORY?	No
TO BE ORDERED BY DEALER?	Yes

V-14-02D (INSPECTION & SPACER INSTALLATION – Vision / Cross Country / Cross Roads / Hard-Ball)

PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal 5813096 (QTY.1) – Gasket Kit, Cam Cover / Primary Cover 7517367 (QTY.4) – Floorboard Bolts 2873551 (QTY.1) – Oil Change Kit 7556488 (QTY.1) – Diamond-Coated Spacer 7517260 (QTY.6) – Primary Gear Bolts
PARTS AVAILABILITY	Available to order. *7556488 is only available by Tech Service request through 5/15/2014
DIRECT-SHIP FROM VICTORY?	No
TO BE ORDERED BY DEALER?	Yes

PARTS RETURN OR DISPOSAL INFORMATION:

Dealers & Distributors: Under no circumstances shall the part removed in this repair be re-used, sold, or re-purposed for another application. It is your dealership / distributorship's responsibility to make sure every part replaced is taken out of circulation and disposed of properly.

For North American Dealers: Once the warranty claim for each unit has processed, please review the "Check Returned Parts List" on your dealer website to determine whether or not Polaris has asked for the part(s) to be returned. If the part(s) were not identified as needing to be returned to Polaris, please dispose of the part(s) properly.

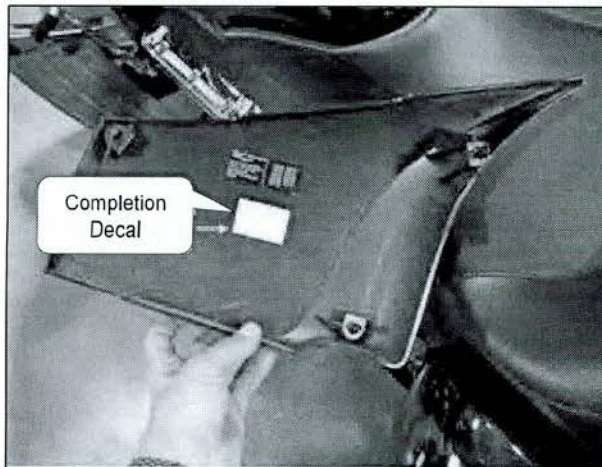
SERVICE BULLETIN COMPLETION DECAL:

A Service Bulletin Completion Decal (PN 7170107) must be completed for this bulletin repair. Place the decal beneath the LH side cover as shown (beneath console cover on Vision). If you require more decals, order them through normal Polaris parts ordering channels.

Sincerely,



Doug Koch
Technical Service and Warranty Manager



INSPECTION PROCEDURE:

Tools Required for Inspection:

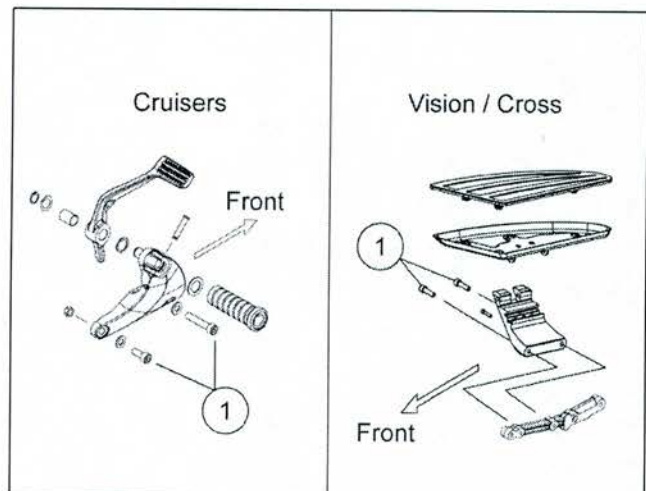
- Lift Table with Wheel Clamp
- Digital Dial Indicator with Magnetic Base (Provided by Victory Motorcycles)
- 3/8" Drive Ratchet
- 5mm Hex Head Socket (cam cover)
- 8mm Hex Head Socket (floorboard / footpeg assembly)
- 3/8" Drive Torque Wrench (up to at least 50 ft-lbs / 67.8 Nm)
- 13mm Box End Wrench
- Gasket Scraper
- Clean / Absorbent Towels
- Mechanic's Gloves
- Notepad and Pencil (to record test results)

NOTE: ENGINE SHOULD BE AT ROOM TEMPERATURE WHILE PERFORMING THIS INSPECTION PROCEDURE.

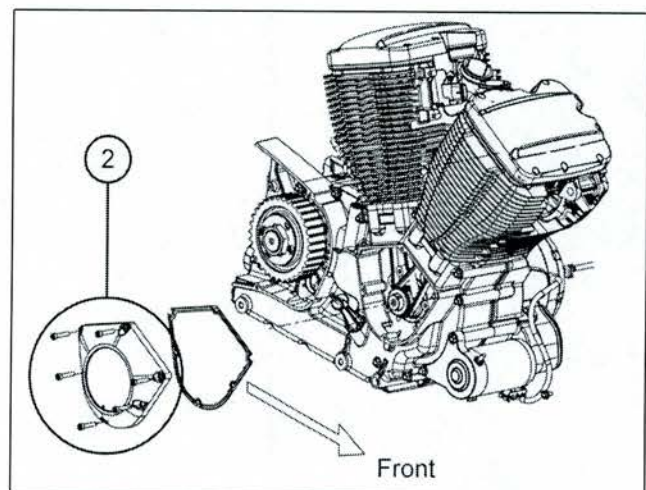
1. Secure the motorcycle in an upright position with the front wheel clamped in a wheel vise.
2. Remove (do not discard) the fasteners ① securing the right side footpeg / floorboard assembly.
3. Move the footpeg / floorboard assembly aside so the cam cover can be accessed.

IMPORTANT: (Vision and Cross Country / Roads) Keep the master cylinder reservoir upright at all times so air does not enter the brake lines.

4. Remove the dipstick and cover the fill hole with a clean, lint-free towel to keep debris from entering the oil sump during the inspection procedure.



5. Remove the six screws ② securing the cam cover to the crankcase.
6. Remove the cam cover and cam cover gasket.
7. Using a non-metallic gasket scraper, clean both cam cover mating surfaces so that no residual gasket material remains.



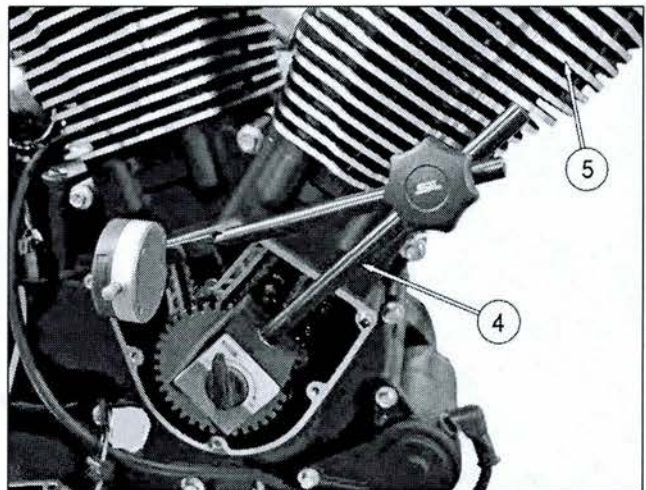
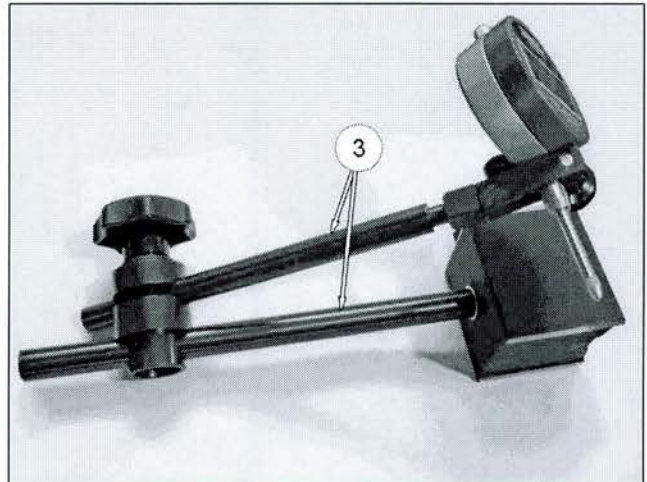
NOTE: Steps 8-20 will involve the digital dial indicator and magnetic base assembly that Victory has provided to your dealership. Getting the base assembly setup and installed correctly is critical to obtaining an accurate measurement.

8. Install battery into dial indicator and verify that it powers ON (battery included with dial indicator).
9. Assemble the magnetic base assembly and orient the arms ③ as shown.

NOTE: It is not necessary to install the supplemental base plate provided with the dial indicator to perform this inspection.

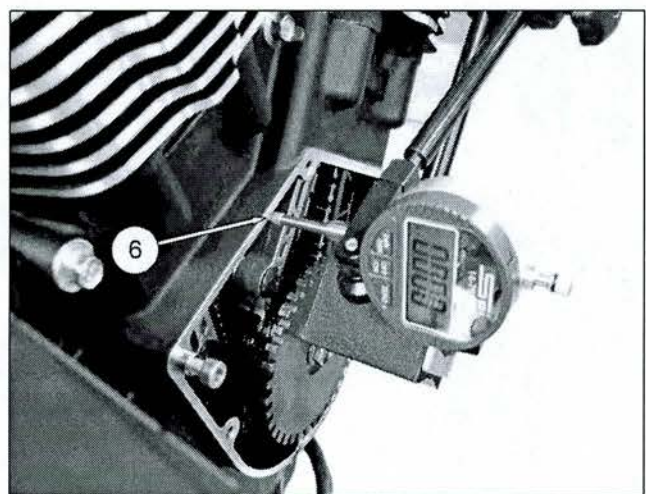
10. Wipe residual oil off of the timing wheel and verify that the magnetic surface of the dial indicator mount is free from any debris that could prohibit the base from mounting flush against the timing wheel.
11. Switch the magnetic base ON and attach above the timing wheel bolt as shown.
12. Position leg ④ of the mounting base so it runs parallel with the relief in the front cylinder ⑤.

IMPORTANT: Ensure the base arms are not contacting any other portion of the engine.



13. Depress the plunger ⑥ on the dial indicator slightly and place it on the cam cover gasket surface.

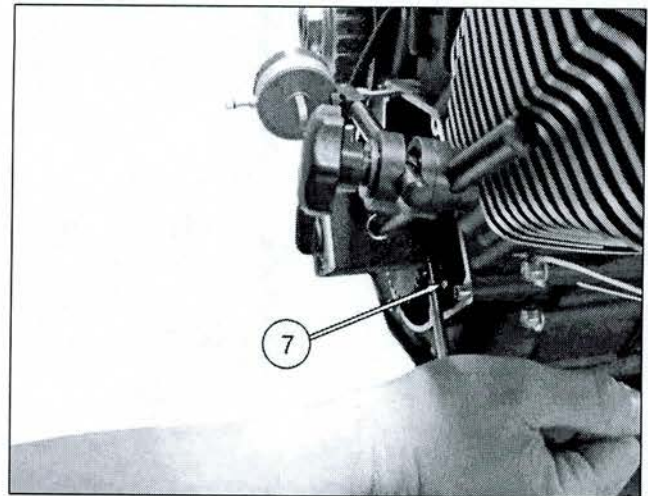
IMPORTANT: The plunger must be perpendicular (90° angles in two directions) to the gasket surface to ensure accurate measurements.



14. Place a hammer handle (or similar blunt object) as close to the timing wheel bolt as possible and apply approximately 20lbs. constant pushing force for 2 seconds to seat the crankshaft into the left side bearing bore.
15. Power ON the dial indicator and set display to indicate millimeters (mm).
16. Press the ZERO button on the dial indicator until the display shows "0.000".



17. Slide a small, box-end wrench under the timing wheel getting as close to the crankshaft as possible.
18. Using the front chain guide mounting bolt (7) as a fulcrum, pry the timing wheel outward using approximately 10lbs. force for 2 seconds.
NOTE: Remove the wrench and let the dial indicator stabilize before recording measurement.
19. Once the reading on the dial indicator has stabilized, write down the end play measurement.
20. **REPEAT STEPS 10-19 UNTIL YOU HAVE COMPLETED 3 MEASUREMENTS. THE LARGEST INDICATED READING WILL BE USED TO DETERMINE IF THE ENGINE MUST HAVE A SPACER INSTALLED.**



SPECIFICATION:

Greater than or equal to .040mm OKAY
Less than .040mm INSTALL SPACER

NOTE: Contact Technical Service by phone for all measurement questions or concerns.

21. Reinstall the cam cover with a new gasket, and torque screws to specification using the torque sequence.
22. Reinstall floorboard / footpeg assembly using new bolts and torque to specification.



TORQUE SPECIFICATIONS

Floorboard / Footpeg Bolts, ALL	35 ft-lbs (47.5 Nm)
Cam Cover Screws	115 in-lbs (13.0 Nm)

DIAMOND-COATED SPACER INSTALLATION

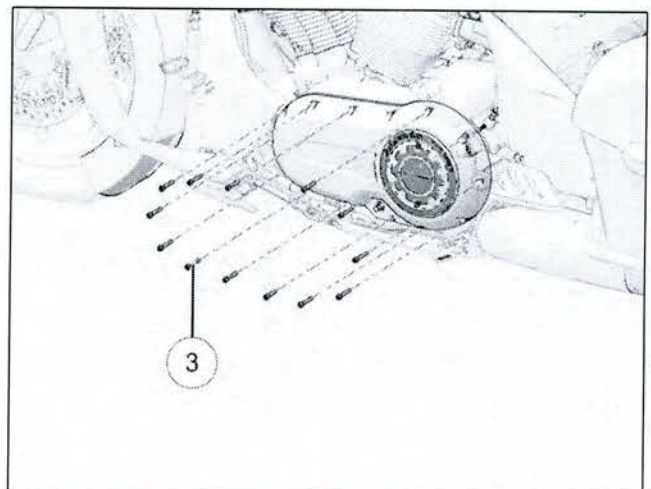
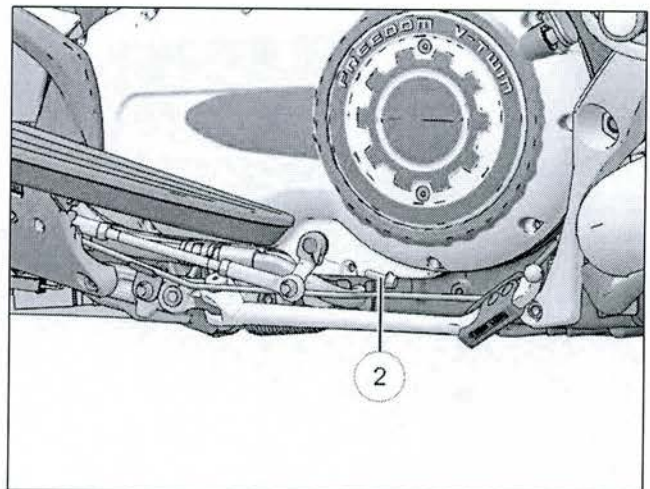
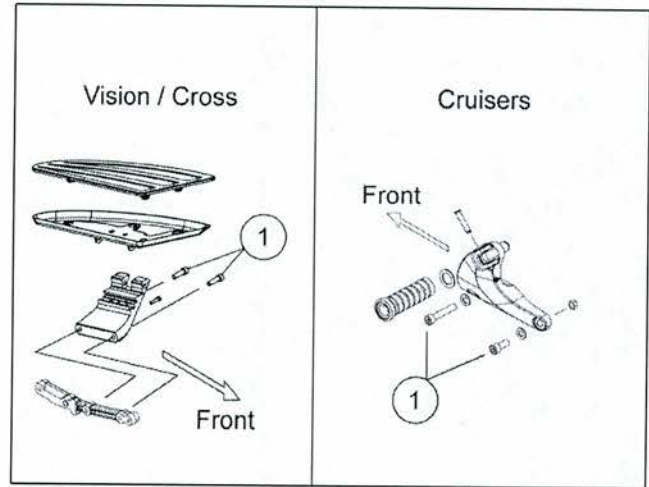
NOTE: If at any time you cannot obtain a Diamond-Coated Spacer (PN: 7556488) through normal channels please contact Technical Service immediately.

IMPORTANT: The following procedure summarizes the installation of the Diamond-Coated Spacer. For more detailed information pertaining to Primary Drive service, primary gear R&R, or special tools, refer to Chapter 9 (Clutch, Primary & Shift) of your Victory Motorcycle Service Manual. If you have any questions that cannot be answered by the service manual, please call Victory Technical Service.

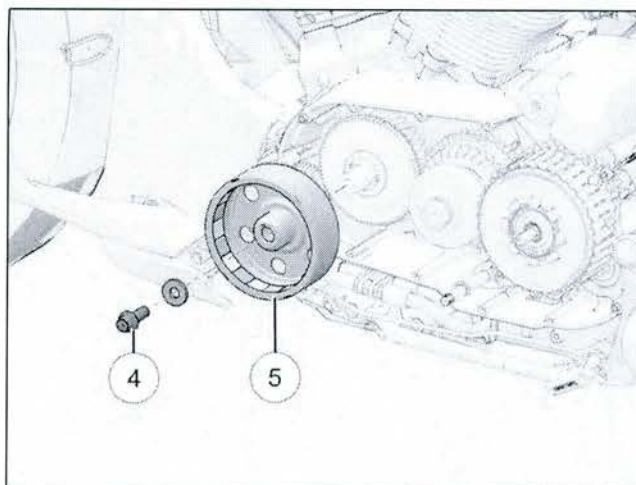
1. Secure the motorcycle in an upright position with the front wheel clamped in a wheel vise.
2. Remove dipstick and drain engine oil.
3. Remove (do not discard) the fasteners ① securing the left side floorboard / footpeg assembly.
4. Remove the bolt ② securing the shift arm to the shift shaft.
5. Slide the shift arm off of the shift shaft.
6. Move the floorboard / footpeg and shifter assembly aside so the primary cover can be accessed.
7. Release the clutch cable from the clutch arm.

8. Remove primary cover bolts ③.
9. Remove primary cover and gasket

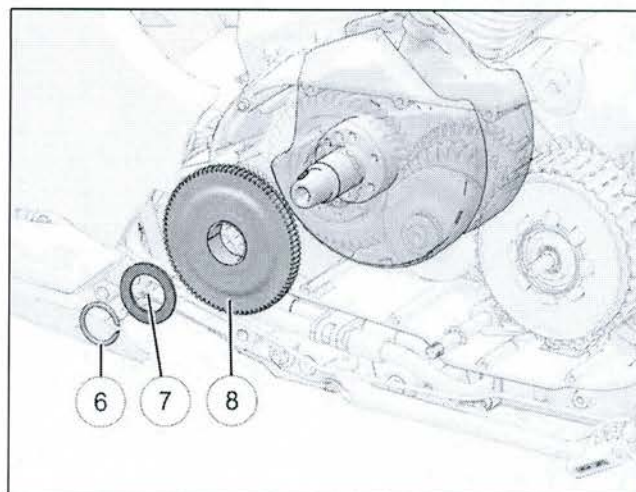
CAUTION: The primary cover is held in place by strong magnets. To avoid injury, use care when pulling the primary cover free from the magnets.



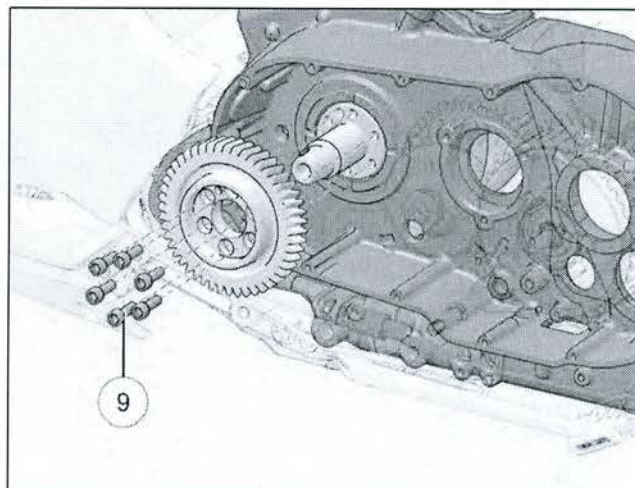
10. Remove the rotor bolt (4) and rotor (5).



11. Remove the starter gear retaining ring (6), washer (7) and starter gear (8).
12. Noting directional orientation, remove starter sprag clutch.
13. Thread one of the screws from the primary cover into the starter idler gear shaft and pull shaft out of bore. Move the idler gear out of the way.

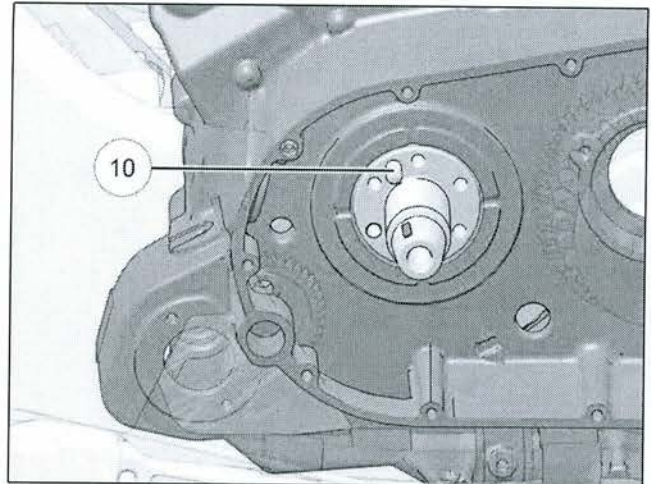


14. Remove (do not discard) primary gear fasteners (9).
To lock crankshaft: Use special tool PV-43502-A (Engine Locking Tool) OR, use a piece of nylon strap to create interference between the primary gear teeth and torque compensator gear teeth.
15. Remove gear and clean bolt hole threads using a pick tool and cleaning solvent (Brake Cleaner).
NOTE: Do not remove dowel.



16. Using a clean, lint-free cloth, wipe both faces of the Diamond-Coated Spacer and crankshaft face.
17. Install spacer over the end of the crankshaft and fit over primary gear dowel pin ⑩.

NOTE: It may be necessary to hang the spacer from the dowel pin during installation. When installing new primary gear bolts make sure they are engaging each of the holes in the spacer.



18. Align primary and balance shaft timing marks. (Split gear must be preloaded to mesh teeth, this can be accomplished using a flat screwdriver)
19. Install primary gear bolts and torque to specification in two stages (see torque table below), following a star pattern.

IMPORTANT: Do not use pneumatic tools when installing primary gear bolts.

To lock crankshaft: Use special tool PV-43502-A (Engine Locking Tool) OR, use a piece of nylon strap to create interference between the primary gear teeth and torque compensator gear teeth.

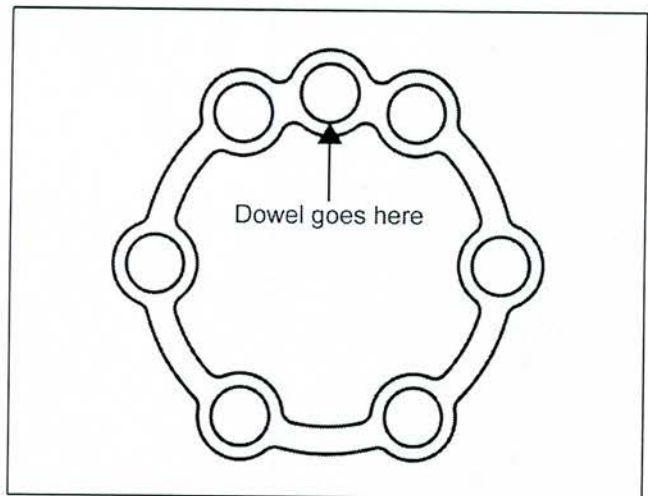
20. Remainder of assembly is performed by reversing the disassembly procedure. Torque all fasteners to specification.

SERVICE NOTES:

Short primary cover bolt is placed in hole just behind the shift shaft.

Apply oil to sprag clutch prior to installation and verify correct directional orientation.

21. Replace oil filter and refill engine oil (see appropriate service manual).



TORQUE SPECIFICATIONS

Primary Gear Bolts (Single Use)	1 st pass: 88.5 in-lbs (10.0 Nm) 2 nd pass: 30 ft-lbs (41.0 Nm)
Rotor Bolt	75 ft-lbs (102.0 Nm)
Primary Cover Bolts	115 in-lbs (13.0 Nm)
Shift Arm Bolt	84 in-lbs (9.5 Nm)
Floorboard / Footpeg Bolts (ALL)	35 ft-lbs (47.5 Nm)

ADDITIONAL REFERENCE MATERIALS

Refer to appropriate Victory Motorcycle service manual for additional information.

EXAMPLE OF CONSUMER LETTER



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

IMPORTANT SAFETY RECALL This notice applies to your vehicle

VIN: XXXXXXXXXXXXXXX

Recall Campaign: 14V-227

**Subject: 2014 Victory Motorcycle
Engine Inspection and Repair as Necessary
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 decided that a defect which relates to motor vehicle safety exists in some engines for certain model year 2014 and 2015 motorcycles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Victory has decided that some engines may have insufficient crankshaft to crankcase end play. This could cause the engine to lock-up increasing the risk of a crash.

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 if necessary repair the affected engines. Repairs must be made by an authorized Victory motorcycle dealer at no cost to you. The inspection should take under an hour to perform; however, it may take longer due to service scheduling requirements. If needed, repairs will require additional time and your dealer will communicate how much time is necessary for the repair.

What you should do:

You should stop riding your motorcycle and not allow others to ride the motorcycle until the bulletin has been performed.

Contact your authorized Victory motorcycle dealer to schedule an appointment to have the bulletin inspection performed.

In partnership with your Victory dealer and at no cost to you, arrangements can be made to have your bike picked up and delivered to the dealer. Inspection and any necessary repairs will then be 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 visit the Victory Motorcycle web site at 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

EXAMPLE OF TRANSPORT NOTICE



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

CUSTOMER INSTRUCTIONS FOR COMPLETEING SAFETY RECALL V-14-02

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 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

