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	TECHNICAL SERVICE BULLETIN	
Victory Motorcycle		Bulletin Number: V-14-01 Model Years: 2010 - 2014
Date: May 12, 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: 2010-2014 Victory Motorcycle - Lock & Ride® Backrest / Luggage Rack Recall

PURPOSE:

Victory Motorcycle has determined that a defect exists in some Lock & Ride® passenger backrests. The affected passenger backrests (PN: 2877938 and PN: 2877938-266), when used with an 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 motorcycle.

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

The Lock & Ride® Passenger Backrests & Luggage Racks under recall include:

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

AFFECTED MODELS:

NOTE: The motorcycles listed in the table below are affected only if one of the passenger backrests listed above has been installed on the vehicle *and* used in conjunction with one of the luggage racks listed above. If the motorcycle is not equipped with one of the backrests, or is equipped with a backrest that has never had a luggage rack installed, the motorcycle is not affected by this Safety Recall.

Model(s) Affected	Model Numbers	Vehicle Identification Number Range
2010-2014 Cross Country	ALL MODELS (With accessory Lock & Ride® Passenger Backrest & Luggage Rack subject to recall)	Enter the Vehicle Identification Number (VIN) into 'Unit Inquiry' to verify whether a vehicle may be affected by this Safety Bulletin.
2012-2014 Cross Country Tour		
2010-2014 Cross Roads		
2012-2014 Cross Roads Classic		
2013 Hard-Ball		

NOTE: Voice of Victory article V-13-09-01 is expired with the publication of this Safety Bulletin.

WHAT YOUR DEALERSHIP SHOULD DO:

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 (see PARTS RETURN OR DISPOSAL INFORMATION on page 3).
2. Review sales records and contact customers who have purchased an affected luggage rack (see affected parts list on page 1).
3. If it is determined that the customer has purchased an affected luggage rack, instruct them to return the recalled luggage rack **and** accompanying backrest in exchange for updated parts. **Updated parts cannot be used interchangeably with affected parts.**
4. Once the affected parts have been exchanged, attach a Service Bulletin completion decal to the motorcycle as shown on page 3.
5. File a Parts Stock warranty claim (see WARRANTY CLAIM INFORMATION below).

PARTS INFORMATION:

PART NUMBER / DESCRIPTION	2880162-156 - Lock & Ride® Luggage Rack, Chrome 2880163-156 - Lock & Ride® Passenger Backrest, Chrome OR 2880162-266 - Lock & Ride® Luggage Rack, Black 2880163-266 - Lock & Ride® Passenger Backrest, Black AND 7170107 (QTY. 1) – Service Bulletin Completion Decal
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM POLARIS?	No
TO BE ORDERED BY DEALER?	Yes

WARRANTY CLAIM INFORMATION:

NOTE: Do not file a SERVICE BULLETIN warranty claim. Please use the following process for filing a PARTS STOCK warranty claim. Submit one claim for each repair. Do not submit group warranty claims.

****Labor reimbursement will only be paid for claims including a VIN, where luggage rack / backrest replacement was performed on the customer's motorcycle by your dealership. If a VIN is not provided, or the customer brings their affected parts in for direct exchange, labor will not be reimbursed.***

STEP 1: Start a new **Parts Stock** warranty claim.

STEP 2: *Enter **\$25.00** of MISCELLANEOUS LABOR.

STEP 3: Use warranty fail code: **140 / 212 / 152**.

STEP 4: Enter appropriate **AFFECTED** part numbers (from list below) using the luggage rack part number as the primary fail part.

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

STEP 5: In the **CONCERN** field enter: "**V-14-01 Safety Recall**".

STEP 6: In the **CAUSE** field enter: "**Accessory Luggage Rack**".

STEP 7: In the **CORRECTION** field enter the **17 digit VIN** if the accessory luggage rack / backrest is installed on a motorcycle OR "**Parts Stock**" if the luggage rack / backrest was not installed on a motorcycle.

STEP 8: Save and submit the claim to Polaris.

STEP 9: Retain all defective accessory backrests and luggage racks for eventual return to Polaris.

CUSTOMER NOTIFICATION:

A customer notification letter was sent to all registered owners of machines that could have had an affected backrest / luggage rack assembly installed on their motorcycle. In addition to the notification letter sent by Victory Motorcycles, dealers are required to contact customers who have purchased the affected luggage rack from their dealership, and to make arrangements to complete this bulletin immediately.

NOTE: Familiarize yourself with the following Q&A forum prior to contacting customers:

Q: *What should I say to the customer when I contact them?*

A: Determine if the customer still has the affected luggage rack and backrest in their possession.

Continued on next page...

Q: *What do I tell the customer if they still have the luggage rack and backrest?*

A: They must be returned in exchange for updated parts.

Q: *What should I say if the customer has never mounted a luggage rack on the backrest?*

A: If the backrest has never been used in conjunction with a luggage rack, they can continue to use it safely. However, it should NEVER be used with a luggage rack.

Q: *What if the customer doesn't know if their backrest has been used in conjunction with a luggage rack?*

A: Tell them to bring the affected backrest and luggage rack in to your dealership in exchange for updated parts.

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.

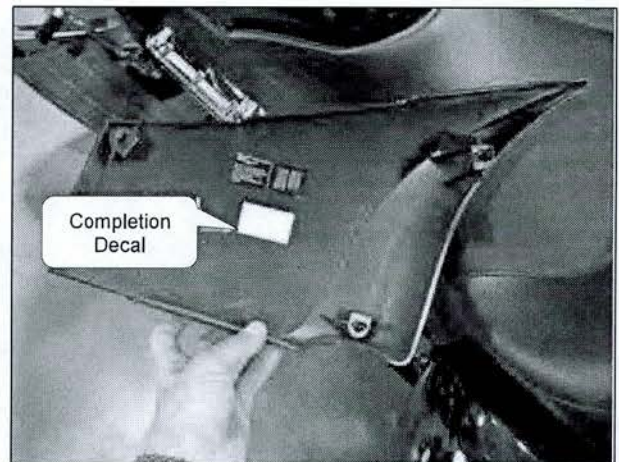
SERVICE BULLETIN COMPLETION DECAL:

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

Sincerely,



Doug Koch
Technical Service and Warranty Manager





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

IMPORTANT SAFETY RECALL
This notice applies to your vehicle
VIN: XXXXXXXXXXXXXXXXXXXX
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 decided 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.

This notice is being sent as a follow-up to the notice you received in September of 2013. At that time, Victory Motorcycles stated that a solution was not yet available, and that a second notice would be sent when a solution became available.

Parts are now available and you should make an appointment with your Victory Motorcycle dealer to have the bulletin repair performed.

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 currently has or has ever had a luggage rack, the passenger backrest and luggage rack will be removed and replaced with an updated design. Repairs must be made by an 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.

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.

Contact 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 for exchange. 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 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