



**TECHNICAL SERVICE BULLETIN**

**Victory Motorcycle**

Bulletin Number: V-14-03 A/B  
Model Years: 2015

Date: September 19, 2014

Safety Bulletin     Service Bulletin     Service Alert Fax     Production Update Kit

Distribution:  Owner / Principal     Service Manager     Sales Manager     Parts Manager     Technicians

*This Service Bulletin is located at [www.polarisdealers.com](http://www.polarisdealers.com)*

-Confidential and Proprietary-

**SUBJECT: 2015 Victory Motorcycle – Shift Ratchet Detent Spring Installed Incorrectly**

**PURPOSE:**

Victory has determined that a potential gear shifting issue exists with a very small population of 2015 Victory Motorcycles. Some shift ratchet assemblies may have been manufactured with the detent arm return spring installed incorrectly. Shift ratchet assemblies with an incorrectly installed detent arm return spring may unexpectedly change gears or drop out of gear. This could cause the vehicle operator to lose control, increasing the risk of a vehicle crash.

This Safety Recall campaign affects an extremely limited number of 2015 Victory Motorcycles. Use the 'Unit Inquiry' or 'All VINs' feature on your dealer website to determine whether a specific VIN is affected.

**AFFECTED MODELS:**

Model Year	Model Numbers	Models	Vehicle Identification Number Range
2015	V15CW36 V15DA36 V15DB36 V15DW36 V15GA36 V15HA36 V15LB36 V15SW36 V15TW36 V15WB36 V15YW36	Cross Country LE Cross Country 8-Ball Cross Country Cross Country Vegas 8-Ball Hammer 8-Ball Gunner Vision Cross Country Tour High-Ball Magnum	Reference "Unit Inquiry" on the dealer website to lookup affected units.

**WHAT YOUR DEALERSHIP SHOULD DO:**

1. **STOP ALL SALES / TEST RIDES / DEMO RIDES** until this Safety Bulletin has been completed on affected units. 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 potentially affected models.
  - a. Use 'Unit Inquiry'.
  - OR**
  - b. Login to the dealer website.
  - c. Locate the 'Service and Warranty' dropdown, click on STOP Site.
  - d. On the left hand side of the page, under 'STOP Site Links', click on 'Service Bulletins'.
  - e. Locate the V-14-03 A/B link and click on the 'All VINs' link located on the right.
  - f. The 'All VINs' page will display all affected VINs within your dealership's inventory.
3. Perform the spring inspection / installation procedure outlined in this Safety Bulletin on all affected units.
4. File a warranty claim following completion and attach a bulletin completion decal as shown on page 3 of this bulletin.

**CUSTOMER NOTIFICATION:**

A customer notification letter will be sent to all registered owners of potentially affected vehicles. 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.

**V-14-03 A/B WARRANTY CLAIM:**

SERVICE BULLETIN #	V-14-03A or V-14-03B
CLAIM TYPE	SB (Service Bulletin)
LABOR ALLOWANCE	90 Minutes (1.5 Hours)
CLAIM PART NUMBERS	N/A – Auto Process Bulletin

**PARTS INFORMATION:****V-14-03A (SPRING INSPECTION / INSTALLATION – Vegas / Hammer / Gunner / High-Ball)**

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 2877475 (QTY.1) – Victory Engine Oil 20W40 (5 QT)
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM VICTORY?	No
TO BE ORDERED BY DEALER?	Yes

**V-14-03B (SPRING INSPECTION / INSTALLATION – Vision / Cross Country / Magnum)**

PART NUMBER / DESCRIPTION	7170107 (QTY.1) – Service Bulletin Completion Decal 5813096 (QTY.1) – Gasket Kit, Cam Cover / Primary Cover 7517367 (QTY.2) – Floorboard Bolts 2877475 (QTY.1) – Victory Engine Oil 20W40 (5 QT)
PARTS AVAILABILITY	Available to order
DIRECT-SHIP FROM VICTORY?	No
TO BE ORDERED BY DEALER?	Yes

**PARTS RETURN OR DISPOSAL INFORMATION:**

**Dealers & Distributors:** Under no circumstances shall the part(s) 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.

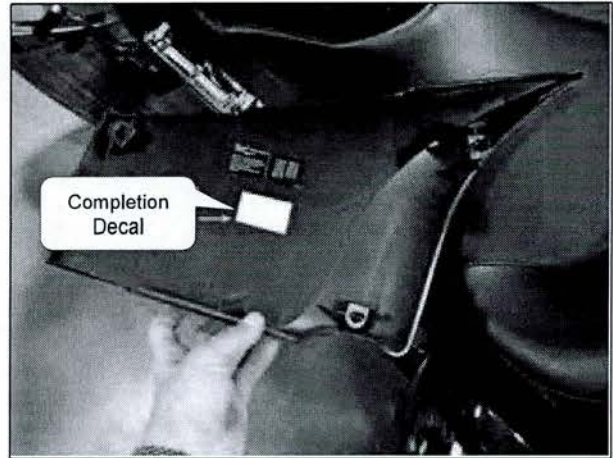
**SERVICE BULLETIN COMPLETION DECAL:**

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



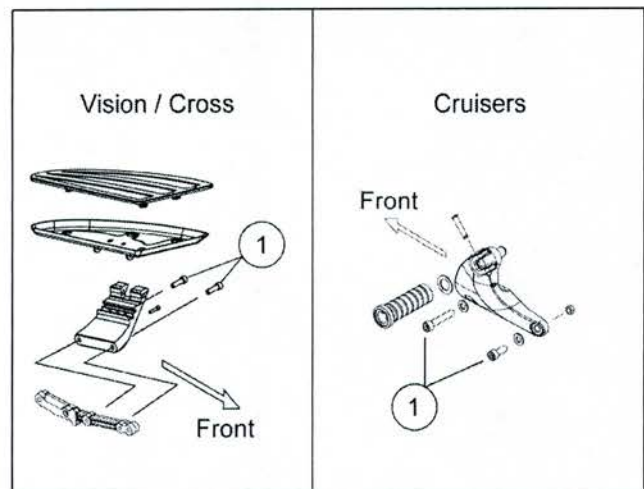
## DETENT ARM RETURN SPRING INSPECTION / INSTALLATION:

### Tools Required for Inspection:

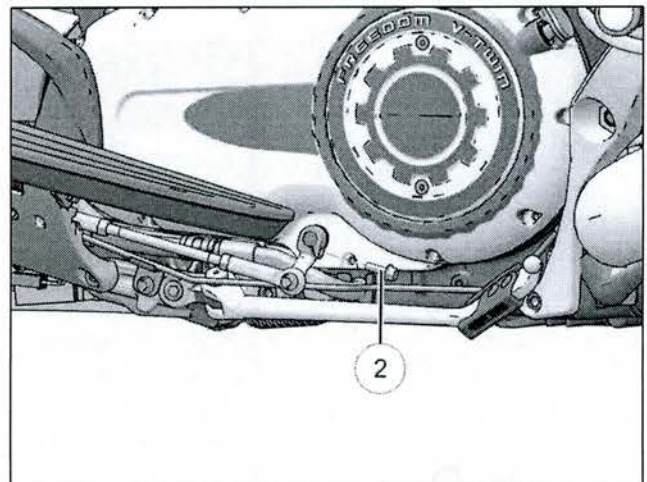
- Lift Table with Wheel Clamp
- 3/8" Drive Ratchet
- 5mm Hex Head Socket (primary cover)
- 8mm Hex Head Socket (floorboard / footpeg assembly)
- 3/8" Drive Torque Wrench
- Gasket Scraper
- Clean / Absorbent Towels
- Mechanic's Gloves

**IMPORTANT:** The following procedure summarizes the installation of the shift arm detent spring. For more detailed information pertaining to Primary Drive service, 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 contact 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.



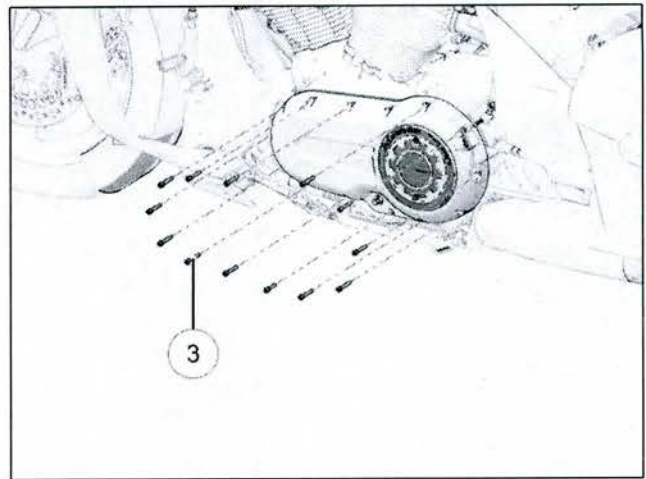
4. Remove the bolt ② securing the shift arm to the shift shaft.
5. Slide the shift arm off of the shift shaft.
6. Move the floorboard / footpeg and shifter assembly aside so the primary cover can be accessed.
7. Release the clutch cable from the clutch arm.



8. Remove primary cover bolts ③.

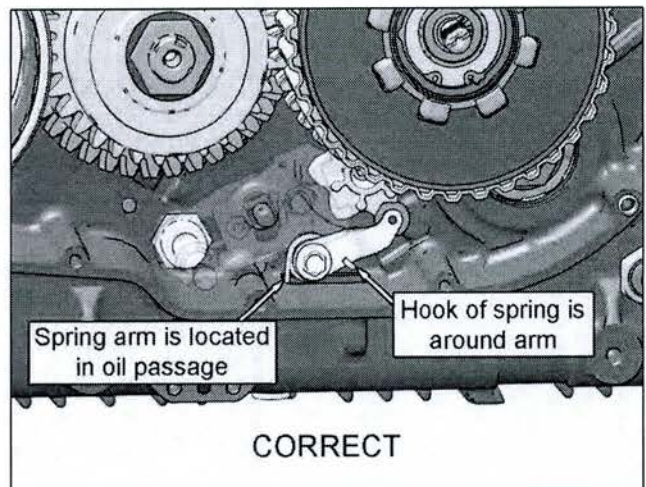
9. Remove primary cover and gasket

**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.



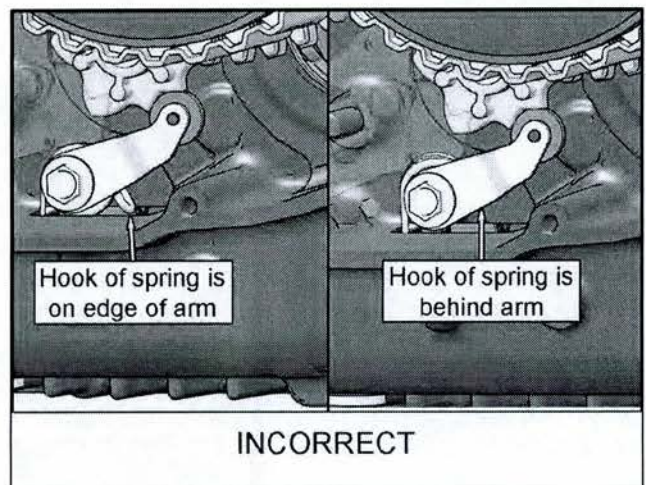
10. **INSPECT THE DETENT ARM RETURN SPRING** to verify that it is installed correctly.

- The hook of the spring should be located around the detent arm (fully seated).
- The tail of the spring should be located in the oil passage below the detent arm assembly.
- Strong spring tension should be present holding the detent arm to the shift star.
- IF THE SPRING IS INSTALLED CORRECTLY, PROCEED TO STEP 14.

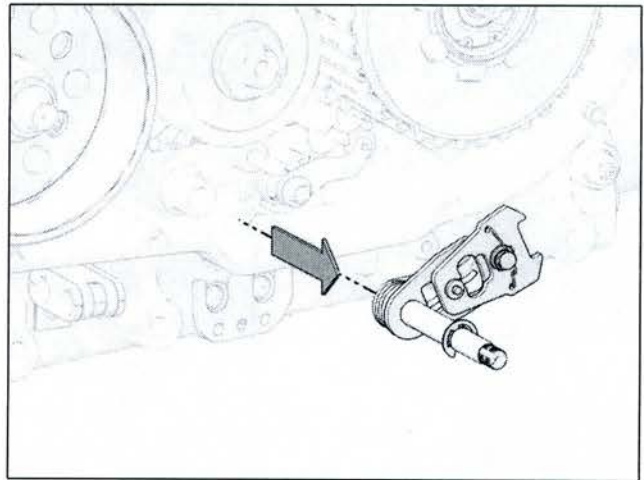


IF THE SPRING IS NOT INSTALLED CORRECTLY, PROCEED TO STEP 11.

- Hook of spring is riding on the edge of the detent arm.
- Hook of spring is behind the detent arm.



- Remove the shift ratchet assembly by gently pulling shift shaft out of bore.



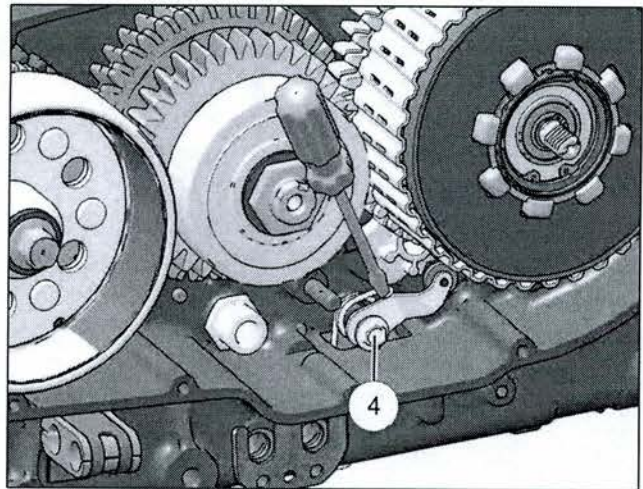
**IMPORTANT:** Use caution when loosening the detent arm screw. If the screw is completely removed, the spring and screw can fall through the oil passage and into the crankcase.

- Loosen the detent arm screw ④ enough so that the spring hook can be positioned correctly around the arm.

**NOTE:** A small screwdriver or similar tool can be used to assist with getting the spring seated correctly.

- Position the detent arm so that it is seated against the crankcase and the roller is engaging the outermost diameter of the shift star. Tighten the detent screw to specification.

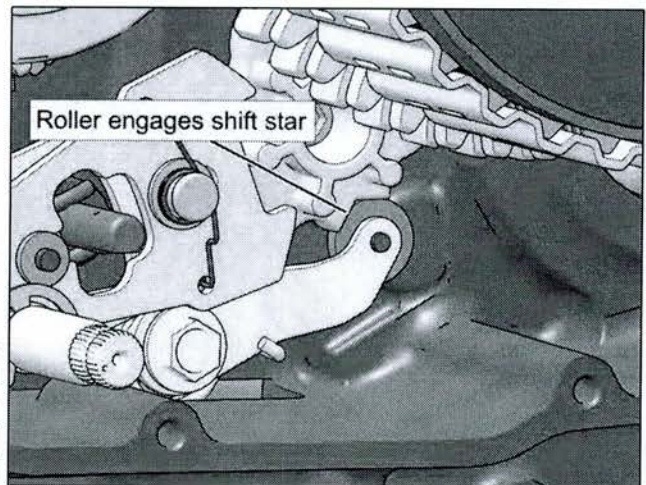
Detent Arm Screw: **85 in-lbs (9.6 Nm)**



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

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

- Replace the engine oil (see appropriate service manual).



#### TORQUE SPECIFICATIONS

Detent Arm Screw	85 in-lbs (9.6 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.

# Service Alert Fax

SUBJECT: SAF-14-06 – 2015 Victory Motorcycle STOP SALE Notification  
DATE: September 12, 2014



## 9/17/2014 UPDATE

At this time there are no additional actions required beyond what is outlined in the previously released Service Alert Fax SAF-14-06 (below). The next planned update will be Monday 9/22/14.

## IMPORTANT NOTICE! STOP SALE

SUBJECT: 2015 Victory Motorcycles – STOP SALE ON SELECT VINS

**PURPOSE:** This Service Alert Fax has been released to address a potential gear shifting issue with a very small population of 2015 Victory Motorcycles. Victory has determined that some shift ratchet assemblies may have been manufactured with the detent arm return spring installed incorrectly and Victory is currently investigating the issue.

This STOP SALE notification only affects a small number of 2015 Victory Motorcycles. Use the VIN lookup procedure on the STOP site to identify affected VINs in your inventory.

### WHAT VICTORY WILL DO:

1. Communicate further instructions as they become available, no later than 09/17/2014.

### WHAT YOUR DEALERSHIP SHOULD DO:

1. Review your dealership's inventory to identify affected VINs.
2. **STOP SALES** only for affected bikes until further notice.
3. If your dealership has sold potentially affected bikes that have not yet been registered, they must be registered immediately upon receiving this notification. Accurate registration information will allow Victory to contact owners on future notifications if required.

### HOW TO LOOKUP AFFECTED VINS:

1. Login to the dealer website.
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 SAF-14-06 link 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:** If your dealership has transferred in a bike and did not use the Polaris dealer website transfer tool, the transferred bike will not be included in your inventory. You will need to use 'Unit Inquiry' to determine if a VIN is affected.