

EXAMPLE OF U.S. CONSUMER LETTER 11V-305 (2011-221 in Canada)



Victory Motorcycle Division
of Polaris Industries Inc.
2100 Highway 55
Medina, MN 55430

SAFETY RECALL NOTICE

Recall Campaign: 11V-305

Subject: Handlebar Riser Assembly Inspection / Replacement

2011 Victory Cross Country™ models.

Reference: Safety Recall Bulletin V-11-01

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 2011 Victory Cross Country™ motorcycles. Our records indicate that you have purchased a potentially affected vehicle.

The reason for this recall:

Victory has determined that some Model Year 2011 Victory Cross Country handlebar riser / clamp assemblies may be defective. The defective handlebar riser / clamp assemblies do not provide sufficient clamping force and may allow handlebars to rotate in the riser assembly. This could cause the vehicle operator to lose steering control, increasing the risk of a vehicle crash.

What Victory and your dealer will do:

Victory has issued *Safety Recall Bulletin V-11-01* to all Victory dealers, with instructions required to test and replace defective riser / clamp assemblies that provide insufficient clamping force. Repairs will be made by any authorized Victory motorcycle dealer at no cost to you. If handlebar riser / clamp replacement is required, the actual repair should take under 2 hours 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.

Pre-Ride Inspection:

Prior to riding your motorcycle to the dealership to complete the handlebar repair / inspection process, inspect the handlebars for obvious looseness. Sit astride the motorcycle in a normal riding position with your hands in the normal operating position. Attempt to lift the bars up. If the handlebars show movement, contact Polaris for additional information.

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.polarisindustries.com or contact our Victory Consumer Service Department by calling 1-888-704-5290.

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. 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 obtaining reimbursement please contact the Victory Consumer Service Department using the contact 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,

A handwritten signature in black ink that reads "Bridget McLennan".

Bridget McLennan
Warranty and Service Publications Manager