



# TECHNICAL SERVICE BULLETIN

## Victory Motorcycle

Bulletin Number: V-11-02  
Model Years: 2003 - 2012

Date: October 31, 2011

Safety Bulletin  Safety Recall  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: 2003-2012 Accessory Seat – Passenger Backrest Support Replacement

#### PURPOSE:

Victory has determined that the backrest support bracket on the two accessory seats listed below can fail and allow the passenger backrest to separate from the seat base. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the motorcycle.

The Victory Accessory seats under recall include:

- **Jackpot Touring Seat w/Backrest (Part Number: 2875961-01)**
- **Kingpin Touring Seat w/Backrest (Part Number: 2876641-01)**

The following Affected Models Table shows the date range and model name of the Victory Motorcycles potentially affected by this Safety Recall:

**NOTE: The motorcycles listed in the table below are affected only if one of the one-piece seats listed above has been installed on the vehicle. If the motorcycle is not equipped with one of the one-piece seats listed above installed, the motorcycle is not affected by this Safety Recall.**

Model(s) Affected	Model Numbers	Vehicle Identification Number Range
2006-2012 Victory Jackpot	ALL MODELS (With accessory one-piece seat subject to recall)	Enter the Vehicle Identification Number (VIN) into 'Unit Inquiry' to verify whether a vehicle falls into the affected date range and model designation.
2004-2012 Victory Kingpin		
2003-2012 Victory Vegas		

**NOTE: Voice of Victory article V-11-09-01 is expired with the publication of this Safety Recall.**

#### WHAT YOUR DEALERSHIP SHOULD DO (Motorcycles):

1. Enter the Vehicle Identification Number (VIN) into the 'Unit Inquiry' field of the dealer website to determine if the vehicle falls into the affected date range and model designation.
2. Reference page 2 of this Safety Recall (ACCESSORY SEAT IDENTIFICATION) to determine if the motorcycle has been fitted with an affected seat.
3. If it is determined that the seat is defective, order the replacement accessory seat backrest support bracket (PN: 5256187-156) and perform the repair outlined in this Safety Recall.
4. After installing the new bracket, attach a Service Bulletin completion label to the new bracket. (See page 5)
5. File a Parts Stock warranty claim. (See page 5)

#### WHAT YOUR DEALERSHIP SHOULD DO (Parts/Customer Stock):

1. Remove all affected accessory seats (PN: 2875961-01 & PN: 2876641-01) from your sales floor/parts department and STOP SALE until defective passenger backrest support brackets have been replaced with the updated passenger support brackets.
2. Order the required number of replacement accessory seat backrest support brackets (PN: 5256187-156) to update your parts stock and/or customer accessory seats and perform the repair outlined in this Safety Recall.
3. After installing the new bracket, attach a Service Bulletin completion label to the new bracket. (See page 5)
4. File a Parts Stock warranty claim. (See page 5)

**ACCESSORY SEAT IDENTIFICATION:**

*\*In most cases, a sticker designating the accessory part number will be affixed to the seat bottom. If the PN sticker is not present, the seat must be identified by visual comparison to the illustrations provided below.*

This block contains two images. On the left is a line drawing of a motorcycle seat with a passenger backrest. On the right is a photograph of the same seat installed on a motorcycle. A white box with the text "Affected Seat Support Bracket" has an arrow pointing to the backrest's support structure.

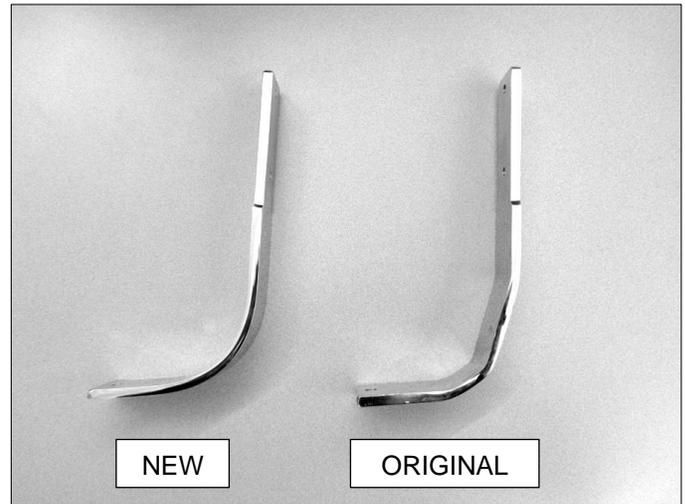
2006 - 2012 Victory Jackpot  
Accessory Touring Seat w / Passenger Backrest  
PN: 2875961-01

This block contains two images. On the left is a line drawing of a motorcycle seat with two passenger backrests. On the right is a photograph of the same seat installed on a motorcycle. A white box with the text "Affected Seat Support Bracket" has an arrow pointing to the support structure of the front passenger backrest.

2004 - 2012 Victory Kingpin  
& 2003 - 2012 Victory Vegas  
Accessory Touring Seat w / Passenger Backrest  
PN: 2876641-01

## BRACKET IDENTIFICATION:

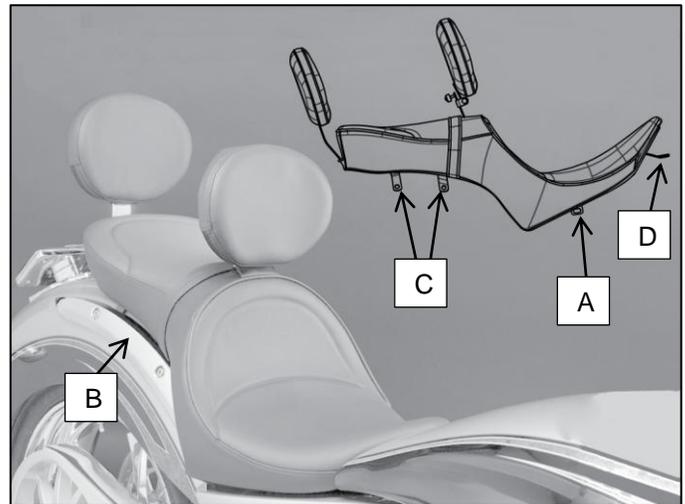
The replacement seat bracket, PN 5256187-156, features a smooth angular transition, while the original bracket features an abrupt angular transition.



## SEAT REMOVAL:

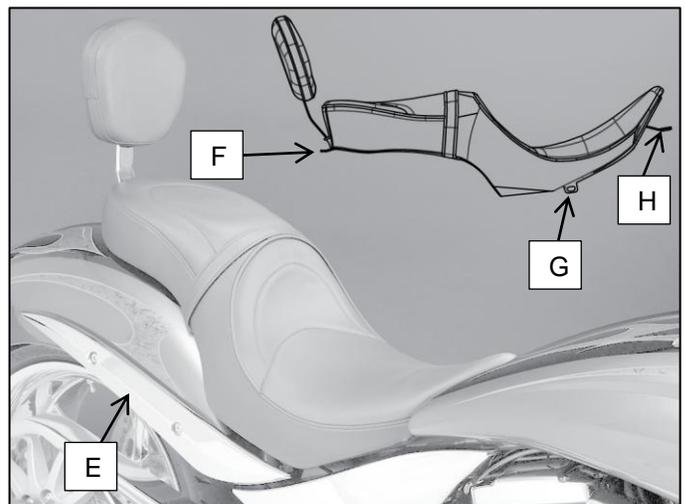
*Kingpin & Vegas:*

1. Remove left and right side covers.
2. Remove the two forward seat bolts (A) and set aside for use during reassembly.
3. Remove left and right rail covers (B).
4. Remove the four rear seat bolts (C) and set aside for use during reassembly.
5. Lift the rear of the seat and slide back to disengage the front mounting tab (D).
6. Remove the accessory seat assembly from motorcycle.
7. Verify that the part number of the seat you have just removed corresponds to the part number of the affected seat or, if a part number is not available, reference page 2 for ACCESSORY SEAT IDENTIFICATION.
8. Proceed to the **BACKREST SUPPORT REPLACEMENT procedure.**



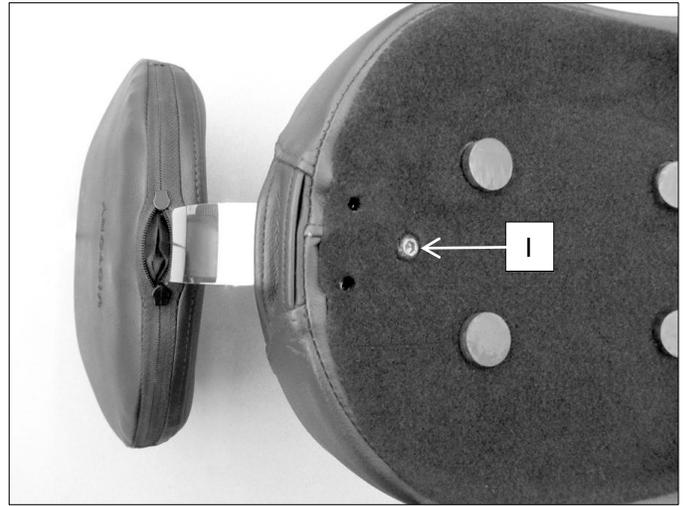
*Jackpot:*

1. Remove left and right rail covers (E).
2. Remove the single screw (F) located at the back of the passenger seat pad.
3. Remove the two forward seat bolts (G) and set aside for use during reassembly.
4. Lift the rear of the seat and slide back to disengage the front mounting tab (H).
5. Remove the accessory seat from the motorcycle.
6. Verify that the part number of the seat you have just removed corresponds to the part number of the affected seat or, if a part number is not available, reference page 2 for ACCESSORY SEAT IDENTIFICATION.
7. Proceed to the **BACKREST SUPPORT REPLACEMENT procedure.**



## BACKREST SUPPORT REPLACEMENT PROCEDURE:

1. Remove the bolt (I) securing the passenger backrest support to the bottom of the seat and remove backrest assembly.

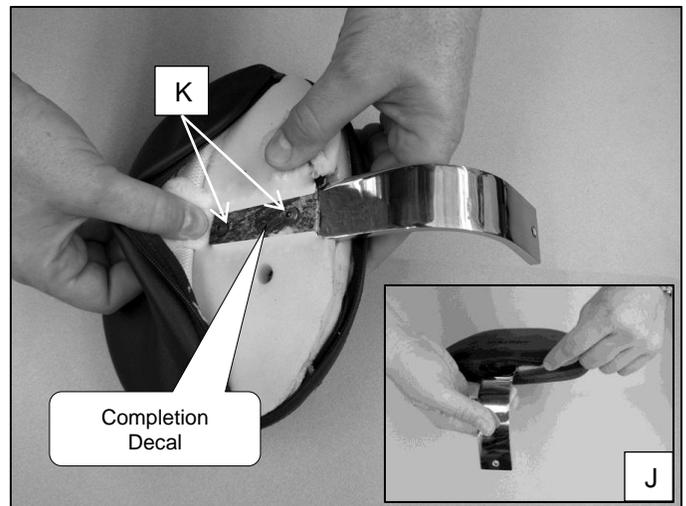


2. Unzip the passenger backrest pad cover (J). Carefully pull back the foam to access the backrest pad screws (K). Remove the screws and backrest support bracket.

3. Slide the new passenger backrest support bracket into the backrest pad. Verify screw threads are clean. Apply Loctite® 242® to backrest pad screws. **Torque backrest pad screws (K) to 88 in-lb (9.5 Nm).**

4. Slide the passenger backrest assembly into the slot at the rear of the seat. Verify screw threads are clean. Apply Loctite® 242® to backrest support bolt. **Torque the passenger backrest support bolt (I) to 18 ft-lb (24.4 Nm).**

**NOTE: Fill out and adhere Service Bulletin Completion decal to bracket before closing back rest zipper.**



5. Proceed to the SEAT INSTALLATION procedure.

## SEAT INSTALLATION:

Kingpin & Vegas:

1. Slide the tab of the seat into the bracket at the rear of the fuel tank and align all of the seat mounting bolt holes. Loosely install all six seat mounting bolts. **Torque all mounting bolts to 18 ft-lb (24.4 Nm).**

2. Reinstall rail covers using original fasteners. **Torque rail mounting bolts to 18 ft-lbs (24.4 Nm).**

3. Reinstall left and right side covers.

Jackpot:

1. Slide the tab on the front of the seat into the seat bracket at the rear of the fuel tank and align the mounting bracket holes with the seat mounting holes (two) and the mounting tab on top of the rear fender.

2. Loosely install all three seat mounting bolts. **Torque front mounting bolts to 18 ft-lb (24.4 Nm). Torque rear mounting tab bolt to 12 ft-lb (16 Nm).**

3. Reinstall rail covers using original fasteners. **Torque rail cover screws to 18 ft-lb (24.4 Nm).**

## PARTS INFORMATION:

PART NUMBER / DESCRIPTION	7170107 (QTY. 1) – Service Bulletin Completion Decal 5256187-156 (QTY. 1) – Accessory Seat Passenger Support Bracket
PARTS AVAILABILITY	Parts will be available to order on November 4, 2011.
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.**

- STEP 1: Start a new **Parts Stock** warranty claim.  
STEP 2: Enter **\$30.00** of MISCELLANEOUS LABOR.  
STEP 3: Use warranty fail code: **140 / 282 / 152**.  
STEP 4: Use part number **5256187-156** as the primary fail part.  
STEP 5: In the **CONCERN** field enter: “**V-11-02 Safety Recall**”.  
STEP 6: In the **CAUSE** field enter: “**Accessory Seat Bracket**”.  
STEP 7: In the **CORRECTION** field enter the **17 digit VIN** if the accessory seat is installed on a motorcycle OR “**Parts Stock**” if the accessory seat was not installed on a motorcycle.  
STEP 8: Save and submit the claim to Polaris.  
STEP 9: Retain all defective accessory seat brackets for eventual return to Polaris.

## CUSTOMER NOTIFICATION:

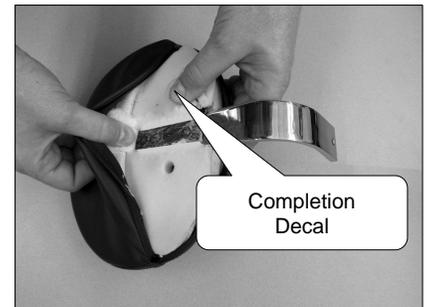
A customer notification letter was sent to all registered owners of machines that could have had an identified backrest installed onto their motorcycle. In addition to the notification letter sent by Victory Motorcycles, dealers are required to notify owners of motorcycles sold by their dealership, and to make arrangements to perform this bulletin repair immediately.

## SERVICE BULLETIN COMPLETION DECAL:

A Service Bulletin Completion Decal must be completed for this Safety Recall repair. Place decal on the new bracket under the back rest cover after completing repair. If you require more decals, order them through normal Polaris parts ordering channels.

## 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.

Sincerely,

Bridget McLennan,  
Warranty and Service Publications Manager

## EXAMPLE OF U.S. CONSUMER LETTER 11V-346



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

### SAFETY RECALL NOTICE

Recall Campaign: 11V-346

**Subject: Accessory Passenger Seat Backrest Support Replacement  
2006-2012 Victory Jackpot, 2004-2012 Victory Kingpin**

**& 2003-2012 Victory Vegas models**

**Reference: Safety Recall Bulletin V-11-02**

**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 determined that a defect which relates to motor vehicle safety exists in some accessory seats made for Victory motorcycles. These accessory seats; JACKPOT TOURING SEAT W/BACKREST (Part No. 2875961-01) and, KINGPIN LEATHER TOURING SEAT W/BACKREST (Part No. 2876641-01) can fit on Model Year 2006-2012 Victory Jackpot motorcycles, Model Year 2004-2012 Victory Kingpin motorcycles and, Model Year 2003-2012 Victory Vegas motorcycles. Our records indicate that you have purchased a vehicle on which one of these accessory seats could be installed.

***The reason for this recall:***

Victory has determined that the backrest support on some of these accessory seats may be defective. The defective backrest support can fail and allow the backrest support bracket to separate from the seat base. This could cause a passenger to lose support, increasing the risk of the passenger falling off of the vehicle. *Please note that this recall does not apply to the factory installed seats on these vehicles or to any other accessory seat sold for use on these vehicles.*

***What Victory and your dealer will do:***

Victory has issued a Safety Recall to all Victory dealers, with instructions required to replace the backrest support bracket on any of the affected accessory seats (PN: 2875961-01 and PN: 2876641-01) found to be installed on a motorcycle or otherwise in the possession of the owner. Repairs will be made by any authorized Victory motorcycle dealer at no cost to you. The actual repair should take under one hour to perform; however, it may take longer due to service scheduling requirements. If you choose, the affected accessory seat can be removed from the motorcycle and dropped off at the dealer to have this Safety Bulletin repair completed.

***What you should do:***

Review the illustration on the back side of this letter to determine whether you have one of the affected accessory seats installed on your motorcycle or otherwise in your possession. If so, please call your authorized Victory motorcycle dealer to schedule an appointment to have the Safety Bulletin repair performed. Do not attempt repairs yourself. Repairs must be performed 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.polarisindustries.com](http://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 cursive script that reads 'Bridget McLennan'.

Bridget McLennan  
Warranty and Service Publications Manager