



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

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: XXXXXXXXXXXXXXXXX

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