



Service Advisory

Published for Polaris Dealerships, Distributors, and Service Technicians

Division: On Road

Article: VSA-17-01

Date: June 16,2017

EXPIRATION DATE: Five (5) years from warranty registration date.

SUBJECT: VICTORY OCTANE STARTER MOTOR REPLACEMENT

PURPOSE:

Victory has determined that some Victory Octane Motorcycles could develop a slow crank or no start situation due to a starter that was potentially manufactured with a defect. This Service Advisory has been released to communicate a process which enables dealers to assist customers and repair qualified motorcycles without requiring pre-authorization from Victory Motorcycles. ***This Service Advisory is separate from, and does not alter or otherwise affect, the terms of any existing warranty.***

This program provides parts and labor coverage to replace an affected starter motor for five (5) years after the warranty registration date. If a consumer alerts your dealership that their motorcycle is exhibiting characteristics of a defective starter, repair the bike by installing an updated starter as outlined in the procedure at the end of this communication. This Service Advisory only applies to the models listed in the AFFECTED MODELS table below.

NOTE: Extended warranty coverage provided by this Service Advisory ONLY APPLIES TO REPLACEMENT OF AFFECTED STARTER MOTOR ASSEMBLIES. ALL OTHER WARRANTABLE COMPONENTS MAINTAIN THE FACTORY 2-YEAR WARRANTY PERIOD

SERVICE ADVISORY DETAILS:

- VSA-17-01 only applies to the Victory Motorcycles models listed below built through 4/20/2017.
- VSA-17-01 only applies to Victory motorcycles affected by the starter motor concern outlined in this communication.
- VSA-17-01 provides pre-authorized coverage to replace ONE starter motor per VIN. If subsequent starter failures occur, dealers must follow the standard warranty claim process.

POTENTIALLY AFFECTED MODELS:

Model Year	Model Numbers	Models	Affected Vehicle Range
2017	All Model Numbers	Octane	All built through 4/20/2017

CUSTOMER NOTIFICATION:

Dealers **should not** contact customers regarding this Service Advisory. New starters should be replaced only on Motorcycles exhibiting slower or possibly no starter cranking situations as defined by this Service Advisory.

WARRANTY CLAIM INFORMATION:

A Wholegood Stock (WS) or Standard (ST) warranty claim may be submitted listing the complete (17 digit) Vehicle Identification Number. Vehicles that are out of the factory warranty period (OW) should use Service Advisory number VSA-17-01 for the Authorization Code.

PARTS AND WARRANTY INFORMATION:

CLAIM TYPE	Wholegood Stock (WS), Standard (ST) or Out of Warranty (OW)
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LABOR ALLOWANCE	120 Minutes (2.0 hours)
PART NUMBER / DESCRIPTION	PN: 4017209 ASM-MOTOR,STARTER,BLK
PARTS AVAILABILITY	Available to order
AUTHORIZATION CODE	VSA-17-01
SERVICE ADVISORY EXPIRATION DATE	This Service Advisory expires after five (5) years from the warranty registration date. Victory Motorcycles will not provide coverage for updated starter replacement after the expiration date has passed.

WARRANTY CLAIM PROCESSING INSTRUCTIONS:

1. "Start a New Warranty Claim" for an affected VIN.
2. Enter 2 hours of labor.
3. Use fail codes: 125/252/120
4. Use the starter part number (4015260) as the primary fail part.
5. Enter the Service Advisory number VSA-17-01 in the AUTHORIZATION field.
6. Enter: "Updated Starter Advisory" in the CONCERN field. Enter: "Defective Starter" in the CAUSE field. Enter: "Installed Updated Starter" in the CORRECTION field.
7. Save and submit the claim to victory Motorcycle.

For 4015260 starters in dealer inventory: Follow the steps below to file a single Parts Stock claim for all current inventory of 4015260 starters. Also, use this claim procedure for any sales of 4015260 starters to customers.

1. Start a new Parts Stock Warranty Claim.
2. Select VIC and enter the current Date Failed and Date Repaired Information into the applicable fields.
3. In the MISCELLANEOUS CHARGES field, enter up to \$40 for labor costs associated with updating ALL parts.
4. In the CONCERN and CAUSE field enter "VSA-17-01", in the CORRECTION field enter "Starter".
5. Enter part number 4015260 and quantity of associated parts.
6. Enter warranty fail codes 125 / 252 / 120.
7. Save and submit the claim to Polaris.

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. Parts will be inspected and verified defective. If it is determined that parts are not defective in alignment with this Service Advisory, they will be charged back to your dealership. If the part(s) were not identified as needing to be returned to Polaris, please dispose of the part(s) properly.

STARTER REPLACEMENT:

ADDITIONAL REFERENCE MATERIALS

2017 Victory Octane Service Manual: PN 9926924