

Victory Review

Master Deputy Greg A. Smith,
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Traffic and Patrol Division
Accident / Motor Unit



Mike, Nita and the gang,

I am writing you this letter to thank you for an outstanding product and unbelievable customer service. We chose the Victory Police Motorcycle because of the safety and warranty of 5 years. We bought our 2 stealth motorcycles in 2013 and have had only minor issues. I had an emergency light go out and the other motors mono shock went bad. Both issues were taken care of immediately with no hassle or fuss. Not the same with the other Motors made by another company.

But imagine my surprise when two weeks ago, I get a call from Mike. Mike says, "we have upgraded the oil pin" (or whatever it is called). It helps put more oil on the clutch in our new 2015 motors. He then went on to say I'll be in your area in a couple of weeks and we will get them installed. Now, of course, with the other Motors we own there has never been this kind of call from them so I'm thinking this must come at cost. I told Mike let me get with my supervisor and let them know what the cost is for this upgrade. Mike says no charge; we are putting this in all of the Motors we have sold to make all the products we sell better. Again what is this catch I'm thinking, but I set up a time and wait for Mike. A couple weeks roll by and I get a call. Mike says "I will be in town tomorrow; I will meet you at your station". So we set up a time.

So the day comes and Mike follows his GPS into the back country and I have to come save him from the cows. I think he needs to buy a better GPS so he is going to get money out of me some way but no. I will do you one better, the gaskets he needs to fix our motors did not arrive so I went to our local dealer to get some. We had a bike in need of a new clutch, Mike said, "pick up a clutch while you're there and we will install it for you". He worked on both motors and put the clutch in showing us how to do it and didn't charge us a dime.

In closing I would like to say this, we bought our two Motors from VPM because of the warranty and safety aspects of the motors. But what we got was so much more. I can call Mike anytime and he will answer right then or will call me back within 5 minutes or so. I can send an email to Nita or Mike and get a reply quickly. I can ask the cost of something and get the answer in a few minutes; unlike the other guys. And if I have a problem, the staff at VPM can walk me through it over the phone that's how well built these motors are. And when an upgrade comes up that will make the motor safer, they will come to your door and fix it because you bought your product from them and they want them to work.

All I can say is I love riding my Victory so much more than my other motor before, and can ride this one all day without having the shakes or a bad back. It is an outstanding product with an outstanding cast of people to back it up.

Keep up the good work Mike, Nita and the gang at VPM.