

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle



565 de la Montagne Street
Valcourt (Québec) J0E 2L0
Canada

«SERNR» «MODEL_YR» «CMP_NO»
«NAME2» «NAME3» «NAME1»
«STREET»
«CITY» «REGION» «ZIP»
«COUNTRY»

June 15, 2020

Renotification

BRP is sending you this renotification letter because our records show that you own a potentially affected vehicle that has not been inspected nor repaired.

-----COVID-19-----

In the light of the COVID-19 situation, as local authorities continue to adopt 'Stay at Home' policies in different parts of the world, we kindly ask you to contact your local dealer before paying a visit, as its business hours or services may have changed or it might be temporarily closed.

Also, please note that the current context may affect the availability of some parts, or slow the process down.

Nonetheless, we are committed to continue to provide you with the safety recall information related to your vehicle and we are doing our best to reduce the potential impact that this situation may have on you.

October 2019

Subject: **Can-Am® Ryker - Wheel nut may crack**

Dear Can-Am On-Road owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BRP has decided that a defect which relates to motor vehicle safety exists on the 2019 and 2020 Ryker and is conducting a safety recall.

Our records show that you own a potentially affected vehicle.

What is the potential problem?

The wheel nuts may crack resulting in a reduced clamping force. This could affect the integrity of the wheel assembly and the vehicle's handling and control. This may increase the risk of a crash.

Which models are involved?

Specific serial numbers of model year 2019 and 2020 Can-Am Ryker.

ski-doo LYNX SEA-DOO. Evinrude. ROTAX. can-am.

What will BRP do?

BRP will repair your vehicle free of charge. The corrective action involves replacing the three wheel nuts. This service should take less than one hour. The parts required to provide the remedy to this condition will be made available progressively.

What should you do?

Contact your authorized BRP Can-Am On-Road dealer and schedule an appointment to have the safety recall performed on your vehicle.

You may continue to ride your vehicle. If your vehicle has one or more cracked nuts, we encourage you to have your vehicle updated promptly.

Note: The presence of the red locking clip prevents a cracked nut from unscrewing.

Although your unit may have aftermarket modifications, you can still receive this service free of charge. The presence of these modifications, while the service is being completed, will not void any existing warranty or service contract.

If you previously had to replace the wheel nuts and BRP did not cover the cost of the repair, please contact us for reimbursement. However, your vehicle will still need to be repaired to install the new wheel nuts.

If you believe that the dealer or BRP has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E. Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>. If you are a vehicle lessor, federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What to do if you feel this notice is an error?

This notice was mailed to you according to the most current information we have available. If any information in this notice is incorrect, please contact BRP at your earliest convenience.

If you have questions, need assistance, or to find your nearest authorized BRP dealer:

- Visit www.can-am.brp.com
- In USA call:
1-888-272-9222
8:00 AM to 8:00 PM Eastern time 7 days a week.

Your safety and continued satisfaction with our products are a priority for us. We apologize for any inconvenience this may cause you and remain committed to facilitate the process as much as we can.

Thank you for your immediate attention to this matter.

Sincerely,
BRP Customer Services Department