

# IMPORTANT SAFETY RECALL NOTICE



ADVENTURE BY DESIGN

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

October 15, 2020

Subject: **Can-Am® Ryker - Possible Front Wheel Loss**

Dear Can-Am On-Road Dealer / Distributor,

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

## **What is the potential problem?**

The front wheels assembly may not have been performed properly (torque application and installation of the red locking clip). In some situations, this could result in a wheel loss, increasing the risk of a crash.

## **Which models are involved?**

Some specific serial numbers of model year 2020 Can-Am Ryker.

## **What will BRP do?**

BRP intends to repair involved vehicles, free of charge for the customer. BRP is sending a Safety Recall Notice letter to all known registered owners of the involved vehicles to inform them of the safety recall.

BRP is posting this notice and attached Safety Campaign Bulletin on its BOSSWeb dealer website ([www.bossweb.brp.com](http://www.bossweb.brp.com)).

Information for customers will be posted on its public website ([www.can-am.brp.com](http://www.can-am.brp.com)).

## **What should you do?**

- Do not deliver any involved vehicle that you have in stock as federal law requires you to complete the recall service on these vehicles before retail delivery.
- Contact all your customers who have purchased an affected Can-Am Ryker. You must inform them about the foregoing and must request them to make an appointment to get their vehicle repaired.
- The presence of a well installed red locking clip prevents a nut from unscrewing and therefore the vehicle can be driven to the dealership to be serviced.
- A properly installed red locking clip is sitting well into the groove all around the nut. If the customer notices an installation like the picture below - red locking clip NOT installed properly, they are asked to contact you to organise transportation of their vehicle to your dealership.



**RED LOCKING CLIP OUT OF THE GROOVE**

- Follow all instructions provided in the attached Safety Campaign Bulletin including the requirements of the Mandatory Certification Form.

Please note that the National Traffic and Motor Vehicle Safety Act provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. The owner may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

**If you have questions about this notice, please communicate with us:**

- By submitting a BOSSWeb case. A service representative will communicate with you.

OR

- In Canada: 1-800-361-9980  
Eastern time Monday to Friday from 10:00 AM to 5:00 PM
- In USA : 1-800-366-6992  
Eastern time Monday to Friday from 10:00 AM to 5:00 PM

BRP prides itself on being an industry leader and providing you, as well as our customers, with the very best information so we can collectively preserve the reputation of our products.

We apologize for any inconvenience this may have caused you or your customers.

Sincerely,  
BRP Customer Services Department

Print one sheet per vehicle.

Keep one of them for the vehicle's file and give the other one to the customer once all filled and signed.

<b>Mandatory Certification of Front Wheels Installation</b>													
Brand	Model	Vehicle Identification Number											
CAN-AM	Ryker												
<b>I certify that the front wheels of this vehicle were installed as per BRP's required procedures.</b>													
Technician's signature						Technician's PRINT NAME						Date	
Master Technician's signature or Service Manager						Master Technician's signature or Service Manager PRINT NAME						Date	
<b>BRP or any government authority may ask for this document at anytime. Dealership must KEEP this in the vehicle's file.</b>													
Customer's signature						Customer's PRINT NAME						Date	
I confirm that I have received a copy of this CARD from the dealer.													

<b>Mandatory Certification of Front Wheels Installation</b>													
Brand	Model	Vehicle Identification Number											
CAN-AM	Ryker												
<b>I certify that the front wheels of this vehicle were installed as per BRP's required procedures.</b>													
Technician's signature						Technician's PRINT NAME						Date	
Master Technician's signature or Service Manager						Master Technician's signature or Service Manager PRINT NAME						Date	
<b>BRP or any government authority may ask for this document at anytime. Dealership must KEEP this in the vehicle's file.</b>													
Customer's signature						Customer's PRINT NAME						Date	
I confirm that I have received a copy of this CARD from the dealer.													