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[Redacted]

Canton, IL [Redacted]
November 10, 2010

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Dear Sir:

Several months ago, we received a recall on our Can-Am Bombardier Spyder concerning the computer software. Before that work was completed on our Spyder, we received another recall concerning the power steering unit. That has also now been several months ago. We contacted two separate dealers about getting our recall done, but we so far have had no success.

In the meantime, our power steering unit did malfunction causing our Spyder to veer into the oncoming traffic lane. We were fortunate only in that no one was coming in that lane. Obviously we had to park our Spyder and stay off the road with it.

We have been in touch with the dealers several times, and we have discussed the situation with Can-Am. Everyone tells us that they are helpless to do anything for us at this time. It seems that the process involves repairing someone's Spyder with a power steering unit that is sent to the dealer. When the faulty unit is returned to Can-Am, only then is another unit sent to that dealer to work on the next Spyder.

Originally we were number 67 on one dealer's list and 38 on another dealer's list. We are still nowhere near the top of the list to get our Spyder repaired. We have paid a great deal of money for this vehicle that is simply a floor decoration in our garage. It is unsafe to ride, and we are getting no remedy to the situation.

By now, we feel that we should be compensated for our Spyder and someone should take it back. Needless to say, now it will probably be next year before we can think about riding this Spyder again. At this point, it has 300 miles on it, and we have had to park it indefinitely.

Please help us resolve this problem. You may contact us by writing to the address above, by telephoning [Redacted] or by e-mailing us at [Redacted]. Hopefully you may rectify this impossible situation.

Sincerely yours,

[Redacted Signature]
[Redacted Name]
[Redacted Title]
[Redacted Address]

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