

[REDACTED]  
Paso Robles, CA  
March 30, 2015

Bombardier Recreational Products, Inc.  
565 de la Montagne Street  
Valcourt, Quebec, Canada JOE 2L0

APR -8 2015

Ladies and Gentlemen of BRP,

We recently sent a letter requesting redress for the loss of use and value of our 2013 Can Am Spyder due to the overheating issue (attached). We encountered internet discussions outlining a possible overheating issue, and severely limited our driving to cool weather. We have put only 1,016 miles on the Can Am.

We received a phone call from someone identifying himself as Remi. He gave no other information other than to say he was Remi and he was calling about our letter. He then said nothing. I explained our concerns were stated in our letter and we felt that as a minimum, we should have been notified by BRG that there was a problem and you were working on it. He said we received such notification in the interim recall notice. I replied that it was rather late in the game. We had already been notified by others, for example a potential buyer of our Can Am, that there was a fire problem, a recall underway, and many owners selling for bargain basement prices. I had heard of the heat problem, noticed it myself and accepted the warm right foot as an unfortunate reality. Because the blog articles implied you were working on a fix, I did not complain. That according to your Remi was my mistake.

In the ensuing discussion, which I hope was recorded by you, he made the following statements;

1. He drives a big Harley and never drives it in hot weather because all big bikes overheat. (I drive a large BMW year round, in our very warm climate. I ride with many others. We don't worry about catching fire.)
2. He stated that he had no information about the recall in terms of what would be done, how long it would take, etc. only that it would begin sometime in May.
3. He stated that until that time, I should restrict my driving to highway driving to limit risk of overheating. I explained that on our freeways here in warm central California, we are likely to encounter accidents. When they occur, we will have to move very slowly if at all. His solution was to pull over to prevent overheating. I explained on our freeways, blocking the shoulder during emergencies was illegal and unwise. He then advised I take back roads instead. He also stated that most bike fires are caused by faulty filler caps or sloppy gas tank filling and therefore not really the Can Am's fault? Then why is there an issue severe enough to cause a recall?

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The incredulousness of this conversation astounded me. I still do not know why he called. He had called me the previous day while I was in the middle of some volunteer work. Once I got his attention I explained we would have to talk another time. We agreed on noon the next day, my time in California, so my wife could participate - it is her Can Am. He called at about 12:40 by which time I was already enroute to attend a mandatory Search and Rescue class as part of my volunteer duties. My wife was at home. Remi and I spoke for about 20 minutes, or rather he spent those minutes condescendingly telling me what I had already read in your notice and how I should behave. If you possibly can, please pull the recording of that conversation and listen.

As I explained to Remi, upon learning of the recall, we took our bike off the market. We will ride out whatever we have to, but we are not going to go away. Your behavior prior to this call was negligent. We should have been informed of the safety issue immediately either by you or our dealership. They have no trouble sending us email's trying to sell other products. When we called them in March to enquire, we got a "problem? what problem?" kind of response and eventually a follow up that explained a recall was planned for May.

Simply stated, my wife is afraid to drive the Can Am and frankly I can't blame her. I gave her this as a gift so we could ride together. We cannot. We need help, not a Remi. And please understand, a repair that comes with any limitations is not an acceptable answer. In March we've already had 90 degree heat. If this bike can't be operated safely in our warm climate, that should be explained in advance of the sale. If it cannot be guaranteed to operate safely and comfortably, it should be replaced with one that can.

Sincerely,



cc: National Highway Traffic Safety Administration  
US Representative  
State Senator  
Better Business Bureau  
BRP US INC  
Consumer Reports

[REDACTED]  
Paso Robles, CA [REDACTED]  
March 15, 2015

Bombardier Recreational Products, Inc.  
565 de la Montagne Street  
Valcourt, Quebec, Canada JOE 2L0

To whom it may concern,

We received a safety recall interim notice regarding our Can-Am Spyder Roadster RT 2013 regarding elevated temperature in engine compartment. The VIN is 2BXNBBC15DV[REDACTED].

We live in an area where the temperature during the summer gets as high as 110. We purchased the bike in September 2013 and were unable to drive it May – October 2014 out of concern for the overheating problems that have plagued many owners. And, it seems we won't be able to drive it May – October of this year. We have patiently waited for BRP to address this problem. If you consider the timeframe in which we've owned the bike, we haven't been able to ride it 50% of the time due to a known defect. We are not putting our lives at risk due to your faulty equipment. Thus, we have only 1,016 miles on this bike and half of those are from home to dealership due to a faulty key and a required service. Plus, we have a body part that keeps falling off. We are not familiar with another example of this kind of downtime for any mode of transportation. We paid for the bike in full expecting to use it year round in our accommodating climate. Due to the early warm temperatures (upper 80's and thus not recommended in your Notice) in Paso Robles today (mid-March) the percentage of non-usage time is going way up.

We understand this faulty equipment was fixed in the 2014 and 2015 models. Is your company still experiencing an issue with the elevated temperature in engine compartments?

When we tried to sell it recently, a prospective buyer told us that her search turned up several of the same model and year in San Francisco Bay area (near our home) with prices in the \$10-15,000 range. This about half of what we paid for this bike just 15 months ago. Essentially, you have taken \$26,000 of our money and given us a \$12,500, unusable, unsafe vehicle.

We feel that to simply accept a modification is a wrong headed approach. Clearly it has taken a long time to determine a "fix" and even that is yet to be fielded, likely to come with a list of cautions and warnings when and if we do receive the as yet uncertain improvement. This amounts to your continued confiscation of our "fun ride". We know from reading that others have received a replacement 2014 vehicle after engaging lawyers. We would prefer to settle this amicably.

In the meantime, the bike was purchased in Fresno. Please advise us of the schedule for the remedy as soon as possible. What is the estimated time requirement to fix the faulty equipment?

We expect a response to our letter within 2 weeks.

Sincerely,

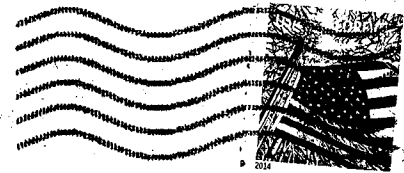
[REDACTED]

CC: National Highway Traffic Safety Administration  
US Representative  
State Senator  
Better Business Bureau  
BRP US INC

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Paso Robles CA [REDACTED]

APR 7 2015

SANTA BARBARA  
CA 93131  
31 MAR 2015 PM



National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

