

CL-10702634-9485

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

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

MAR 24 2015

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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National Highway Traffic Safety Administration
NHTSA Headquarters
1200 New Jersey Avenue, SE
West building
Washington, DC 20590

