

U.S. Department of Transportation National Highway Traffic Safety Administration	Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148
	Date Received 26-JUL-2022	Repository <input type="checkbox"/> Reference No. 11475922

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	Arcade	State	NY
ZIP Code	[REDACTED]		
Daytime Telephone Number	[REDACTED]		
Evening Telephone Number	[REDACTED]		
Email Address	[REDACTED]		

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 9, 2004).

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3ja21e625m1c [REDACTED]	MAKE CAN-AM	Model RYKER	Model Year 2022
Date Purchased 4/25/22	Dealer's Name and Telephone Number PIIONEER MOTOR SPORTS THRU MISHELLE ARNOLD	Engine No. cylinders 3	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City/Office	STATE NY	ZIP Code 14020
Transmission Type	<input checked="" type="checkbox"/> Anti-lock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failures:
		Incident Date(s) JUNE 26-22	

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 010000 STEERING, 126100 EXTERIOR LIGHTING/TURN SIGNAL-FLASHER UNIT, 162000 STRUCTURE/BODY ON THE RYKER THE SWITCH IS A BUTTON TO TURN ON 4WAY HAZARD FLASHERS	Failure Mileage 1400.0	Failure Speed 20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example DOTM1 98BC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crashes, injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Injury <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured NO	Number of Deaths NONE
		Reported to Police NO	

Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2022 CAN-AM Ryker. The contact stated that while driving at an undisclosed speed in a severe thunderstorm, he attempted to engage the turn signals to notify other drivers that he was switching lanes however, he discovered that the motorcycle had no turn signals. The dealer was notified and informed the contact that the Year, Make, and Model of the motorcycle manufactured to be sold in the USA were designed without turn signals. The contact also stated that the exhaust of the motorcycle burnt his legs since there was no heat guard installed on the motorcycle. The dealer was notified of the failure and informed the contact the motorcycle was not designed to be driven for long distances. The contact stated there were no screws between the wheels and the vendor. The contact stated that while driving in the rain, he had to reduce his speed to approximately 20 MPH, to prevent the motorcycle from losing traction control. Additionally, the glove box would become extremely hot while riding presenting a concern that important documents inside might become damaged by the heat. The vehicle was taken to the dealer for a recall repair however, the motorcycle was not repaired. The manufacturer was not notified of the failure. The failure mileage was approximately 1400.

TURN SIGNALS + 4WAYS ARE UTILIZED WITH HEAD LITES + TAIL LITES TO FLASH ON THE WAY

THE CONTACT STATED THAT THERE WERE NO SHIELD ON EITHER THE LEFT OR RIGHT WHEEL TO PREVENT WATER FROM BEING THROWN DIRECTLY INTO MY CROCK AREA THE CLEARANCE BETWEEN THE TIRES + FENDERS IS DIRECTED THE RAIN WATER UNDER PRESSURE TO YOUR CROCK (VERY PAINFUL).

(THIS ENTIRE SECTION WAS RE-WRITTEN) PAGE (1) + (2) + (3)

Include, if available: Police/Fire Department Report, Photos and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579). This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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REFERENCE: ROAD TRIP FROM ARCADE N.Y. TO BOAT SHOW IN DELAWARE: JUNE 29, 25 26TH - AIR TEMP 90° APOX 15 HR EACH WAY

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CLARIFICATION OF FORM NISA - TELEPHONE COMPLAINT,

WHILE DRIVING ON NY STATE THRUWAY RETURNING FROM VACATION IN DELAWARE WE ENCOUNTERED A SEVERE HEAVY THUNDER STORM - FREEZING RAIN & ICE PELLETS. I ATTEMPTED TO EXIT THRUWAY TO GET TO ROAD WAY SEVERE AREA. I ENGAGED TURN SIGNAL BUTTON TO TURN OFF CROWN OF ROAD,

AND BIKE WINDSHIELD FOGGED UP. I WAS LOSING VISIBILITY. MY FACE SHIELD AND BIKE WINDSHIELD FOGGED UP. I WAS LOSING VISIBILITY. BIKE HYDROPLANED FROM CROWN OF ROAD TO SIDE OF ROAD. NO CONTROL, NO TRACTION CONTROL, WATER FROM FRONT WHEELS SHOT AT MY CROTCH (VERY PAINFULL EXPERIENCE.) ENGAGED HAZ WITH FLASH BUTTON - NOTHING HAPPENED. WATERED ALONGSIDE APOX TEN MIN. GETTING

WATER SPRAY FROM GOVT TRACTOR TRAILERS TALKED WITH MY RIDING PARTNER. WE DECIDED TO TRY AND MAKE ROAD HOUSE 2 MILES AHEAD. MADE TRIP SLOWLY TO ROAD HOUSE. VERY SCARY SITUATION. AFTER APOX 1 HR. STORM BLEW THRU. WE CONTINUED HOME. CALLED PIONEER. MOTOR SPORTS TO PICK UP MY MACHINE HEARD ABOUT RECALL FOR STEM BOLTS CONTAINING OUT OF HANDLE BARS AND DEATH OF 2 BIKERS BECHUSE HANDLE BARS FELL OFF. HEARD ABOUT RECALL ON FOX NEWS. (STEM BOLT FAILURE) PIONEER PICKED UP MY MACHINE TO REPAIR UNIT I GAVE THEM A LIST OF WHAT WAS WRONG WITH MY MACHINE. INCLUDED THE FOLLOWING

- ①. NO INTEGRATED FLASHERS (OWNED MANUAL PG 26)
- ②. NO DEFLECTORS ON FRONT WHEEL FENDERS)
- ③. NO HEAT SHIELD ON EXHAUST PIPE TO

PREVENT LEG BURNS + EXHAUST HEAT

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④ COMPUTER DOES NOT WORK PROPERLY -
FLIPS TIME FROM STAND TO MIL. TIME
SETTING - CRUISE CONTROL - NEED TRAINING
SETTING - FUNCTIONS - STANDARD ETC NO HELP!

⑤ STORAGE GLOVE BOX WITH USB JACK

OVER HEATS PERSONAL PAPERS W WALLET + CELL PHONE
SHUTS DOWN. LICENCES ARE HEAT SENSITIVE

(PAGE 35 OWNERS MANUAL) REMOVED ALL CONTENT PUT IN BACK PACK
EVEN A WATER BOTTLE WAS CLOSE TO BOILING!

⑥ STOPPED SEVERAL TIMES TO INQUESTAGE

AND CRACKING NOISE COMING FROM FRONT END
FINALLY FIGURED OUT THAT BODY PANNELS
EXPAND + CONTRACT ON PINS MADE OF PLASTIC
COMPLAINED TO DEALER. AGAIN ITS A HEAT
ISSUE

NONE OF ① THROUGH ⑥ WERE FIXED

THE ONLY THING REPAIRED WAS THE STEERING
STEM BOLTS FIRST RECALL - I WAS TOLD BY SERVICE

MGR NOBODY AVAILABE TO WORK ON MACHINE

THEY WERE ON VACATION! THE SAFETY ISSUES

OF 1 THROUGH 6 WILL NOT BE FIXED:

UNDER WARRANTY

FROM: HANK PIONEER SERVICE MGR.

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██████████ IS A RIDING PARTNER WHO MADE THIS
TRIP ON HIS 1200CC HONDA YOU CAN REACH HIM AT

██████████ ARCADE N.Y. ██████████

HE IS LIFE TIME MOTORCYCLE OPERATOR

DEC 16/22 RECEIVED 2ND RECALL 22V799

(POSITION LITE + ELECT HARNESS IN FRONT FENDERS
LOOSE - POSSIBLE ABS FAILURE + VSS

I CANNOT GET MACHINE TO PIONEER MOTOR SPORTS

IT IS IN WINTER STORAGE WITH ANOTHER MOTOR CYC

CO. WILL GET IT IN SPRING APRIL 23 DEPENDING O

WEATHER.

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PICKED UP MACHINE AFTER STEM BOLT'S REPAIR
SPOKE WITH SERVICE MANAGER.

COPY OF RECEIPT-

DRIVE MACHINE HOME. NEXT DAY OPENED COVERS
& GLOVE BOX NOTICED RT COVER FUEL SERVICE FUNNEL
WAS MISSING? - WENT BACK TO PIONEER TO COMPLAINT
TO SERVICE MGR. HE TOOK ME TO SHOWROOM TOLD
ME TO TAKE ONE FROM A NEW MACHINE - THEY WERE
ALL MISSING FUNNELS ENDED UP TAKING ONE
FROM ANOTHER CUSTOMER'S MACHINE I WAS
EXTREMELY UPSET. NOT THAT MY MACHINE WAS
IMPAIRED BUT AT DEALER'S LACK OF SECURITY FOR
CUSTOMER SERVICE VEHICLES:

PICTURES OF LEG BUCKLES WILL BE FAXED

DATE FEBRUARY 6, 2023

TIME

COMPLAINT NUMBER 11475922

FROM:

ARCADE, NY

TO

RANDY REID

~~+800-424-9153~~

202-366-1767

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DUE TO WEATHER, CANNOT GET MACHINE
OUT OF STORAGE - FOR ANY NEEDED REPAIRS
OR RECALLS UNTIL SPRING (LATE MARCH) OR APRIL