

[REDACTED]  
[REDACTED]  
Adamsville AL [REDACTED]  
February 15, 2024

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

Dear Administrator:

I am sending this letter in reference to my 2021 Ryker. I received the letter this week about the recall, and I've been trying all week to get it taken care of. I reached out to the dealer Big Number 1 located at 505 Cobb St Birmingham AL 35209 about this recall. This is the second recall that I have had since I purchased my bike. The last recall was no problem. I called the dealer, they set up the tow, completed the recall and I drove it back home. This time, I was told that I would have to pay for a tow. I called BRP and was told that the dealer could invoice them for the tow but Jeff at the dealer called and they told him that they would not. My warranty just expired but I have insurance and roadside assistance. From my understanding and what is written in the letter I received; this recall should not be of any cost to me. Currently, I am being told that I will have to pay for my bike to be towed. I am sending this email to get assistance with this. Since I received the letter, I have not been able to ride my bike. Big Number 1 is the dealer I bought it from there's not many locations in Birmingham. I need some assistance in getting my bike to the dealer to have this recall done. Could someone please give me a call to discuss what can be done?

Sincerely,

Ebony Paige  
[REDACTED]  
[REDACTED]

*EP*

# IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle



BRP US, Inc.  
10101 Science Drive  
Sturtevant, Wisconsin 53177  
USA

3JB2FEF24M [REDACTED] 61 2023 0023 [REDACTED]  
[REDACTED]  
Adamsville AL [REDACTED]  
USA



	<ul style="list-style-type: none"><li>• Schedule an appointment with any authorized BRP dealer as soon as possible.</li><li>• The repair will be performed <b>FREE</b> of charge.</li></ul>
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January 31, 2024

## Re: Fuel Pump - Potential Loss of Propulsion

Dear Can-Am® Vehicle Owner,

This notice is sent to you in accordance with the National Traffic and *Motor Vehicle Safety Act*. BRP has decided that a defect related to motor vehicle safety exists in the following vehicles. As a result, BRP is conducting a safety recall.

**Our records show that you own a potentially affected vehicle.**

**What is the potential problem?** The fuel pump impeller could swell and cause the fuel pump to stop working. This could lead to an engine stall while driving without the ability to restart the vehicle. This situation may increase the risk of a crash.

**Which models are involved?**

- Fuel pumps installed in production on some Model Year 2021 and 2022 Can-Am Ryker
- Some fuel pumps sold in service that may have been installed on Model Year 2019 to 2024 Can-Am Ryker. Possible impacted part numbers include:
  - 709 000 810
  - 548 874 036
  - 709 001 261
  - 219 800 529

**What will BRP do?** BRP will inspect and, if necessary, replace the fuel pump at no charge to you (parts and labor). The procedure should take less than two hours. Parts for the repair will gradually be available starting in the week of February 26, 2024.

**What should YOU do?** Schedule an appointment with any authorized BRP Can-Am Dealer to have the safety recall repair performed on your vehicle. To find a dealer, see the end of this letter.

Ski-Doo  
Lynx  
Sea-Doo  
Can-Am  
Rotax  
Alumacraft  
Manitou  
Quintrex

In the case of an engine stall, you will maintain steering and braking (including the Anti-Lock Braking System (ABS)), but you will not be able to maintain your speed. You will not have all the functionalities of the Vehicle Stability System (VSS). You might be unable to restart the vehicle.

If you leased this vehicle:

- Send a copy of this letter to the lessee within ten working days after the day you received this letter.
- Do the same with any future letters about this safety recall.

**What to do if you feel you have received this notice by mistake?**

This notice was mailed to you according to the most current information we have available.

If you know the current owner or operator, please forward this letter to them.

If there has been a change of ownership or you have a change of address, please notify BRP so we can update our records accordingly.

**What to do if repairs were performed prior to recall?**

If you have already paid to have your vehicle repaired for this issue, please contact BRP Customer Service. Our team will evaluate if you are eligible for a reimbursement of the repair costs. Your vehicle will still need to have the safety recall performed.

**Can we assist you further?**

If after contacting your dealer and the BRP Customer Services Department, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153) or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 23V855

Your safety and continued satisfaction with our products are a priority for us. We apologize for any inconvenience this may cause you and remain committed to facilitating the process as much as we can.

Thank you for your immediate attention to this notice.

Sincerely,  
**BRP Customer Services Department**

**If you have questions or need assistance, or to find the nearest authorized BRP dealer:**

• Visit [www.brp.com](http://www.brp.com)

• Or call: 1-888-272-9222

8:00 AM to 8:00 PM Eastern time / days a week.

Ebony Paige  
300 Forest Lane Dr  
Adamsville AL 35005

BIRMINGHAM AL 350  
20 FEB 2024 PM 5 L



NEF

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

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