

IMPORTANT SAFETY RECALL NOTICE



565 de la Montagne Street
Valcourt (Québec) J0E 2L0
Canada

October 3, 2019

Subject: **Can-Am® Ryker - Wheel nut may crack**

Dear Can-Am On-Road Dealer / Distributor,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act. BRP is conducting a safety recall on the 2019 and 2020 Can-Am Ryker.

What is the potential problem?

The wheel nuts may crack resulting in a reduced clamping force. This could eventually affect the integrity of the wheel assembly and the vehicle's behavior. This may increase the risk of a crash.

Which models are involved?

Specific serial numbers of model year 2019 and 2020 Can-Am Ryker.

What will BRP do?

BRP intends to repair involved vehicles, free of charge for the customer. The parts required to provide the remedy to this condition will be made available progressively.

BRP is sending a Safety Recall Notice letter to all known registered owners of the involved vehicles to inform them of the safety recall.

BRP is posting this notice and attached Safety Campaign Bulletin on its BOSSWeb dealer website (www.bossweb.brp.com).

Information for customers will be posted on its public website (www.can-am.brp.com).

What should you do?

- Do not deliver any involved vehicle that you have in stock as federal law requires you to complete the recall service on these vehicles before retail delivery.
- Contact all your customers who have purchased an affected Can-Am Ryker. You must inform them about the foregoing and must request them to make an appointment to get their vehicle repaired. Your customers may continue to ride their vehicle. If the vehicle has one or more cracked nuts, we encourage them to make the update promptly.
Note: The presence of the red locking clip prevents a cracked nut from unscrewing.
- Follow all instructions provided in the attached Safety Campaign Bulletin.

Please note that the National Traffic and Motor Vehicle Safety Act provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. The owner may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

If you have questions about this notice, please communicate with us:

- By submitting a BOSSWeb case. A service representative will communicate with you.

OR

- In Canada: 1-800-361-9980

Eastern time Monday to Friday from 10:00 AM to 5:00 PM

- In USA : 1-800-366-6992

Eastern time Monday to Friday from 10:00 AM to 5:00 PM

BRP prides itself on being an industry leader and providing you, as well as our customers, with the very best information so we can collectively preserve the reputation of our products.

We apologize for any inconvenience this may have caused you or your customers.

Sincerely,
BRP Customer Services Department