



WARRANTY BULLETIN SAFETY CAMPAIGN

⚠ WARNING: All involved customers must be notified, all involved units must be corrected as per instruction herein.

Campaign no.: 2019-0023
2020-0023
2021-0023
2022-0023
2023-0023

December 21, 2023 Subject: **Fuel Pump – Potential Loss of Propulsion**

No. **2023-10**

IMPORTANT

What should you do?

- Do not sell or 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.
- Unregistered vehicles cannot be sold until the campaign is performed.
- Contact all of your customers who purchased an affected vehicle or a service part and inform them about this Safety Recall notice.

| MODEL YEAR | MODEL | ADMISSIBLE UNITS |
|---|-------|--|
| Specific Serial Numbers MY21 to MY22 | Ryker | Go to BOSSWeb/Warranty/Campaign Monitoring to know the quantity of units in your inventory impacted by this campaign |
| Specific Serial Numbers with Service Parts MY19 to MY24 BRP is adding in this recall the specific serial numbers for which it had the information that a service part was installed. Other serial numbers may have received an impacted service part. Possible impacted part numbers include: 709000810 / 548874036 / 709001261 / 219800529 | Ryker | |

IMPORTANT

– When a vehicle comes in for service, always type the VIN in Knowledge Center to check for pending campaigns or alerts.



– When performing any work on a vehicle, it is good practice to connect it to BUDS2 to ensure that all needed updates are done.



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.

SOLUTION

Inspect first 3 digits of the serial number on the fuel pump and replace fuel pump if number is included in campaign.

REQUIRED PARTS

Order the parts through the regular channel.

| DESCRIPTION | PART NUMBER | QTY |
|---------------|---|-----|
| Fuel pump | * 709001261 for MY21 to MY24 ** 219800529 retrofit for MY19 – MY20 | 1 |
| Sealing ring | 709000208 | 1 |
| Oetiker Clamp | 293650047 | 1 |

*** Use 709001261 to replace a defective 709000810 and 709001261, WITHOUT ground terminal.**

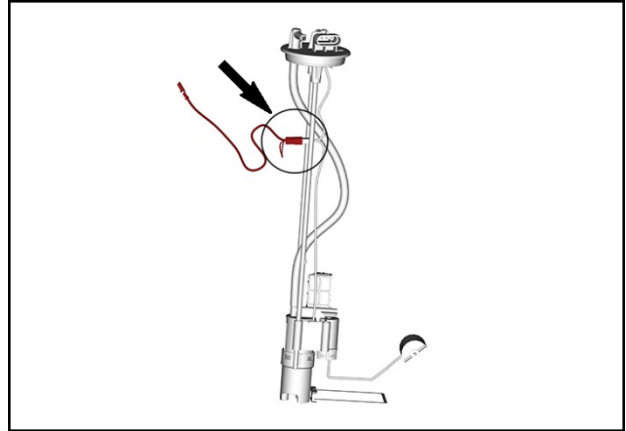
**** Use 219800529 to replace a defective 219800529 and 548874036, WITH ground terminal.**

WARNING

If a ground wire is present, it is important to install a fuel pump model having the same connector. Ensure proper connection to avoid electrical static discharge.

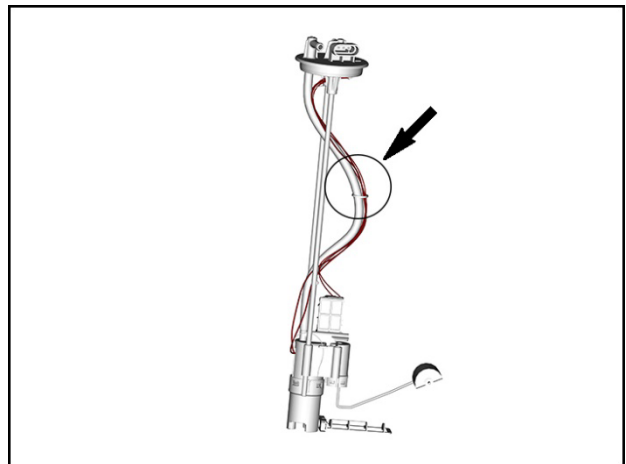
Fuel Pump Models

Fuel pump with terminal for ground



P/N 219800529 AND 548874036

Fuel pump without terminal for ground



P/N 709001261 AND 709000810

NOTE: The parts for the repair will gradually be available starting February 26, 2024. It will be released progressively, upon availability, to ensure an even distribution across the network.

NOTE: Your order will be processed despite the message generated by selective release "No Availability Date at the Present Time" on BOSSWeb.

CORRECTIVE ACTION

Inventory Verification

NOTE: Verify serial number on inventory fuel pump modules and discard all affected fuel pumps for the following part numbers ordered before December 21, 2023. Refer to *INSPECTION PROCEDURE*.

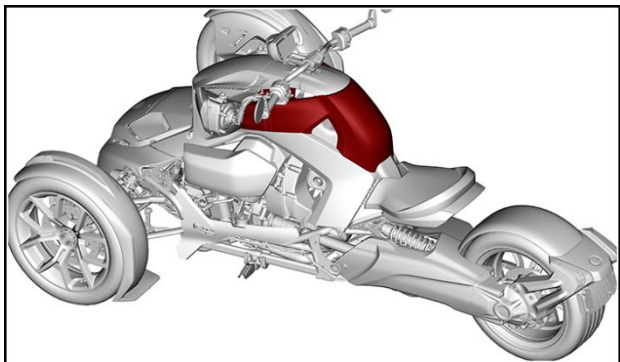
Provide clear pictures including serial number to support your parts claims. Refer to *PARTS CLAIM* at the end of this bulletin. See part numbers below.

| PART NUMBER |
|-------------|
| 709000810 |
| 548874036 |
| 709001261 |
| 219800529 |

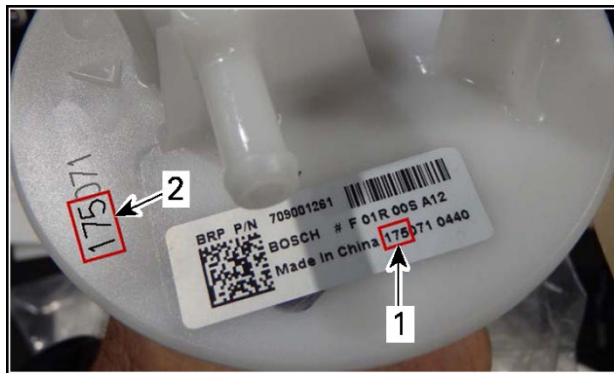
Inspection Procedure

Reading Serial number

1. Remove fuel tank cover.



The fuel pump serial number is located at two different locations; on a label and engraved on the fuel pump top flange.



TYPICAL

1. On label
2. On flange

The fuel pumps affected have a serial number within this inclusive range:

079XXX XXXX to 176XXX XXXX

Proceed in the following order:

Label on Fuel Pump is Possible to Read

1. Clean upper section of fuel pump to read label.

NOTICE

Use a clean rag, do not use any solvents.

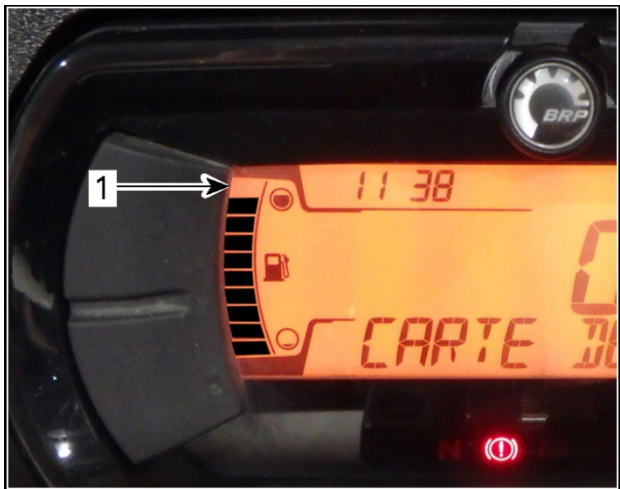
2. If first 3 digits are included in the list of affected fuel pumps, proceed with *FUEL PUMP REPLACEMENT*.

Label on Fuel Pump is Impossible to Read

1. Depressurize fuel pump. Refer to *FUEL PUMP DEPRESSURIZATION*.
2. Remove fuel pump locking ring.
3. Read the first 3 digits of the serial number that are engraved on top of fuel pump flange, as shown on item 2 of image above.
4. If first 3 digits are included in the list of affected fuel pumps, proceed with *FUEL PUMP REPLACEMENT*.
5. Otherwise, remove and reinstall pump with a **NEW** sealing ring. Refer to *FUEL PUMP REPLACEMENT* for installation instructions.

Fuel Pump Depressurization

NOTE: Before starting fuel pump depressurization, ensure the fuel gauge level reading is below 9 bars over 10.



1. 9/10 bars fuel level

If the level displayed is FULL (10/10), siphon 1.6 Gallons (6 liters) of fuel in a clean container. The fuel will be refilled in the fuel tank at the end of the procedure.

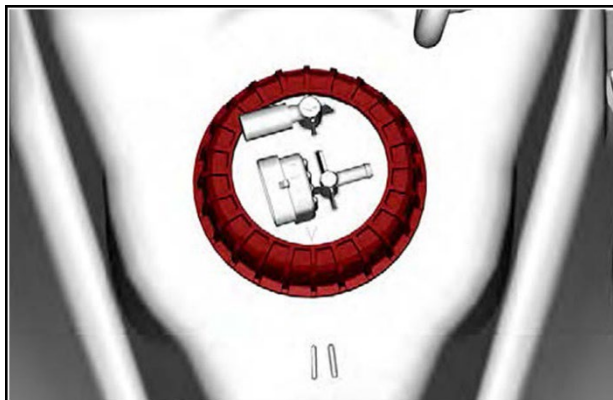
It is recommended to depressurize the fuel system before disconnecting fuel hoses.

1. Disconnect fuel pump connector.
2. Start and idle engine.
3. Allow the engine to stall.
4. Remove and discard Oetiker clamp and disconnect pressure hose. Use a clean rag to avoid any fuel spillage.

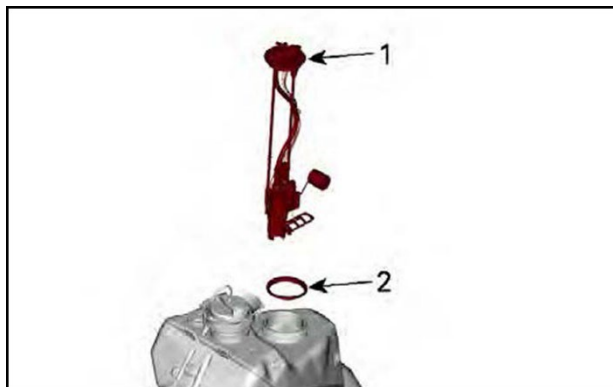
Fuel Pump Replacement

1. Depressurize fuel system. Refer to *FUEL PUMP DEPRESSURIZATION*.
2. While holding the fuel pump flange, remove fuel pump locking ring.

**Fuel Pump Nut Tool
(P/N 529035899)**



3. Remove and discard seal.



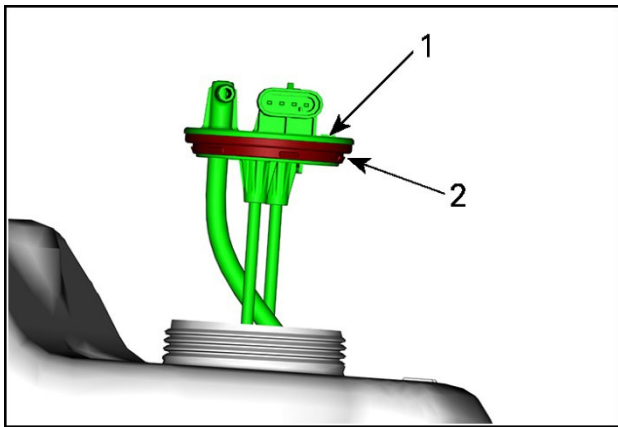
1. Fuel pump
2. Sealing ring

4. Carefully pull out fuel pump paying attention to float arm.

NOTICE

Manipulate fuel pump with care.

5. Wipe off any fuel residue in the sealing area.
6. Install a **NEW** sealing ring on fuel pump flange.



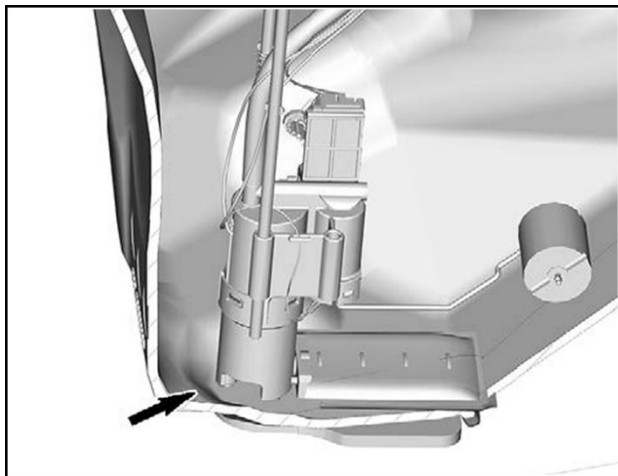
1. Fuel pump
2. **NEW** Sealing ring

NOTE: To ease proper sealing between pump and fuel tank, install sealing ring on the fuel pump flange before lowering pump in place.

⚠ WARNING

If a ground wire is present, it is important to install a fuel pump model having the same connector. Ensure proper connection to avoid electrical static discharge.

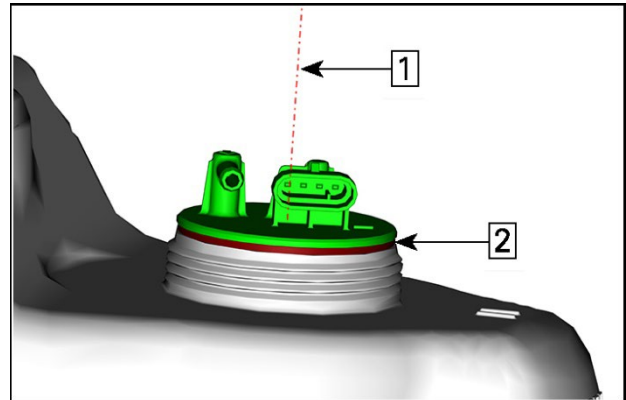
7. Connect ground connector if applicable.
8. Ensure the fuel pump motor is fully toward the front of the vehicle to ensure proper fuel float movement.



NOTICE

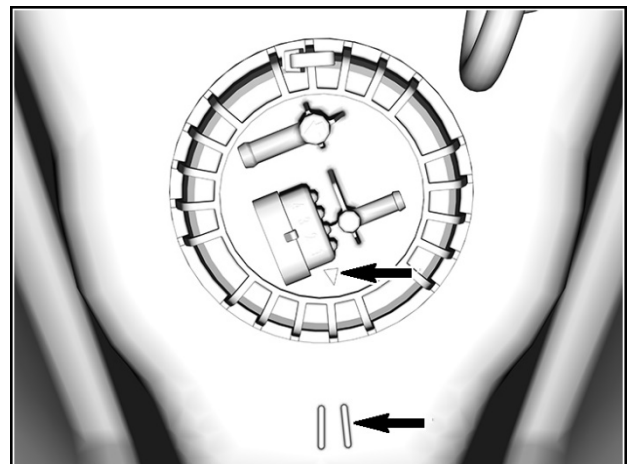
Strictly orient the fuel pump as indicated. Damage to the fuel level connection or to the float may occur.

9. When lowering pump into position, ensure the angle is in line with the fuel tank flange. The pump flange should lie flat on the fuel tank. Seal should be properly seated all around flange.



1. Alignment axis while lowering fuel pump
2. Seal should be properly seated all around flange.

10. Pay attention to pump orientation as in following illustration.



INITIAL ORIENTATION

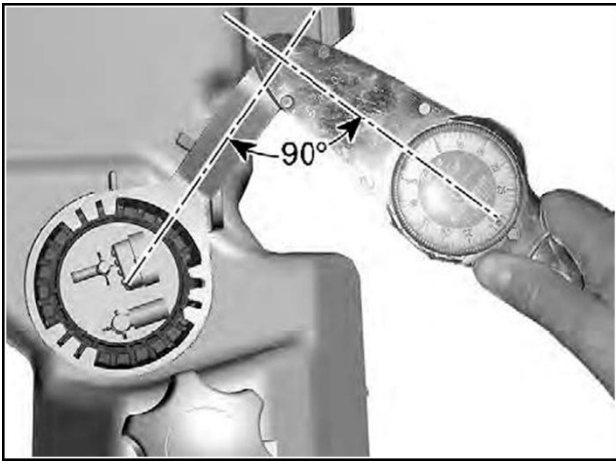
NOTE: Make sure arrow on fuel pump points toward the first line on fuel tank.

11. Insert fuel pump locking ring.
12. While firmly holding pump down against tank, engage fuel pump locking ring on fuel tank flange.

⚠ CAUTION

Be careful not to cross thread the locking ring onto the fuel tank. This may lead to a fuel leak.

13. Tighten locking ring to specification.



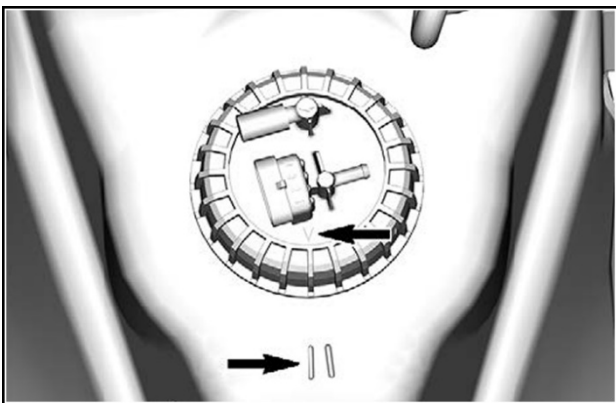
TYPICAL - TORQUE WRENCH PERPENDICULAR TO TOOL HANDLE

15. Install fuel pressure hose with NEW Oetiker clamp.
16. Connect fuel pump connector.
17. Start the vehicle, verify engine is running normally, and inspect there is no fuel leak.
18. Reinstall all removed components. Installation is the reverse of the removal procedure.

| TIGHTENING TORQUE | |
|------------------------|-------------------------------|
| Fuel pump locking ring | 29 ± 1 N•m (21 ± 1 lbf•ft) |

NOTE: Make sure the pump body has not rotated excessively during nut tightening procedure.

14. When finishing the tightening sequence ensure the pump is still oriented between the two lines.



MAXIMUM FINAL ORIENTATION

⚠ WARNING

If fuel pump is not properly aligned, the fuel level sensor could touch the side walls of the tank causing inaccurate reading that may lead to vehicle running out of gas.

WARRANTY

Submit a warranty claim using the following information.

If a service fuel pump was installed between March 6, 2021 and December 21, 2023 outside of warranty, open a technical case. A clear picture of the pump, serial number and proof of purchase during the date range should be attached to the case.

For claiming procedure, refer to the **online DEALER/DISTRIBUTOR WARRANTY GUIDE**.

With BOSSWeb

MY2019 Models

Inspection Only

| | |
|--|--|
| Product Line | Roadster |
| Unit Model Year | 2019 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| <div style="background-color: #cccccc; padding: 5px; margin-bottom: 5px;">*Action</div> <div style="display: flex; justify-content: space-around;"> Inspect Repair </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> | |
| Total Labor time paid | 0.5 hour |

Inspection and Repair

| | |
|---|--|
| Product Line | Roadster |
| Unit Model Year | 2019 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| <div style="background-color: #cccccc; padding: 5px; margin-bottom: 5px;">*Action</div> <div style="display: flex; justify-content: space-around;"> Inspect Repair </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> </div> | |
| Total Labor time paid | 1.0 hour |

MY2020 Models

Inspection Only

| | |
|--|--|
| Product Line | Roadster |
| Unit Model Year | 2020 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| <div style="background-color: #cccccc; padding: 5px; margin-bottom: 5px;">*Action</div> <div style="display: flex; justify-content: space-around;"> Inspect Repair </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> | |
| Total Labor time paid | 0.5 hour |

Inspection and Repair

| | |
|---|--|
| Product Line | Roadster |
| Unit Model Year | 2020 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| <div style="background-color: #cccccc; padding: 5px; margin-bottom: 5px;">*Action</div> <div style="display: flex; justify-content: space-around;"> Inspect Repair </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> </div> | |
| Total Labor time paid | 1.0 hour |

MY2021 Models

Inspection Only

| | |
|--------------------------------------|--|
| Product Line | Roadster |
| Unit Model Year | 2021 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| *Action | |
| Inspect | Repair |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Total Labor time paid | 0.5 hour |

MY2022 Models

Inspection Only

| | |
|--------------------------------------|--|
| Product Line | Roadster |
| Unit Model Year | 2022 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| *Action | |
| Inspect | Repair |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Total Labor time paid | 0.5 hour |

Inspection and Repair

| | |
|--------------------------------------|--|
| Product Line | Roadster |
| Unit Model Year | 2021 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| *Action | |
| Inspect | Repair |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Total Labor time paid | 1.0 hour |

Inspection and Repair

| | |
|--------------------------------------|--|
| Product Line | Roadster |
| Unit Model Year | 2022 |
| Campaign/Bulletin/Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| *Action | |
| Inspect | Repair |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Total Labor time paid | 1.0 hour |

MY2023 Models

Inspection Only

| | |
|-------------------------------------|--|
| Product Line | Roadster |
| Unit Model Year | 2023 |
| Campaign/Bulletin/ Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| *Action | |
| Inspect | Repair |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Total Labor time paid | 0.5 hour |

Inspection and Repair

| | |
|-------------------------------------|--|
| Product Line | Roadster |
| Unit Model Year | 2023 |
| Campaign/Bulletin/ Description | 23 / 2023-10 / FUEL PUMP- RISK PROPULSION LOSS |
| *Action | |
| Inspect | Repair |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Total Labor time paid | 1.0 hour |

With Warranty On Demand

MY2019 Models

Inspection Only

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2019-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 0.5 hour |

MY2020 Models

Inspection Only

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2020-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 0.5 hour |

Inspection and Repair

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2019-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 1.0 hour |

Inspection and Repair

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2020-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 1.0 hour |

MY2021 Models

MY2022 Models

Inspection Only

Inspection Only

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2021-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 0.5 hour |

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2022-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 0.5 hour |

Inspection and Repair

Inspection and Repair

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2021-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 1.0 hour |

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2022-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 1.0 hour |

MY2023 Models

Inspection Only

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2023-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 0.5 hour |

Inspection and Repair

| CLAIM DETAILS | |
|-----------------------|--|
| Claim Type | Unit Campaign |
| Serial Number | Enter Serial Number |
| Warranty Campaign | Select 3WV-2023-0023 / Fuel Pump - Potential Loss of Propulsion / Bulletin 2023-10 from the drop-down list |
| Date of Repair | Repair date |
| Total Labor Time Paid | 1.0 hour |

PARTS CLAIM

With BOSSWeb

In BOSSWeb, under **Warranty** tab, select **Parts Claim**.

| CLAIM DETAILS | FROM INVENTORY |
|--|---|
| Repair Order Number | Enter repair order number |
| Product Line | Roadster |
| Authorization Number | - |
| Part Type | From inventory |
| Serial Number | - |
| Purchase Date | - |
| Accessory Failure Date | Today's date |
| Repair Completion Date | Today's date |
| Nature of Defect | Fuel Pump Disposal |
| Trouble Part Number | 709000810 or 548874036 or 709001261 or 219800529 |
| System Code | 11 |
| Job Number The job number only becomes available when Dealer Installed is selected) | 00 |
| Trouble Code | X30 |
| Part Required for Repair | 709001261 Without Ground 219800529 With Ground |
| Labor Only | 0.1 hour per fuel pump up to a max of 0.3 hour |
| Expiration Date | - |

With Warranty On Demand

In BOSSWeb, under the **Warranty** tab, select **Warranty and Unit Management**.

Then click on **Claims**, click **New** and select **Part** in the claim type box.

| CLAIM DETAILS | FROM INVENTORY |
|--------------------------|---|
| Claim Type | Select Part from drop-down |
| Part Number | 709001261 Without Ground 219800529 With Ground |
| Installation Indicator | Over the counter |
| Serial Number | - |
| Unit Usage | N/A |
| Date of Purchase | Today's Date |
| Work Order Creation Date | Today's Date |
| Causal Part | 709000810 or 548874036 or 709001261 or 219800529 |
| Work Order Number | Enter an internal repair order number |
| Product Line | THREE WHEEL VEHICLE |
| System Code | 11 |
| Symptom Comments | 2023-10 |
| Defect Comments | 2023-10 |
| Remedy Comments | 2023-10 |
| <i>Click</i> | Save |
| <i>Click</i> | Add a Replacement Part |
| Part Number | 709000810 or 548874036 or 709001261 or 219800529 |
| Quantity | As Required |
| <i>Click</i> | Save |
| <i>Click</i> | Other Cost |
| <i>Click</i> | Add Other Cost |
| Cost Category Type | Extra Labor |
| Hours | 0.1 hour per fuel pump up to a max of 0.3 hour |
| Comment | Fuel Pump Disposal |

NOTE: Attach the invoice you received from BRP for these parts.