



PAC BULLETIN

WARRANTY CAMPAIGN

Can-Am® On-Road Ryker™

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

July 25, 2019

Subject: **219400843 - Foldable Passenger Backrest -
Pivot Attachment Missing Bolts**

No.

2019-9

ARTICLE	PART NUMBER
Foldable Passenger Backrest	219400843

PROBLEM

Due to inappropriate assembly, the passenger backrest may be missing pivot retaining screws.

NOTE: This bulletin does not apply to foldable passenger backrest ordered after July 22th 2019.

SOLUTION

Inspection

Perform inspection of the foldable passenger backrest.

CORRECTIVE ACTION

Inspection

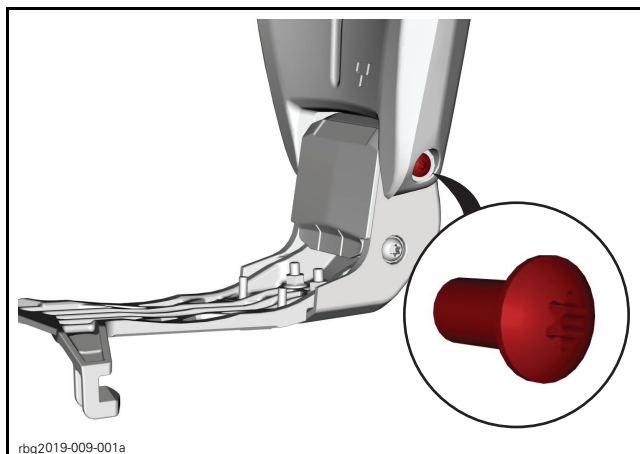
Ensure the that the pivot retaining screws are present.

If the inspection reveals that the screws are present:

- Claim according to the *WARRANTY* section.

If the inspection reveals that some screws are missing:

- Install the screws, refer to instruction sheet (P/N 487802566) available on the *KNOWLEDGE CENTER* for part number and torque specification.
- Claim the inspection according to the *WARRANTY* section.
- Submit a separate *REPLACEMENT PARTS/ACCESSORY* claim to cover for the screw installation. 0.2 hours are allowed to perform this operation.



WARRANTY

Submit a warranty claim using the following information:

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

CLAIM DETAILS	FROM INVENTORY	OVER THE COUNTER	DEALER INSTALLED
Repair Order Number	Enter work order number	Enter work order number	Enter work order number
Product Line	Roadster	Roadster	Roadster
Authorization Number	-	-	-
Part Type	From inventory	Over the counter	Dealer installed
Serial Number	-	Vehicle serial number	Vehicle serial number
Purchase Date	-	Purchase date of kit	Installation date of kit
Accessory Failure Date	Today's date	Today's date	Today's date
Repair Completion Date	Today's date	Today's date	Today's date
Nature of Defect	219400843 - Foldable Passenger Backrest	219400843 - Foldable Passenger Backrest	219400843 - Foldable Passenger Backrest
Trouble Part Number	219400843	219400843	219400843
System Code	11	11	11
Job Number The job number only becomes available when Dealer Installed is selected)	-	-	A01
Trouble Code	X30	X30	X30
Part Required for Repair			
Labor Only	Part number :219400843 Hours : 0.1 (inspection time)	Part number :219400843 Hours : 0.1 (inspection time)	Part number :219400843 Hours : 0.1 (inspection time)
- = Leave empty / not available			