

IMPORTANT SAFETY RECALL NOTICE



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

October 15, 2020

Subject: **Can-Am® Ryker - Possible Front Wheel Loss**

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 has decided that a defect which relates to motor vehicle safety exists on some 2020 Ryker and is conducting a safety recall.

What is the potential problem?

The front wheels assembly may not have been performed properly (torque application and installation of the red locking clip). In some situations, this could result in a wheel loss, increasing the risk of a crash.

Which models are involved?

Some specific serial numbers of model year 2020 Can-Am Ryker.

What will BRP do?

BRP intends to repair involved vehicles, free of charge for the customer. 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.
- The presence of a well installed red locking clip prevents a nut from unscrewing and therefore the vehicle can be driven to the dealership to be serviced.
- A properly installed red locking clip is sitting well into the groove all around the nut. If the customer notices an installation like the picture below - red locking clip NOT installed properly, they are asked to contact you to organise transportation of their vehicle to your dealership.



RED LOCKING CLIP OUT OF THE GROOVE

- Follow all instructions provided in the attached Safety Campaign Bulletin including the requirements of the Mandatory Certification Form.

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

Print one sheet per vehicle.

Keep one of them for the vehicle's file and give the other one to the customer once all filled and signed.

Mandatory Certification of Front Wheels Installation															
Brand	Model	Vehicle Identification Number													
CAN-AM	Ryker														
I certify that the front wheels of this vehicle were installed as per BRP's required procedures.															
Technician's signature					Technician's PRINT NAME					Date					
Master Technician's signature or Service Manager					Master Technician's signature or Service Manager PRINT NAME					Date					
BRP or any government authority may ask for this document at anytime. Dealership must KEEP this in the vehicle's file.															
Customer's signature					Customer's PRINT NAME					Date					
I confirm that I have received a copy of this CARD from the dealer.															

Mandatory Certification of Front Wheels Installation															
Brand	Model	Vehicle Identification Number													
CAN-AM	Ryker														
I certify that the front wheels of this vehicle were installed as per BRP's required procedures.															
Technician's signature					Technician's PRINT NAME					Date					
Master Technician's signature or Service Manager					Master Technician's signature or Service Manager PRINT NAME					Date					
BRP or any government authority may ask for this document at anytime. Dealership must KEEP this in the vehicle's file.															
Customer's signature					Customer's PRINT NAME					Date					
I confirm that I have received a copy of this CARD from the dealer.															



WARRANTY BULLETIN SAFETY CAMPAIGN

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

Campaign no.: 2020-0008

October 15, 2020

Subject: **Possible Front Wheel Loss**

No. **2020-6**

MODEL YEAR	MODEL	ADMISSIBLE UNITS
2020	Ryker®	Go to BOSSWeb/Warranty/Campaign Monitoring to know the quantity of units in your inventory impacted by this campaign

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 front wheel assembly may not have been performed properly (torque application and installation of the red locking clip). In some situations, this could result in a wheel loss, increasing the risk of a crash.

SOLUTION

Retorque the front wheel nuts and reinstall the red locking clip.

Fill in the *MANDATORY CERTIFICATION FORM*.

MANDATORY TOOLS

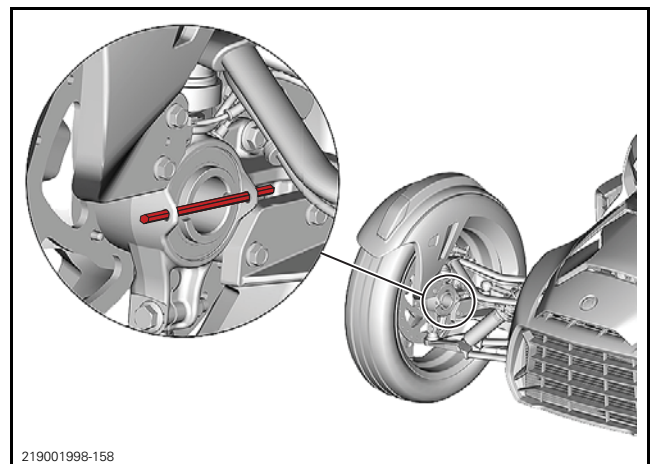
REQUIRED TOOL	
65MM SOCKET (P/N 529 036 457)	
Calibrated torque wrench ranging up to 350 N•m (258 lbf•ft).*	
* Torque wrench calibration must be performed each year.	

CORRECTIVE ACTION

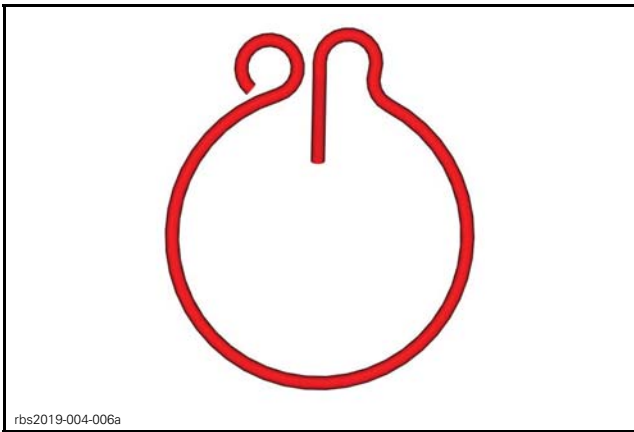
Refer to *RYKER PDI BULLETIN* if needed.

Retorquing the Wheel Nuts

1. Turn the handlebar and lock the wheel hub with a locking device (such as a long Allen key or a tempered steel rod).



2. Remove the RED locking clip.



rbs2019-004-006a

3. Verify torque.

TIGHTENING TORQUE	
Center lock wheel nut	300 N•m ± 15 N•m (221 lbf•ft ± 11 lbf•ft)

NOTICE Never use impact tools to tighten wheel nuts.

IMPORTANT

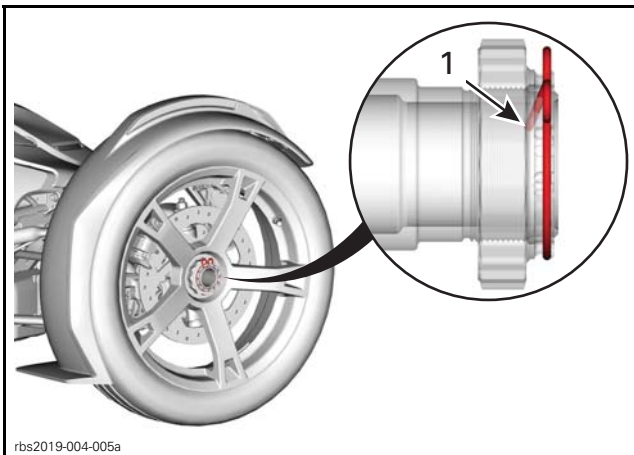
If the wheel nut was NOT properly torqued and the wheel assembly is found to be loose, it will be necessary to validate that the wheel assembly components are all in good condition.

In the case of damaged parts, the standard warranty guidelines apply.

Installing the Red Locking Clip

1. Reinstall the red locking clip.
2. RED locking clip installation is **Mandatory**
The folded end must point inside the drive axle.

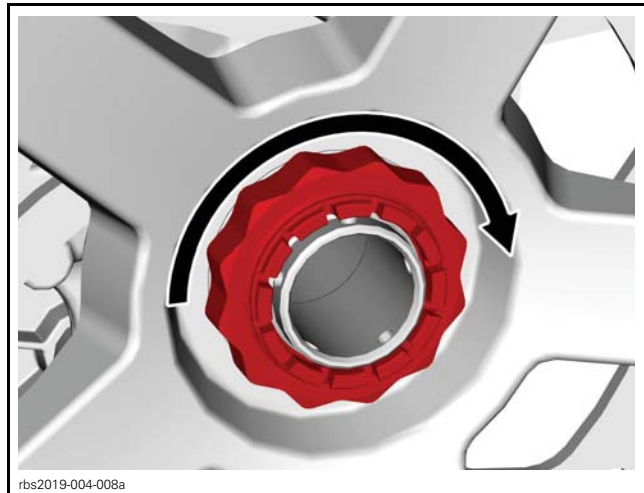
A properly installed red locking clip is sitting well into the groove all around the nut.



rbs2019-004-005a

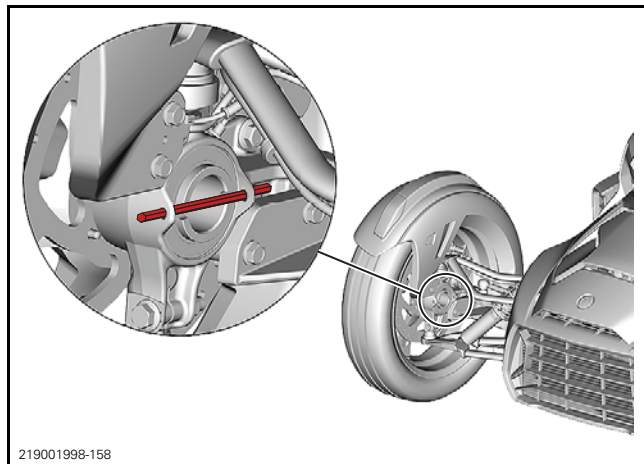
1. Folded end pointing inside the drive axle

NOTICE Never untighten the nut to align the RED locking clip hole. Tighten the nut to the nominal value, then tighten further to align the hole.



rbs2019-004-008a

3. Remove locking device from the wheel hub.



219001998-158

WARNING

Failure to install the RED locking clip may cause the loss of a wheel if the center lock wheel nut becomes loose.

MANDATORY CERTIFICATION FORM

This form MUST be signed by the technician who performed the procedure and by the Master technician or Service Manager as confirmation that the service was performed as per BRP's required procedure.

It MUST be signed by the customer.

A copy of the form must be given to the customer.

Dealership must keep his copy in the vehicle's file as proof.

Mandatory Certification of Front Wheels Installation		
Brand CAN-AM	Model Ryker	Vehicle Identification Number
I certify that the front wheels of this vehicle were installed as per BRP's required procedures.		
Technician's signature	Technician's PRINT NAME	Date
Master Technician's signature or Service Manager	Master Technician's signature or Service Manager PRINT NAME	Date
BRP or any government authority may ask for this document at anytime. Dealership must KEEP this in the vehicle's file.		
Customer's signature	Customer's PRINT NAME	Date
I confirm that I have received a copy of this CARD from the dealer.		
rbg2019-011-101		

A TEMPLATE OF THE FORM IS PROVIDED WITH THIS BULLETIN.

WARRANTY

Submit a warranty claim using the following information.

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

Product Line	Ryker
Unit Model Year	2020
Campaign/Bulletin/Description	8 / 2020-6 / Ryker Wheel Nut and Clip
*Action	
Inspect	Repair
<input checked="" type="checkbox"/>	<input type="checkbox"/>
Total Labor time paid	0.3 hour

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle



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

October 15, 2020

Subject: **Can-Am® Ryker - Possible Front Wheel Loss**

Dear Can-Am On-Road owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BRP has decided that a defect which relates to motor vehicle safety exists on the 2020 Ryker and is conducting a safety recall.

Our records show that you own a potentially affected vehicle.

What is the potential problem?

The front wheels assembly may not have been performed properly (torque application and installation of the red locking clip). In some situations, this could result in a wheel loss, increasing the risk of a crash.

Which models are involved?

Some specific serial numbers of model year 2020 Can-Am Ryker.

What will BRP do?

BRP will repair your vehicle free of charge. The corrective action involves an inspection of the torque on the front wheel nuts and reinstallation of the red locking clips. After the repair, your dealer will give you a copy of the Mandatory Certification Form. This service should take less than one hour.

What should you do?

Contact your authorized BRP Can-Am On-Road dealer and schedule an appointment to have the safety recall performed on your vehicle.

How to determine if you can continue to ride your vehicle?

The presence of a well installed red locking clip prevents a nut from unscrewing and therefore the vehicle can be driven to the dealership to be serviced.

A properly installed red locking clip is sitting well into the groove all around the nut. If you see an installation like the picture below - red locking clip NOT installed properly, contact your dealer to organise transportation of your vehicle to the dealership.



RED LOCKING CLIP OUT OF THE GROOVE

If the red locking clip is NOT well installed, do not drive your vehicle as you may lose a wheel while driving.

Although your unit may have aftermarket modifications, you can still receive this service free of charge. The presence of these modifications, while the service is being completed, will not void any existing warranty or service contract.

If you believe that the dealer or BRP has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E. Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>. If you are a vehicle lessor, federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What to do if you feel this notice is an error?

This notice was mailed to you according to the most current information we have available. If any information in this notice is incorrect, please contact BRP at your earliest convenience.

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

- Visit www.can-am.brp.com
- In USA call:
1-888-272-9222
8:00 AM to 8:00 PM Eastern time 7 days a week.

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 facilitate the process as much as we can.

Thank you for your immediate attention to this matter.

Sincerely,
BRP Customer Services Department