

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 27-OCT-2014	
				Repository ☐	
				Reference No. 10650514	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City ABBEVILLE		State LA	Zip Code		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2BXJAXC18AV			Make CAN-AM	Model SPYDER RS	Model Year 2010
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 14-OCT-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 010000 STEERING, 250000 ELECTRONIC STABILITY CONTROL				Failure Mileage 25074	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TOOK BIKE TO INTO BERT'S MEGAMALL IN AZUSA, CA. TO HAVE COOLANT TANK REPLACED AS FOUND COOLANT DRIP ON DRIVEWAY FIRST WEEK OF OCT 2013. HAD TO LEAVE BIKE SO THEY COULD ORDER PARTS. WAS CALLED BY SERVICE MGR. SEVERAL DAYS LATER AND WAS TOLD THAT THEY RAN VIN AND DPS SAFETY RECALL HAD NOT BEEN DONE AND COULD NOT RELEASE BIKE UNTIL DONE. I SAID IT WAS OK! TO DO RECALL. PICKED UP BIKE SEVERAL DAYS LATER AND TURN SIGNAL WOULDN'T CANCEL AFTER TURN. RETURNED TO DEALER. THEY HAD NOT ZEROED STEERING. FIXED! LEFT DEALER GOT ON FREEWAY AND WENT ABOUT 3MILES CLUSTER LIT UP AND BIKE WENT INTO LIMP MODE. RETURNED BIKE. MORE PARTS TO ORDER. SPARK PLUG WIRE GROUNDED TO HEAD. ANOTHER WEEK PICKED UP BIKE AFTER REPAIR. SERVICE MGR. SAID THEY HAD DONE A CLUSTER UPDATE (FILE 215800215) TEMP. BAR GRAPH - ENGINE TEMP. HIGHER AFTER UPDATE. MAY 14, 2014 TRAILERED BIKE TO LOCAL DEALER IN LAFAYETTE, LA. CHECK ENGINE LIGHT ON AND RUNNING ON ONE CYLINDER. DIAGNOSED AS ECM CORRUPTED. REPLACED ECM. BIKE RUNS BUT TO HOT TO RIDE MORE THAN 3 MILES. AS SOON AS TEMP BAR GRAPH REACHES 5 BARS. CAN FEEL BIKE RADIATING HEAT FROM STANDING SEVERAL FEET FROM BIKE BIKE NOT SAFE TO RIDE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

11-12-14@ 4:40

Randy - please append the attached
info to this UOF. Thanks



[Print](#)[Close](#)**RE: NHTSA-PE14-025**From: **Robert.Young@dot.gov**Sent: **Mon 10/27/14 11:09 AM**

To: [REDACTED]

Hello Mr. [REDACTED] Yes, please file a complaint at safecar. Here's the link:

<https://www-odi.nhtsa.dot.gov/VehicleComplaint/index.xhtml> ... make certain you include your VIN!

Take your time gathering the documents and, when ready, mail them to:

Bob Young
USDOT/NHTSA/NVS-214
1200 New Jersey Ave., SE
Washington, DC 20590

Bob Young

Vehicle Defects Investigator

USDOT/NHTSA/ODI

202-366-4806

From: [REDACTED]

Sent: Monday, October 27, 2014 12:56 PM

To: Young, Robert (NHTSA)

Subject: NHTSA-PE14-025

Mr. Bob Young

NHTSA

Dear Mr. Young,

Per our conversation this morning! Please give me a couple of days to gather all my documentation and advise me how to send it to you. I would like to send it through the US Mail as it is very lengthy. Please also advise if you need me to send it Certified Mail etc. and do you still need me to file a complaint on [WWW.safecar.gov](http://www.safecar.gov)<<http://www.safecar.gov>>. I will need a name and address to mail info. to you.

Regards,

[REDACTED]

10/29/2014

Abbeville, LA [REDACTED]

e-mai [REDACTED]

PS: My previous bike was 2009 Can-Am Spyder GS SM5 (VIN 2BXJAXA139V [REDACTED])

[REDACTED]

10/29/2014

[Print](#)[Close](#)

Acknowledgement from NHTSA/ODI of your safety complaint

From: **US DOT NHTSA** (donotreplyodi@dot.gov)

Sent: Mon 10/27/14 4:56 PM

To: [REDACTED]

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10650514**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

[REDACTED]

10/29/2014

[REDACTED]
Abbeville, LA [REDACTED]
[REDACTED]
[REDACTED]

Mr. Jose Boisjoli

PRESIDENT of BOMBARDIER RECREATIONAL PRODUCTS INC.

75, J.-A. Bombardier Street

Sherbrooke, Quebec J1L1W3

Canada

File 310408

Mr. Boisjoli,

I am writing you in regards to an ongoing issue that I have reported to your Customer Services Group (File # [REDACTED] regarding my 2010 Can-Am Spyder RS. I reported this problem to BRP personally on 6-19-14 after my dealer, Lafayette Power Sports,, 612 Beau Pre Rd. Lafayette, LA 70508 had my Spyder for a month. Dealer worked with BRP and it was finally determined to be a corrupted ECU.

I have had continued correspondence with Mr. Carlo Viola with no resolution to the situation. Today is 8-28-14 and I will CC a copy of this correspondence to Carlo of BRP. , and be mailing you by mail.

I sincerely hope you will take time to look into this matter as I feel that my concerns are being ignored.

Again, Thank you in advance for your attention to this matter and I may be reached at [REDACTED]

Regards,

[REDACTED]
Abbeville, LA [REDACTED]
[REDACTED]
[REDACTED]

Mr. Jose Boisjoli

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75, J.-A. Bombardier Street

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I sincerely hope you will take time to look into this matter as I feel that my concerns are being ignored.

10-17-14 MR. BOISJOLI,

I have been informed that Mr. Carlo Viola is no longer with BRP. My last correspondence with him was on 9-25-14. His title at that time was Carlo Viola, Executive Representative for the Office of the CEO

Consumer Services Group

(819)566-3035 or Toll free 1-888-272-9222, ext. 3035

Please inform me how to move forward from this point. PS: I will also forward my " RESUME" to you at the same time so you can be a little better informed of my background.

Again,Thank you in advance for your attention to this matter and I may be reached at [REDACTED]

Regards,

Abbeville, LA.

Tel #

E-Mail:

JOB HISTORY
2009 To Present
CHAROGNE CRAWFISH FARM

Crawfish Farmer: After relocating from CA to Abbeville, LA and extensive RV travel in USA, farmed 40 acre Crawfish farm until business closed in 2013. Performed all farm duties including, pond preparation, fishing Crawfish and preparing for market distribution.

2002 To 2009
EAST SHORE RV PARK
RANGER

Ranger- Security Guard: Performed security for very large RV Park in San Dimas, CA. 550 permanent residences and 200 transit spaces and large tent area with 100 sites.

has a vast knowledge of telecommunications, including both management and technical expertise. His acquired skills and technical experience have always been relied upon in the industry in solving very complex problems and tasks. He is seeking an opportunity to continue his career in communications and looks forward to the challenges of the future in Telecommunications Technologies.

EXPERIENCE

1998 To 2002
BUTLER TELECOM INC Southern, CA
Engineer
Superintendent

Engineer-Detail Engineering Central Office Equipment: BUTLER TELECOM INC. Detail SPEC writing (Fac, Power, ComSys., Tab/db.) 9-2000 to 3-2002
Superintendent- Logistics: BUTLER TELECOM INC Installation and Removal of central office equipment and facilities.

1996 To 1998
T. D. S. I. Southern, CA
Contractor

Contractor: Training Delivery Services Inc. TIRKS Data Base Sweep Team - Verification of TIRKS database of equipment and facilities, analog, digital levels (DS-0 through all Light Wave levels). Performed Error Avoidance and Error Correction audits for Pacific Bell.

1994 To 1996
Cornwell Tools, San Gabriel, CA

Owner, Operator: Cornwell Automotive Tools authorized distributor.

1993 To 1994
Los Angeles Cellular Telephone Company, Cerritos, CA
Telephony Consultant

Consultant - Network Engineering: Designed, costed and coordinated Cellular Network for redundancy and disaster recovery utilizing latest "Leading Edge" technologies. Created and advised in the development of a Network Control Center and Engineering Technical Staff for L. A. Cellular.

1992 To 1993
Locator Industries, Tampa, FL
Telephony Consultant

Consultant - Network Engineering: Consulted and directed research and development of a Telecommunications Network being utilized for A. V. L. (Automatic Vehicle Location) system. Provided to Executive Management an analysis of capitol costs for the transition from Trunked Radio communications to a cellular communications network application.

1986 To 1992
Pacific Bell, Pasadena, CA
Senior Engineer

Senior Engineer - Network Engineering - Special Services and Equipment: Designed, costed and coordinated Special Services and Equipment installation for non-tariff applications (Light Wave CXRs DS1, DS2, 405mbps, 560mbps, 1.2gbps et octera). Customers included AT&T, MCI, Sprint, WILTEL, and other common carriers. (SME) Subject Matter Expert in Pacific Bell on "Switching" for Operations and Engineering Matters. Last projects: Fiber Optics to the Home, Wideband I.S.D.N., SS7 and Intelligent Network. Retired December 31, 1991.

1984 To 1986
Pacific Bell, Pasadena, CA
Senior Engineer

Senior Engineer - Network Engineering and Switching Staff: Business Features (SME) Subject Matter Expert (analog and digital) 1/1A ESS- analog, 5ESS, DMS100, DMS200 and DMS250- digital. Engineered and cut into service first Northern Telecom DMS100 with any Business Features. First DMS for 976 service, and created an Electronic Technical Library of features and technical documents for Pacific Bell. Evaluated GTD-5 in "Beta" test for Bellcore and first Cellular System for Pac Tel Cellular.

1980 To 1984
Pacific Bell, Los Angeles, CA
Engineer

Engineer - Transmission Engineering: Developed first automated translations for Stored Program Controlled switching machine and presented to Bell System in a conference in Dallas, Texas. Transmission Engineering (SME) Subject Matter Expert on Trunk and Transmission Design.

1969 To 1980
Pacific Telephone, San Gabriel Valley
Central Office Equipment Person

Switchman: Central Office Equipment Maintenance: SXS, Power, Special Services, CXR, 3CL Toll, 1/1A ESS and Stored Program Control Switching Control Center.

TELECOMMUNICATIONS EDUCATION

Pacific Bell Classes: SXS, 3CL, Relay ADJ, CKT Reading, TCXR, Solar Turbines, 1/1A ESS (26 weeks), DMS Xlations, 1/1A ESS Advanced Troubleshooting, Digital Cross Connect Systems Transmission Theory and Applications, ISDN, Wideband ISDN, SONET, Fiber to the Home, Lightwave Technologies, System 7 Signaling Protocol and Intelligent Networks.

US Air Force, Ssgt. Honorable Discharge. Jet Over 4 Mechanic (Maintenance B47, B52, B58, C/KC135 and C141) Flight Crew Member and Crew Chief C141.

REFERENCES: Available upon request.

(/SPYDER/)

2010-2011



SAFETY RECALLS VIN LOOKUP

SAFETY RECALLS VIN LOOKUP

Recall information available going back to January 1, 2007

Search results for 2BXJAXC18AV

 PRINT

Vehicle: 2010 CAN-AM ®
RD SPYDER RS 990 SM5 G 2010

No safety recall for 2BXJAXC18AV

*Results last updated:

10/24/2014



Temperature Bar Graph - Engine Temperature Higher After Update

Summary:

Customers may notice the temperature bar graph changes, after the odometer calibration update is applied to Roadster Spyder RS and GS models produced between 2008 - 2010. The odometer update was required to prevent the mileage rolling over to zero after 62,500 miles, (100,000km) (file [REDACTED]).

Type:

General

TST Detail:

In order to make the temperature bar graph more precise, it was also recalibrated during the odometer update. Consequently, a customer may notice that their Spyder temperature gauge now runs one bar higher than it used to. This may cause them to think the engine is running hotter when it truly is not. Only the bar graph has changed in order to be more precise.

For example, imagine engine operates normally at 90 C (194 F). Before the recalibration the temperature graph read 4 bars. After the recalibration it now displays 5 bars at 90 C.

If a customer notices this change, he must be assured that the actual engine operating temperature has not changed and the new readings should be considered the normal readings.

In order to know if a RS cluster has the latest update, in B.U.D.S., Modules, Cluster, Information, the BRP assembly part number should be 710 002 707.

FC File P/N [REDACTED]

Graph Bar	Temp °C Before	Temp °C After	Difference
9	120 C (240 F)	120	
8	115 C (239 F)	115	
7	110 C (230 F)	110	
6	105 C (221 F)	107	2 +

	100 C F)	(212			
4	90 C F)	(194	80	10 -	
3	80 C F)	(176	75	5 -	
2	70 C F)	(158	70		
1	60 C	(140 F)	60		

[Translate](#)

Tags, over heating, running hot, since reflash, fc file, higher temperature

Attachment:

First Published By: on 2012-02-10

Last Modified By: on 2013-09-03

●	Roadster
●	2010
●	Snyder
●	Snyder RS Roadster SM5, 2010
●	00- Model Numbers SM5 Manual
●	01- Engine 1 SM5 Manual
●	01- Engine 2 SM5 Manual
●	01- Cooling System
●	01- Exhaust System
●	01- Crankcase
●	01- Engine Lubrication
●	01- Crankshaft
●	01- Cylinder And Piston
●	01- Cylinder Head
●	01- Valve Cover
●	01- Valve Train
●	01- Clutch Cover And Water Pump
●	02- Throttle Body
●	02- Oil System SM5 Manual
●	02- Air Intake
●	02- Fuel System
●	03- Magneto And Electric Starter
●	05- Diaphragm Cover
●	05- Gear Box
●	05- Shifting System
●	05- Clutch
●	06- Hydraulic Brake, Front SM5 Manual
●	06- Hydraulic Brake, Rear SM5 Manual
●	07- Steering SM5 Manual
●	07- Suspension, Front SM5 Manual
●	07- Drive System, Front
●	08- Drive System, Rear
●	08- Suspension, Rear SM5 Manual
●	09- Seat
●	09- Utilities
●	09- Decals
●	09- Frame
●	09- Body And Accessories Front SM5 Manual
●	09- Body And Accessories Side SM5 Manual
●	09- Body And Accessories Console
●	09- Body And Accessories Rear
●	10- Frame Harness A SM5 Manual
●	10- Frame Harness B SM5 Manual
●	10- Frame Harness C SM5 Manual
●	10- Electrical Accessories, Front SM5 Manual
●	10- Electrical Accessories, Steering SM5 Manual
●	10- Electrical Accessories SM5 Manual
●	10- Lighting System
●	10- Lighting System Europe
●	10- Electrical Accessories, Rear
●	10- Beam Harness
●	10- Beam Harness Europe
●	10- Engine Harness
●	99- Roadster Publications

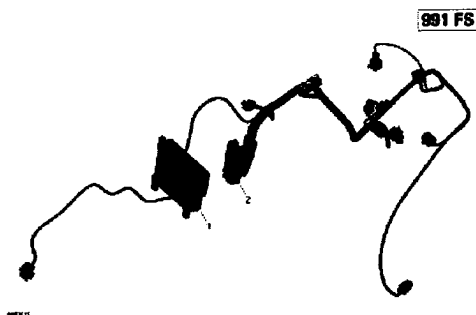
#	Part #	Description	Qty	Add to Pick List
1	420286347	ECM, Engine Control Module	1	☒
2	420286330	Engine Wiring Harness Assy	1	☒

- ↳ Roadster
- ↳ 2010
- ↳ Spyder
- ↳ Spyder RS Roadster SM5, Late Production 2010
- ↳ 00- Model Numbers SM5 Manual
- ↳ 01- Engine SM5
- ↳ 01- Engine SM5
- ↳ 01- Cooling System
- ↳ 01- Exhaust System
- ↳ 01- Crankcase
- ↳ 01- Engine Lubrication
- ↳ 01- Crankshaft
- ↳ 01- Cylinder And Piston
- ↳ 01- Cylinder Head
- ↳ 01- Valve Cover
- ↳ 01- Valve Train
- ↳ 01- Clutch Cover And Water Pump
- ↳ 02- Throttle Body
- ↳ 02- Oil System SM5
- ↳ 02- Air Intake
- ↳ 02- Fuel System
- ↳ 03- Magneto And Electric Starter
- ↳ 05- Diaphragm Cover
- ↳ 05- Gear Box
- ↳ 05- Shifting System
- ↳ 05- Clutch
- ↳ 06- Hydraulic Brake Front
- ↳ 06- Hydraulic Brake Rear
- ↳ 07- Steering SM5
- ↳ 07- Drive System, Front
- ↳ 07- Suspension, Front
- ↳ 08- Drive System, Rear
- ↳ 08- Suspension, Rear
- ↳ 09- Frame
- ↳ 09- Seat
- ↳ 09- Utilities
- ↳ 09- Decals
- ↳ 09- Body And Accessories Front
- ↳ 09- Body And Accessories Console
- ↳ 09- Body And Accessories Side SM5
- ↳ 09- Body And Accessories Rear
- ↳ 10- Electrical Accessories, Front SM5
- ↳ 10- Electrical Accessories, Rear
- ↳ 10- Electrical Accessories, Steering SM5
- ↳ 10- Lighting System
- ↳ 10- Lighting System Europe
- ↳ 10- Beam Harness
- ↳ 10- Beam Harness Europe
- ↳ 10- Electrical Harness SM5
- ↳ 10- Engine Harness
- ↳ 99- Roadster Publications

#	Part #	Description	Qty	Add to Pick List
1	420265764	ECM, Engine Control Module	1	☒
2	420266330	Engine Wiring Harness Assy	1	☒

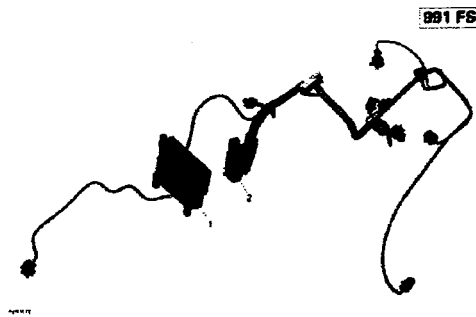
	<u>Roadster</u>
	<u>2010</u>
	<u>Spyder</u>
	<u>Spyder RS Roadster SM5, 2010</u>
	<u>00- Model Numbers SM5 Manual</u>
	<u>01- Engine 1 SM5 Manual</u>
	<u>01- Engine 2 SM5 Manual</u>
	<u>01- Cooling System</u>
	<u>01- Exhaust System</u>
	<u>01- Crankcase</u>
	<u>01- Engine Lubrication</u>
	<u>01- Crankshaft</u>
	<u>01- Cylinder And Piston</u>
	<u>01- Cylinder Head</u>
	<u>01- Valve Cover</u>
	<u>01- Valve Train</u>
	<u>01- Clutch Cover And Water Pump</u>
	<u>02- Throttle Body</u>
	<u>02- Oil System SM5 Manual</u>
	<u>02- Air Intake</u>
	<u>02- Fuel System</u>
	<u>03- Magneto And Electric Starter</u>
	<u>05- Diaphragm Cover</u>
	<u>05- Gear Box</u>
	<u>05- Shifting System</u>
	<u>05- Clutch</u>
	<u>06- Hydraulic Brake, Front SM5 Manual</u>
	<u>06- Hydraulic Brake, Rear SM5 Manual</u>
	<u>07- Steering SM5 Manual</u>
	<u>07- Suspension, Front SM5 Manual</u>
	<u>07- Drive System, Front</u>
	<u>08- Drive System, Rear</u>
	<u>08- Suspension, Rear SM5 Manual</u>
	<u>09- Seat</u>
	<u>09- Utilities</u>
	<u>09- Decals</u>
	<u>09- Frame</u>
	<u>09- Body And Accessories Front SM5 Manual</u>
	<u>09- Body And Accessories Side SM5 Manual</u>
	<u>09- Body And Accessories Console</u>
	<u>09- Body And Accessories Rear</u>
	<u>10- Frame Harness A SM5 Manual</u>
	<u>10- Frame Harness B SM5 Manual</u>
	<u>10- Frame Harness C SM5 Manual</u>
	<u>10- Electrical Accessories, Front SM5 Manual</u>
	<u>10- Electrical Accessories, Steering SM5 Manual</u>
	<u>10- Electrical Accessories SM5 Manual</u>
	<u>10- Lighting System</u>
	<u>10- Lighting System Europe</u>
	<u>10- Electrical Accessories, Rear</u>
	<u>10- Beam Harness</u>
	<u>10- Beam Harness Europe</u>
	<u>10- Engine Harness</u>
	<u>99- Roadster Publications</u>

QQ



✱	<u>Roadster</u>
✱	<u>2010</u>
✱	<u>Sovder</u>
✱	<u>Sovder RS Roadster SM5, Late Production 2010</u>
✱	<u>00- Model Numbers SM5 Manual</u>
✱	<u>01- Engine SM5</u>
✱	<u>01- Engine SM5</u>
✱	<u>01- Cooling System</u>
✱	<u>01- Exhaust System</u>
✱	<u>01- Crankcase</u>
✱	<u>01- Engine Lubrication</u>
✱	<u>01- Crankshaft</u>
✱	<u>01- Cylinder And Piston</u>
✱	<u>01- Cylinder Head</u>
✱	<u>01- Valve Cover</u>
✱	<u>01- Valve Train</u>
✱	<u>01- Clutch Cover And Water Pump</u>
✱	<u>02- Throttle Body</u>
✱	<u>02- Oil System SM5</u>
✱	<u>02- Air Intake</u>
✱	<u>02- Fuel System</u>
✱	<u>03- Magneto And Electric Starter</u>
✱	<u>05- Diaphragm Cover</u>
✱	<u>05- Gear Box</u>
✱	<u>05- Shifting System</u>
✱	<u>05- Clutch</u>
✱	<u>06- Hydraulic Brake Front</u>
✱	<u>06- Hydraulic Brake Rear</u>
✱	<u>07- Steering SM5</u>
✱	<u>07- Drive System, Front</u>
✱	<u>07- Suspension, Front</u>
✱	<u>08- Drive System, Rear</u>
✱	<u>08- Suspension, Rear</u>
✱	<u>09- Frame</u>
✱	<u>09- Seat</u>
✱	<u>09- Utilities</u>
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✱	<u>09- Body And Accessories Front</u>
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✱	<u>10- Electrical Accessories, Steering SM5</u>
✱	<u>10- Lighting System</u>
✱	<u>10- Lighting System Europe</u>
✱	<u>10- Beam Harness</u>
✱	<u>10- Beam Harness Europe</u>
✱	<u>10- Electrical Harness SM5</u>
✱	<u>10- Engine Harness</u>
✱	<u>99- Roadster Publications</u>

ea



[Print](#)[Close](#)

RE: Case Number [REDACTED]
[ref: _00D301Fh2R. _500a0kd6gk:ref]

From: [REDACTED]
Sent: Mon 6/23/14 3:12 PM
To: [REDACTED]

Mr. Carlo Viola,

I received your email dated 6/19/14 and it was greatly appreciated!

Carlo, Let me work a little backwards in filling you request.

Description of Vehicle - (2010 CAN-AM, A1AJ, 2BXJAXC18AV [REDACTED])
Miles - 28,798

Current location - [REDACTED], Abbeville, LA. [REDACTED]

Issue- On May 26, 2011, I signed a Full and Final release (File # [REDACTED]) and pick-up my 2010 RS. Since then I have ridden to Newfoundland (8,000 miles round trip in 21 days), several trips to Alabama, attended Owners event in Durango, CO. (2012) and Maggie Valley, NC. (2013) and numerous trips. no issues. Sept. 27, 2013 I left to San Gabriel, CA. I rode almost 1800mi and arrived Sept. 29, 2013 at 1030pm. no issues and did experience the stability control work as the bike was hydro planed on some standing water on I-40. Next morning I noticed some anti-freeze on the drive way and saw coolant recovery tank seeping coolant. I made appointment with BERT's Megamall on Azusa, Ave in Azusa CA. to have the Coolant tank replaced. At BERT's they took all my info. and ordered the new tank. The service writer told me that he would order the new parts and he would keep the bike for a couple of days. The next day he called and told me that he had run my Vin# and he told me that the DPS recall had not been done. He told me that it would be done at no charge and the procedure had been changed that they didn't have to R and R DPS like they had on my 2009. I told him that as part of replacement of my 2009 GS to my 2010 RS, all recalls and updates had to be complied with before BRP would release my new bike to me. He stated that he had to do the DPS recall as it was a Safety recall and had to be done. Another week went by and got a call from BERT'S that my bike was ready for pick-up the next day.

The next day I picked up my bike and they said that they replaced the Coolant tank and they checked rode the bike and everything was ready to go. I paid my \$170 and exited on to street. Noticed the right turn signal would not auto cancel. Turned around and brought bike back to them. Service MGR. asked them to take bike back to service. They had not re zeroed the steering. Checked the turn signal and worked both ways. Left BERT'S again went to 210 freeway about 1 mile and got about 3miles on freeway and Instrument panel lit-up and bike went into LIMP MODE. Limped back to BERT'S just before closing and was contacted the next day and was told that the Spark plug wire had grounded to the head. and they would have to order the wires and plugs and they would have the bike another few days and would cost me about another \$180. Another week went by and was called to

[REDACTED] 10/29/2014

pick-up. When I was picking up and paying bill. Service MGR. said that he had done another Update on Instrument Cluster to adjust Engine Temp. for more accurate reading and I would notice temp up about 2 bars.

Rode home to LA. on Oct 29, 2013 and arrived home Nov 2, 2013 Did not due mush riding during the winter as we had a very cold and wet winter.

Several times (3-4) in March and April while on local rides, I would get a CHECK ENGINE Light and nothing else. I would pull off the road, turn the key off and back on and restart and go on. NO CHECK ENGINE LIGHT. About May 12, 2014 I was riding the bike and it was running FINE. I stopped

at a store about 3 miles from home and came out, Started bike and CHECK ENGINE LIGHT would not go out and bike was only running on 1 cylinder and would not take any throttle. Got bike home and tried to pull fault codes following Tech Manual using MODE on dash and High Beam switch on left handle bar. NOTHING. Trailered Bike to Lafayette Power Sports 612 Beau Pre Rd. Lafayette, LA 70508 (337)232-5362 R/O [REDACTED] Date In 5/14/2014 Out 6/18/2014.

I was charged \$499.99 + tax for a new Engine Control Module and I would like to be refunded and you may need to talk to Seth Richard Service MGR or Linton Cormier Tech as I know they both spent many hours working on my Spyder.

I again thank you for looking into this matter as BRP has treated me as a good customer and I would like to remain that way

Looking forward to hearing from you.

Sincerely,

some
[REDACTED]

PS. Glad your back Carlo!!! Would like to chat with you on the phone sometime

Date: Thu, 19 Jun 2014 17:32:00 +0000 .

From: e2case@brp.com ,

To: [REDACTED]

Subject: Case Number [REDACTED]

Greetings Mr [REDACTED]

I received the two phone messages you left me yesterday. Thank you for communicating with me.

In order for me to better assist you, I would like to ask you to please provide the following information by responding to this email:

- Brief description of the issue
- Description of vehicle, or VIN
- Current location of the vehicle, name of dealer and contact person if at an authorized BRP dealer
- Mileage on the vehicle

[REDACTED]
10/29/2014

I will wait for the information. In the meantime, if you have any questions or concerns about this process, please do not hesitate to contact me.

Once again, thank you for contacting BRP and for being a BRP customer. I look forward to our future contact.

Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

10/29/2014

[Print](#)[Close](#)**RE: Case Number [REDACTED]****[REDACTED]**

From: [REDACTED]
Sent: Tue 7/08/14 9:25 AM
To: e2case@brp.com (e2case@brp.com)

Mr. Carlo Viola,

Please inform me that you received this e-mail and the status of this Case Number [REDACTED]. I tried calling you at the end of last month and your recording informed me that you were out off the office and would return July 4th. Please respond by e-mail [REDACTED] or call me [REDACTED]

Looking forward to hearing from you!

Sincerely,

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Case Number [REDACTED]
Date: Mon, 23 Jun 2014 15:12:23 -0700

Mr. Carlo Viola,

I received your email dated 6/19/14 and it was greatly appreciated!

Carlo, Let me work a little backwards in filling you request.

Description of Vehicle - (2010 CAN-AM, A1AJ, 2BXJAXC18AV [REDACTED])
Miles - 28,798

Current location - [REDACTED] Abbeville, LA. [REDACTED]

Issue- On May 26, 2011, I signed a Full and Final release (File # [REDACTED]) and pick-up my 2010 RS. Since then I have ridden to Newfoundland (8,000 miles round trip in 21 days), several trips to Alabama, attended Owners event in Durango, CO. (2012) and Maggie Valley, NC. (2013) and numerous trips. no issues. Sept. 27, 2013 I left to San Gabriel, CA. I rode almost 1800mi and arrived Sept. 29, 2013 at 1030pm. no issues and did experience the stability control work as the bike was hydro planed on some standing water on I-40. Next morning I noticed some anti-freeze on the drive way and saw coolant recovery tank seeping coolant. I made appointment with BERT's Megamall on [REDACTED]

10/29/2014

Azusa, Ave in Azusa CA. to have the Coolant tank replaced. At BERT's they took all my info. and ordered the new tank. The service writer told me that he would order the new parts and he would keep the bike for a couple of days. The next day he called and told me that he had run my Vin# and he told me that the DPS recall had not been done. He told me that it would be done at no charge and the procedure had been changed that they didn't have to R and R DPS like they had on my 2009. I told him that as part of replacement of my 2009 GS to my 2010 RS, all recalls and updates had to be complied with before BRP would release my new bike to me. He stated that he had to do the DPS recall as it was a Safety recall and had to be done. Another week went by and got a call from BERT'S that my bike was ready for pick-up the next day.

The next day I picked up my bike and they said that they replaced the Coolant tank and they checked rode the bike and everything was ready to go. I paid my \$170 and exited on to street. Noticed the right turn signal would not auto cancel. Turned around and brought bike back to them. Service MGR. asked them to take bike back to service. They had not re zeroed the steering. Checked the turn signal and worked both ways. Left BERT'S again went to 210 freeway about 1 mile and got about 3 miles on freeway and Instrument panel lit-up and bike went into LIMP MODE. Limped back to BERT'S just before closing and was contacted the next day and was told that the Spark plug wire had grounded to the head. and they would have to order the wires and plugs and they would have the bike another few days and would cost me about another \$180. Another week went by and was called to pick-up. When I was picking up and paying bill. Service MGR. said that he had done another Update on Instrument Cluster to adjust Engine Temp. for more accurate reading and I would notice temp up about 2 bars.

Rode home to LA. on Oct 29, 2013 and arrived home Nov 2, 2013 Did not due mush riding during the winter as we had a very cold and wet winter.

Several times (3-4) in March and April while on local rides, I would get a CHECK ENGINE Light and nothing else. I would pull off the road, turn the key off and back on and restart and go on. NO CHECK ENGINE LIGHT. About May 12, 2014 I was riding the bike and it was running FINE. I stopped

at a store about 3 miles from home and came out, Started bike and CHECK ENGINE LIGHT would not go out and bike was only running on 1 cylinder and would not take any throttle. Got bike home and tried to pull fault codes following Tech Manual using MODE on dash and High Beam switch on left handle bar. NOTHING. Trailered Bike to Lafayette Power Sports 612 Beau Pre Rd. Lafayette, LA 70508 (337)232-5362 R/O [REDACTED] Date In 5/14/2014 Out 6/18/2014.

I was charged \$499.99 + tax for a new Engine Control Module and I would like to be refunded and you may need to talk to Seth Richard Service MGR or Linton Cormier Tech as I know they both spent many hours working on my Spyder.

I again thank you for looking into this matter as BRP has treated me as a good customer and I would like to remain that way

Looking forward to hearing from you.

Sincerely,
some
[REDACTED]

PS. Glad your back Carlo!!! Would like to chat with you on the phone sometime
[REDACTED]

10/29/2014

Date: Thu, 19 Jun 2014 1 7:32:00 +0000 .

From: e2case@brp.com ,

To: [REDACTED]

Subject: Case Number [REDACTED]

Greetings Mr. [REDACTED]

I received the two phone messages you left me yesterday. Thank you for communicating with me.

In order for me to better assist you, I would like to ask you to please provide the following information by responding to this email:

- Brief description of the issue
- Description of vehicle, or VIN
- Current location of the vehicle, name of dealer and contact person if at an authorized BRP dealer
- Mileage on the vehicle

I will wait for the information. In the meantime, if you have any questions or concerns about this process, please do not hesitate to contact me.

Once again, thank you for contacting BRP and for being a BRP customer. I look forward to our future contact.

Sincerely,

Carlo Viola, Customer Service Specialist

Consumer Services Group

(819)566-3035 or Toll free 1-888-272-9222, ext. 3035

<http://www.brp.com/>

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]****[ref: [REDACTED]**

From: [REDACTED]
Sent: Sat 7/12/14 11:56 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

I was able to get every thing that you requested and have mailed all documents to you as of this morning! (7-12-14) I have still some concern about the Cluster Update that was done at Bert's Megamall in CA. Did this update need to be done and did it apply to all 2010 RS's? Know that I have my bike back and have been able to put about 200 miles on it, I think it is running extremely Hot (between 5 - 6 Bars on temp all the time) Before this update was done, in traffic, you could tell when the cooling fan came on and Bars would drop from (5 -3 Bars) and I am getting some popping of exhaust and poor throttle response as a result. I am NOT VERY HAPPY! I will be in contact with Lafayette Power Sports about this.

You will see on the paper work that I sent you that the DPS recall was done in 2011 and this re-call was done again in Calif. in October, 2013 and a Custer Update starting all these problems. I am loosing all confidence! My bike was always reliable and ran good all the time!

You need to determine what caused this ECM problem and is the reliability back in my bike!

I will keep you informed!

Sincerely,
[REDACTED]

Date: Thu, 10 Jul 2014 21:57:08 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi again Mr [REDACTED]

I have received your telephone message. Sorry I missed your call this afternoon.

So as not to make things more fastidious for you, I'll call your dealer and ask them for a copy of the invoice.

In any case, for your records, here is our mailing address and fax number:

- Fax (819) 566-3062
 - BRP Customer Service; 75, J.-A. Bombardier Street; Sherbrooke, QC J1L 1W3. Canada
- [REDACTED]

10/29/2014

As soon as I have more information on your service request, I will follow up with you. In the meantime, please do not hesitate to contact me if you have questions or concerns.

Thank you for staying in touch with BRP.
Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number 310408**

From: **noreply@salesforce.com** on behalf of **e2case@brp.com** (e2case@brp.com)

Sent: Mon 7/14/14 9:48 AM

To: [REDACTED]

Hi [REDACTED]

Thank you for sending me the documentation, it will help me review your request.

I looked at our records for your RS VIN 2BXJAXC18AV[REDACTED] and would like to offer this information:

- The cluster update that you are referring to was not required on your vehicle as a warranty campaign. I am therefore concluding that your dealer saw the need to repair or replace a defective cluster or component in your roadster. With the copy of your invoice, I will consult my Technical Support colleagues to get as much information as possible before calling you.
- The best thing to do to address technical issues is to contact a dealership like you are planning to do. They will be able to contact our Dealer Support if they need any assistance with the diagnostic or the fix. As usual, make sure that you give them a precise description of all the symptoms that you are experiencing as this information is essential to their job.
- The reason that the DPS replacement recall was performed twice on your roadster is that, in the first instance, the dealer's claim was submitted without respecting all of our guidelines; thus, it was rejected and the dealer did not contest it. When you took your RS in for service in October of 2013, the recall was still active on your VIN and, since this was a safety recall, your dealer could not release your roadster without performing the recall (again?). At this point, our warranty records show that there are no outstanding campaigns on your vehicle.

I trust that this information clarifies some of your interrogations and I will be happy to further discuss on the matter with you after I acquire more information, starting with the documentation that you have mailed me.

Once again, thank you for communicating. I look forward to our future contacts.
Sincerely,

Carlo Viola, Customer Service Specialist

Consumer Services Group

(819)566-3035 or Toll free 1-888-272-9222, ext. 3035

<http://www.brp.com/>

10/29/2014

----- Original Message -----

From: [REDACTED]
Sent: 12/07/2014 2:56 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi Carlo,

I was able to get every thing that you requested and have mailed all documents to you as of this morning! (7-12-14) I have still some concern about the Cluster Update that was done at Bert's Megamall in CA. Did this update need to be done and did it apply to all 2010 RS's? Know that I have my bike back and have been able to put about 200 miles on it, I think it is running extremely Hot (between 5 - 6 Bars on temp all the time) Before this update was done, in traffic, you could tell when the cooling fan came on and Bars would drop from (5 -3

Bars) and I am getting some popping of exhaust and poor throttle response as a result. I am NOT VERY HAPPY! I will be in contact with Lafayette Power Sports about this.

You will see on the paper work that I sent you that the DPS recall was done in 2011 and this re-call was done again in Calif. in October, 2013 and a Custer Update starting all these problems. I am loosing all confidence! My bike was always reliable and ran good all the time!

You need to determine what caused this ECM problem and is the reliability back in my bike!

I will keep you informed!

Sincerely,
[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Wed 7/16/14 6:18 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

Per our conversation, I mailed the California R/O's to you yesterday (7-15-14)! I hope you receive them in a couple of days.

Looking forward to hearing from you soon!

Sincerely,
[REDACTED]

Date: Mon, 14 Jul 2014 16:48:23 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Thank you for sending me the documentation, it will help me review your request.

I looked at our records for your RS VIN 2BXJAXC18AV [REDACTED] and would like to offer this information:

- The cluster update that you are referring to was not required on your vehicle as a warranty campaign. I am therefore concluding that your dealer saw the need to repair or replace a defective cluster or component in your roadster. With the copy of your invoice, I will consult my Technical Support colleagues to get as much information as possible before calling you.
- The best thing to do to address technical issues is to contact a dealership like you are planning to do. They will be able to contact our Dealer Support if they need any assistance with the diagnostic or the fix. As usual, make sure that you give them a precise description of all the symptoms that you are experiencing as this information is essential to their job.
- The reason that the DPS replacement recall was performed twice on your roadster is that, in the first instance, the dealer's claim was submitted without respecting all of our guidelines; thus, it was rejected and the dealer did not contest it. When you took your RS in for service in October of 2013, the recall was still active on your VIN and, since this was a safety recall,

[REDACTED] 10/29/2014

your dealer could not release your roadster without performing the recall (again?). At this point, our warranty records show that there are no outstanding campaigns on your vehicle.

I trust that this information clarifies some of your interrogations and I will be happy to further discuss on the matter with you after I acquire more information, starting with the documentation that you have mailed me.

Once again, thank you for communicating. I look forward to our future contacts.
Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 12/07/2014 2:56 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi Carlo,

I was able to get every thing that you requested and have mailed all documents to you as of this morning! (7-12-14) I have still some concern about the Cluster Update that was done at Bert's Megamall in CA. Did this update need to be done and did it apply to all 2010 RS's? Know that I have my bike back and have been able to put about 200 miles on it, I think it is running extremely Hot (between 5 - 6 Bars on temp all the time) Before this update was done, in traffic, you could tell when the cooling fan came on and Bars would drop from (5 -3 Bars) and I am getting some popping of exhaust and poor throttle response as a result. I am NOT VERY HAPPY! I will be in contact with Lafayette Power Sports about this.

You will see on the paper work that I sent you that the DPS recall was done in 2011 and this re-call was done again in Calif. in October, 2013 and a Custer Update starting all these problems. I am loosing all confidence! My bike was always reliable and ran good all the time!

You need to determine what caused this ECM problem and is the reliability back in my bike!

I will keep you informed!

Sincerely,
[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Wed 7/23/14 5:56 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

I'm still waiting to hear from you! Hope you got the last Calif. documents that I mailed to you with the included pictures!

Please inform me on the status of my case?

Sincerely,
[REDACTED]

Date: Mon, 14 Jul 2014 16:48:23 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Thank you for sending me the documentation, it will help me review your request.

I looked at our records for your RS VIN 2BXJAXC18AV [REDACTED] and would like to offer this information:

- The cluster update that you are referring to was not required on your vehicle as a warranty campaign. I am therefore concluding that your dealer saw the need to repair or replace a defective cluster or component in your roadster. With the copy of your invoice, I will consult my Technical Support colleagues to get as much information as possible before calling you.
- The best thing to do to address technical issues is to contact a dealership like you are planning to do. They will be able to contact our Dealer Support if they need any assistance with the diagnostic or the fix. As usual, make sure that you give them a precise description of all the symptoms that you are experiencing as this information is essential to their job.
- The reason that the DPS replacement recall was performed twice on your roadster is that, in the first instance, the dealer's claim was submitted without respecting all of our guidelines; thus, it was rejected and the dealer did not contest it. When you took your RS in for service in October of 2013, the recall was still active on your VIN and, since this was a safety recall, your dealer could not release your roadster without performing the recall (again?). At this point, our warranty records show that there are no outstanding campaigns on your vehicle.

[REDACTED] 10/29/2014

I trust that this information clarifies some of your interrogations and I will be happy to further discuss on the matter with you after I acquire more information, starting with the documentation that you have mailed me.

Once again, thank you for communicating. I look forward to our future contacts.
Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 12/07/2014 2:56 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi Carlo,

I was able to get every thing that you requested and have mailed all documents to you as of this morning! (7-12-14) I have still some concern about the Cluster Update that was done at Bert's Megamall in CA. Did this update need to be done and did it apply to all 2010 RS's? Know that I have my bike back and have been able to put about 200 miles on it, I think it is running extremely Hot (between 5 - 6 Bars on temp all the time) Before this update was done, in traffic, you could tell when the cooling fan came on and Bars would drop from (5 -3

Bars) and I am getting some popping of exhaust and poor throttle response as a result. I am NOT VERY HAPPY! I will be in contact with Lafayette Power Sports about this.

You will see on the paper work that I sent you that the DPS recall was done in 2011 and this re-call was done again in Calif. in October, 2013 and a Cluster Update starting all these problems. I am loosing all confidence! My bike was always reliable and ran good all the time!

You need to determine what caused this ECM problem and is the reliability back in my bike!

I will keep you informed!

Sincerely,
[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Tue 8/12/14 10:21 AM
To: e2case@brp.com (e2case@brp.com)

Carlo,

I have called you again on Aug., 6 and it's Aug. 12. I am responding again to your last e-mail dated 30 Jul 2014.

I have contacted Lafayette Power Sport and they made me an appointment for October 8.

I first made contact with you back in early June and need to get these problems resolved!

Please contact me ASAP

Sincerely,

[REDACTED]

Date: Wed, 30 Jul 2014 16:34:25 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Thank you for your contacts. I sincerely apologize for my late reply. Control of my schedule is sometimes taken away from me, and this was the case earlier this week.

I am pleased to confirm receipt of your two mailings and would like to thank you for that. The pictures are very appreciated.

Next step for me is to review the documents with our Technical Support people and report back to you with the information gathered from this review.

I intend to do a thorough review of the situation and will follow up with you when I have more information. In the meantime, please do not hesitate to contact me if you have questions or concerns.

Once again, thank you for communicating with me. I look forward to our future contacts.
Sincerely,

[REDACTED] 10/29/2014

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 23/07/2014 8:56 AM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi Carlo,

I'm still waiting to hear from you! Hope you got the last Calif. documents that I mailed to you with the included pictures!

Please inform me on the status of my case?

Sincerely,
[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: **noreply@salesforce.com** on behalf of **E2CASEBRP** (e2case@brp.com)

Sent: Tue 8/12/14 12:41 PM

To: [REDACTED]

Good day Mr [REDACTED]

I am responding in Carlo's absence simply to let you know that he should be returning and available as of Friday Aug. 15th . Carlo will be able to follow-up with your request upon his return. If you feel that your request requires immediate attention, please do not hesitate to respond to this email for further assistance.

Best regards,

Shari-Ann Clowery

----- Original Message -----

From: [REDACTED]

Sent: 12/08/2014 1:21 PM

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Carlo,

I have called you again on Aug., 6 and it's Aug. 12. I am responding again to your last e-mail dated 30 Jul 2014.

I have contacted Lafayette Power Sport and they made me an appointment for October 8.

I first made contact with you back in early June and need to get these problems resolved!

Please contact me ASAP

Sincerely,

[REDACTED]
Date: Wed, 30 Jul 2014 16:34:25 +0000

From: e2case@brp.com

To: [REDACTED]

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]
[REDACTED]

10/29/2014

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Carlo Viola, Customer Service Specialist

Consumer Services Group

(819)566-3035 or Toll free 1-888-272-9222, ext. 3035

<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]

Sent: 23/07/2014 8:56 AM

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

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I'm still waiting to hear from you! Hope you got the last Calif. documents that I mailed to you with the included pictures!

[REDACTED] 10/29/2014

Please inform me on the status of my case?

Sincerely,

[REDACTED]

Shari-Ann Clowery

Consumer Experience Specialist

BRP

75, rue J-A Bombardier | Sherbrooke | QC | Canada | J1L 1W3

T + 888.272.9222

www.brp.com

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Wed 8/20/14 8:38 AM
To: E2CASEBRP (e2case@brp.com)

Dear Caro,

It is now Aug.,20 2014 and I have not had any response from you in a month. I complied with all request for pertinent paper work!

Please make contact with me regarding this case # [REDACTED] or I will be forced to use other avenues to resolve my issues!

Best regards,

[REDACTED]

> Date: Tue, 12 Aug 2014 19:41:24 +0000
> From: e2case@brp.com
> To: [REDACTED]
> Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

> Good day Mr. [REDACTED]

> I am responding in Carlo's absence simply to let you know that he should be returning and available as of Friday Aug. 15th . Carlo will be able to follow-up with your request upon his return. If you feel that your request requires immediate attention, please do not hesitate to respond to this email for further assistance.

> Best regards,

> Shari-Ann Clowery

> ----- Original Message -----

> From: [REDACTED]
> Sent: 12/08/2014 1:21 PM
> To: e2case@brp.com
> Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

[REDACTED]

10/29/2014

> Carlo,
>
> I have called you again on Aug., 6 and it's Aug. 12. I am responding again to your last e-mail dated 30 Jul 2014.
>
> I have contacted Lafayette Power Sport and they made me an appointment for October 8.
>
> I first made contact with you back in early June and need to get these problems resolved!
>
> Please contact me ASAP

> Sincerely,

>

> [REDACTED]

> Date: Wed, 30 Jul 2014 16:34:25 +0000

> From: e2case@brp.com

> To: [REDACTED]

> Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

>

> Hi [REDACTED]

>

>

>

> Thank you for your contacts. I sincerely apologize for my late reply. Control of my schedule is sometimes taken away from me, and this was the case earlier this week.

>

>

>

> I am pleased to confirm receipt of your two mailings and would like to thank you for that. The pictures are very appreciated.

>

>

>

> Next step for me is to review the documents with our Technical Support people and report back to you with the information gathered from this review.

>

>

>

> I intend to do a thorough review of the situation and will follow up with you when I have more information. In the meantime, please do not hesitate to contact me if you have questions or concerns.

>

>

>

> Once again, thank you for communicating with me. I look forward to our future contacts.

>

> Sincerely,

>

>

>

[REDACTED] 10/29/2014

>
>
> Carlo Viola, Customer Service Specialist
>
> Consumer Services Group
>
> (819)566-3035 or Toll free 1-888-272-9222, ext. 3035
>
> <http://www.brp.com/>
>

> ----- Original Message -----

> From: [REDACTED]
> Sent: 23/07/2014 8:56 AM
> To: e2case@brp.com
> Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
>
>

> Hi Carlo,
>

> I'm still waiting to hear from you! Hope you got the last Calif. documents that I mailed to you with the included pictures!
>

> Please inform me on the status of my case?
>

> Sincerely,
> [REDACTED]
>

> Shari-Ann Clowery
> Consumer Experience Specialist
> BRP
> 75, rue J-A Bombardier | Sherbrooke | QC | Canada | J1L 1W3
> T + 888.272.9222
> www.brp.com
>
>
> [REDACTED]
>
> i

[REDACTED] 10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: **noreply@salesforce.com** on behalf of **e2case@brp.com** (e2case@brp.com)

Sent: Thu 8/21/14 6:38 PM

To: [REDACTED]

Good evening Mr. [REDACTED]

Thank you for your follow up. I apologize for the long delays between our communications. I have duly recorded both your mailings with your documentation concerning your roadster V.I.N.: 2BXJAXC18AV [REDACTED] and once again thank you for sending them.

As previously agreed, I will get back to you with a decision concerning your request for compensation concerning the costs about which we have been discussing. Please rest assured that it will be way sooner than your scheduled appointment at the dealership in October.

If your appointment date with an authorized dealer changes, I would like to kindly ask you to advise me so we can communicate with them when the time comes. We will be happy to ensure that your vehicle performs as it is supposed to and, for this, we really need to work with your dealer when your RS is there.

Once again, thank you for communicating. I look forward to our next contact.
Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 20/08/2014 11:38 AM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Dear Caro,

It is now Aug.,20 2014 and I have not had any response from you in a month. I complied with all request for pertinent paper work!

Please make contact with me regarding this case [REDACTED] or I will be forced to use other avenues to resolve my issues!

[REDACTED]

10/29/2014

Best regards,

[REDACTED]

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Sat 8/23/14 12:20 PM
To: e2case@brp.com (e2case@brp.com)

Mr. Carlo Viola,

This is the middle of August and still no resolution!!!!

In your correspondence of July 14, 2014, you stated that the Cluster update that was applied to my bike was not required. (file [REDACTED] the odometer rolling over to zero after 62,500 miles, 100,000km) First published 02-10-2012, last updated 09-03-2013. FC file P/N [REDACTED]

My problems started in Calif. the 2nd week of October, 2013, taking bike to Bert' Mega Mall to have leaking coolant recover tank replaced. You know the rest of the story.

Today is August 23, 2014 and nothing has been resolved. I have the equivalent to a MS Degree in Computer Science and remember the Diploma banner on the 1975 certificate (GARBAGE IN- GARBAGE OUT).

I will not wait another month and a half until my appointment on Oct. 8 2014 to get my problem resolved.

You need to talk to me about a timely resolution of this matter. You can expedite this process from your end.

Sincerely,
[REDACTED]

Date: Fri, 22 Aug 2014 01:38:43 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Good evening Mr. [REDACTED]

Thank you for your follow up. I apologize for the long delays between our communications. I have duly recorded both your mailings with your documentation concerning your roadster V.I.N.: 2BXJAXC18AV [REDACTED] and once again thank you for sending them.

As previously agreed, I will get back to you with a decision concerning your request for
[REDACTED]

10/29/2014

compensation concerning the costs about which we have been discussing. Please rest assured that it will be way sooner than your scheduled appointment at the dealership in October.

If your appointment date with an authorized dealer changes, I would like to kindly ask you to advise me so we can communicate with them when the time comes. We will be happy to ensure that your vehicle performs as it is supposed to and, for this, we really need to work with your dealer when your RS is there.

Once again, thank you for communicating. I look forward to our next contact.
Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 20/08/2014 11:38 AM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Dear Caro,

It is now Aug.,20 2014 and I have not had any response from you in a month. I complied with all request for pertinent paper work!

Please make contact with me regarding this case # [REDACTED], or I will be forced to use other avenues to resolve my issues!

Best regards,

[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Thu 8/28/14 7:16 AM
To: e2case@brp.com (e2case@brp.com)
1 attachment
[REDACTED].docx (14.2 KB)

Carlo,

Please see attachment as my patients are running thin.

Sincerely

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Sat, 23 Aug 2014 12:20:37 -0700

Mr. Carlo Viola,

This is the middle of August and still no resolution!!!!

In your correspondence of July 14, 2014, you stated that the Cluster update that was applied to my bike was not required. (file [REDACTED] the odometer rolling over to zero after 62,500 miles, 100,000km) First published 02-10-2012, last updated 09-03-2013. FC file P/N [REDACTED]

My problems started in Calif. the 2nd week of October, 2013, taking bike to Bert' Mega Mall to have leaking coolant recover tank replaced. You know the rest of the story.

Today is August 23, 2014 and nothing has been resolved. I have the equivalent to a MS Degree in Computer Science and remember the Diploma banner on the 1975 certificate (GARBAGE IN- GARBAGE OUT).

I will not wait another month and a half until my appointment on Oct. 8 2014 to get my problem resolved.

You need to talk to me about a timely resolution of this matter. You can expedite this process from your end.

[REDACTED] 10/29/2014

Sincerely,
[REDACTED]

Date: Fri, 22 Aug 2014 01:38:43 +0000

From: e2case@brp.com

To: [REDACTED]

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Good evening Mr. [REDACTED]

Thank you for your follow up. I apologize for the long delays between our communications. I have duly recorded both your mailings with your documentation concerning your roadster V.I.N.: 2BXJAXC18AV [REDACTED] and once again thank you for sending them.

As previously agreed, I will get back to you with a decision concerning your request for compensation concerning the costs about which we have been discussing. Please rest assured that it will be way sooner than your scheduled appointment at the dealership in October.

If your appointment date with an authorized dealer changes, I would like to kindly ask you to advise me so we can communicate with them when the time comes. We will be happy to ensure that your vehicle performs as it is supposed to and, for this, we really need to work with your dealer when your RS is there.

Once again, thank you for communicating. I look forward to our next contact.
Sincerely,

Carlo Viola, Customer Service Specialist
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]

Sent: 20/08/2014 11:38 AM

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Dear Caro,

It is now Aug.,20 2014 and I have not had any response from you in a month. I complied with all request for pertinent paper work!

Please make contact with me regarding this case [REDACTED] or I will be forced to use other avenues to resolve my issues!

Best regards,
[REDACTED]

10/29/2014



10/29/2014

[Print](#)[Close](#)

Spyder having Heat Stroke

From: [REDACTED]
Sent: Thu 8/28/14 11:06 AM
To: [REDACTED]

 Heat Stroke

Having problems that are more perplexing! Need to talk and not enough room on web site. Please send me an e-mail.

[REDACTED]

Spyder having a Heat Stroke

Folks,

I live in the desert southwest i.e. Phoenix metro area and yes I ride my 2011 RS Spyder (with auto tune power commander) as a commuter bike to and from work. However my Spyder does not like the heat. When temps get above 100+ the bike either shuts down or gives me check engine light, DPS / VSS error codes. In addition, the bike revs higher than normal at idle (can't put in neutral). When I get it home to cool down, she starts right back up (no errors) and when I look for codes there are none. In cooler weather i.e. 80-90's no problems, just when it gets outside hot, issues pop up. Relays are seated, oil is full, anti-freeze is up to line, battery connections seem tight. Again issue occurs only when outside temps are above 100+ - any suggestions?

[REDACTED]

[REDACTED]
ASM International

Director, Service Business and Marketing

[REDACTED]

10/29/2014

[REDACTED]

Office:

[REDACTED]

Mobile

[REDACTED]

10/29/2014

[Print](#)[Close](#)**Spyder RS SM5 2010 / Case Number** [REDACTED]
[REDACTED]

From: **noreply@salesforce.com** on behalf of **e2case@brp.com** (e2case@brp.com)

Sent: Thu 8/28/14 4:13 PM

To: [REDACTED]

Hi again Mr [REDACTED]

This is to provide up-to-date information on your service request.

I have called Seth twice this afternoon but could not reach him as he was out water testing a unit. I was told I needed to talk to him when I asked for an earlier booking, explaining all the special circumstances of your current situation.

Please note that I am not working tomorrow and that our Contact Center is closed next Monday for a Canadian Holiday. Seth is aware of this, and I have asked if he could give you a call in the event that he had an opening for us. Please do not hesitate to call ahead if you wish.

Once again, thank you for taking the time to communicate with me. I appreciated our conversation earlier today and would like to thank you for your patience. I will follow up after I return on September 2 and look forward to all our future contacts.

Sincerely,
Carlo

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Mon 9/01/14 6:25 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

First let me thank you for your attention to my problems and concerns! I enjoy our discussions very much!

To be honest with you, I have lost all confidence and pleasure that my Spyder has given me until my trip to your dealer (Bert's Mega Mall) for a simple replacement of the coolant recovery tank.

I need to have my bike returned to it's pleasure and dependability prior to all these UPDATES being applied!

I will not belabor the fact that these fixes (file [REDACTED] and FC file P/N [REDACTED]) have caused or contributed to all my problems. I know thru my years of experience that anytime you change parameters to a control computer (ECM), being not much more than a LAMBDA calculator that operates in milliseconds or faster, can be very detrimental to its operating.

Please, if and when we get to an appointment with Lafayette Power Sports, arrange to have these updates removed and the bike to operate as it was before these updates were applied.

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

Sincerely,

[REDACTED]

Date: Thu, 28 Aug 2014 23:13:09 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi again Mr [REDACTED]

This is to provide up-to-date information on your service request.

I have called Seth twice this afternoon but could not reach him as he was out water testing a unit. I

[REDACTED] 10/29/2014

was told I needed to talk to him when I asked for an earlier booking, explaining all the special circumstances of your current situation.

Please note that I am not working tomorrow and that our Contact Center is closed next Monday for a Canadian Holiday. Seth is aware of this, and I have asked if he could give you a call in the event that he had an opening for us. Please do not hesitate to call ahead if you wish.

Once again, thank you for taking the time to communicate with me. I appreciated our conversation earlier today and would like to thank you for your patience. I will follow up after I return on September 2 and look forward to all our future contacts.

Sincerely,
Carlo

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Fri 9/05/14 4:39 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

Just to keep you informed. I have got a " CHECK ENGINE" light several times on the road mostly at low rpm. Decided to investigate using Section 3, Subsection 3 (MONITORING SYSTEM/FAULT CODES) page 255 of Tech Manual.

Procedure if Engine can be Started. --- Last item on page " Start engine (with Hr on gauge) and run until CHECK ENGINE LIGHT illuminated or another fault message is displayed.
Ran for 20 minutes and never got illuminated CHECK ENGINE light. rendering the rest of the procedure NA.

Hope to hear from you soon!

Sincerely

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Mon, 1 Sep 2014 06:25:16 -0700

Hi Carlo,

First let me thank you for your attention to my problems and concerns! I enjoy our discussions very much!

To be honest with you, I have lost all confidence and pleasure that my Spyder has given me until my trip to your dealer (Bert's Mega Mall) for a simple replacement of the coolant recovery tank.

I need to have my bike returned to it's pleasure and dependability prior to all these UPDATES being applied!

I will not belabor the fact that these fixes (file [REDACTED] and FC file P/N [REDACTED] have caused

[REDACTED]

10/29/2014

or contributed to all my problems. I know thru my years of experience that anytime you change parameters to a control computer (ECM), being not much more than a LAMBDA calculator that operates in milliseconds or faster, can be very detrimental to its operating.

Please, if and when we get to an appointment with Lafayette Power Sports, arrange to have these updates removed and the bike to operate as it was before these updates were applied.

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

Sincerely,

[REDACTED]

Date: Thu, 28 Aug 2014 23:13:09 +0000

From: e2case@brp.com

To: [REDACTED]

Subject: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi again Mr. [REDACTED]

This is to provide up-to-date information on your service request.

I have called Seth twice this afternoon but could not reach him as he was out water testing a unit. I was told I needed to talk to him when I asked for an earlier booking, explaining all the special circumstances of your current situation.

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Once again, thank you for taking the time to communicate with me. I appreciated our conversation earlier today and would like to thank you for your patience. I will follow up after I return on September 2 and look forward to all our future contacts.

Sincerely,
Carlo

[REDACTED]

10/29/2014

[Print](#)[Close](#)

RE: Spyder RS SM5 2010 / Case Number [REDACTED]
[REDACTED]

From: [REDACTED]
Sent: Mon 9/08/14 3:01 PM
To: e2case@brp.com (e2case@brp.com)

Hi! Carlo,

Another week has gone bye and nothing from your end!

Patiently awaiting to hear from you.

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Fri, 5 Sep 2014 04:39:56 -0700

Hi Carlo,

Just to keep you informed. I have got a " CHECK ENGINE" light several times on the road mostly at low rpm. Decided to investigate using Section 3, Subsection 3 (MONITORING SYSTEM/FAULT CODES) page 255 of Tech Manual.

Procedure if Engine can be Started. --- Last item on page " Start engine (with Hr on gauge) and run until CHECK ENGINE LIGHT illuminated or another fault message is displayed.
Ran for 20 minutes and never got illuminated CHECK ENGINE light. rendering the rest of the procedure NA.

Hope to hear from you soon!

Sincerely

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

[REDACTED] 10/29/2014

Date: Mon, 1 Sep 2014 06:25:16 -0700

Hi Carlo,

First let me thank you for your attention to my problems and concerns! I enjoy our discussions very much!

To be honest with you, I have lost all confidence and pleasure that my Spyder has given me until my trip to your dealer (Bert's Mega Mall) for a simple replacement of the coolant recovery tank.

I need to have my bike returned to it's pleasure and dependability prior to all these UPDATES being applied!

I will not belabor the fact that these fixes (file [REDACTED] and FC file P/N [REDACTED] have caused or contributed to all my problems. I know thru my years of experience that anytime you change parameters to a control computer (ECM), being not much more than a LAMBDA calculator that operates in milliseconds or faster, can be very detrimental to its operating.

Please, if and when we get to an appointment with Lafayette Power Sports, arrange to have these updates removed and the bike to operate as it was before these updates were applied.

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

Sincerely,

[REDACTED]

Date: Thu, 28 Aug 2014 23:13:09 +0000

From: e2case@brp.com

To: [REDACTED]

Subject: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi again Mr. [REDACTED]

This is to provide up-to-date information on your service request.

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Once again, thank you for taking the time to communicate with me. I appreciated our conversation earlier today and would like to thank you for your patience. I will follow up after I return on September 2 and look forward to all our future contacts.

[REDACTED] 10/29/2014

Sincerely,
Carlo

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]From: **noreply@salesforce.com** on behalf of **e2case@brp.com** (e2case@brp.com)

Sent: Wed 9/10/14 2:56 PM

To: [REDACTED]

Hi [REDACTED],

Just to keep you aware of where I'm heading with your service request. I have just finished a conversation with Seth Richard at Lafayette Power Sports. I shared with him all the information that I have concerning your situation, with emphasis on your wish to get your RS 2010 looked in to as soon as possible.

Seth told me he would call you soon and I trust that you will both take advantage of this opportunity for a good exchange of information. On my side, Seth knows that we'll offer him full support to help him give you satisfaction.

I trust that this information meets your expectations. As always, please do not hesitate to contact me directly if you have questions or concerns about this matter.
Sincerely,

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]**Sent:** 08/09/2014 6:01 PM**To:** e2case@brp.com**Subject:** RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi! Carlo,

Another week has gone bye and nothing from your end!

Patiently awaiting to hear from you.

[REDACTED]

10/29/2014

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Fri, 5 Sep 2014 04:39:56 -0700

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To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Mon, 1 Sep 2014 06:25:16 -0700

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[REDACTED] 10/29/2014

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

Sincerely,

A solid black rectangular box used to redact the sender's signature.A solid black rectangular box used to redact the footer information.

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Thu 9/11/14 6:28 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

First, let me congratulate you! I noticed the new title on the salutation of your last e-mail.

Now to the resolution to Case # [REDACTED]

My thoughts and wishes--- Reimburse me for my cost of the expense I incurred for the new ECM.

If and when I get an expedited appointment with Seth of Lafayette Power Sport that he has in his possession a new ECM to replace at time of appointment.

Restore my bike to its, as designed, parameters prior to the applications of (file [REDACTED] RC File P/N [REDACTED])

I need to be assured that my Spyder will comply to Section 03, Subsection 03 (MONITORING SYSTEM/FAULT CODES) before ending my appointment.

Again, Thank you Carlo and look forward to talking to you soon, as I am very aware of some of the problems you (BRP) are being confronted with since 2013. My experience and background, and almost 50K miles on a SPYDER GS/RS. in almost all conditions could be of great assistance to you!

Sincerely,
[REDACTED]

Date: Wed, 10 Sep 2014 21:56:24 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Just to keep you aware of where I'm heading with your service request. I have just finished a conversation with Seth Richard at Lafayette Power Sports. I shared with him all the information that I have concerning your situation, with emphasis on your wish to get your RS 2010 looked in to as soon as possible.

[REDACTED]

10/29/2014

Seth told me he would call you soon and I trust that you will both take advantage of this opportunity for a good exchange of information. On my side, Seth knows that we'll offer him full support to help him give you satisfaction.

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Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 08/09/2014 6:01 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

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Another week has gone bye and nothing from your end!

Patiently awaiting to hear from you.

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Fri, 5 Sep 2014 04:39:56 -0700

Hi Carlo,

Just to keep you informed. I have got a "CHECK ENGINE" light several times on the road mostly at low rpm. Decided to investigate using Section 3, Subsection 3 (MONITORING SYSTEM/FAULT CODES) page 255 of Tech Manual.

Procedure if Engine can be Started. --- Last item on page " Start engine (with Hr on gauge) and run until CHECK ENGINE LIGHT illuminated or another fault message is displayed.
Ran for 20 minutes and never got illuminated CHECK ENGINE light. rendering the rest of the procedure NA.

Hope to hear from you soon!

[REDACTED]

10/29/2014

Sincerely

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Mon, 1 Sep 2014 06:25:16 -0700

Hi Carlo,

First let me thank you for your attention to my problems and concerns! I enjoy our discussions very much!

To be honest with you, I have lost all confidence and pleasure that my Spyder has given me until my trip to your dealer (Bert's Mega Mall) for a simple replacement of the coolant recovery tank.

I need to have my bike returned to it's pleasure and dependability prior to all these UPDATES being applied!

I will not belabor the fact that these fixes (file [REDACTED] and FC file P/N [REDACTED] have caused or contributed to all my problems. I know thru my years of experience that anytime you change parameters to a control computer (ECM), being not much more than a LAMBDA calculator that operates in milliseconds or faster, can be very detrimental to its operating.

Please, if and when we get to an appointment with Lafayette Power Sports, arrange to have these updates removed and the bike to operate as it was before these updates were applied.

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

Sincerely,

[REDACTED]

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Wed 9/17/14 12:31 PM
To: e2case@brp.com (e2case@brp.com)

Hi! Carlo,

It's been since 9-10-14 since I have had any communication from you????

Examining the invoices more carefully, and the "ECM", that I have in my procession, that was replaced at Lafayette Power Sports on 6-18-14, the P/N do not match!

I have tried to not loose my patients and too remain calm about this whole fiasco. You need to resolve this issue soon as it is almost a calendar year since problems started and BRP authorized technicians have destroyed all reliability of this machine!

Part number installed on Invoice # [REDACTED] dated 6/18/2014 = [REDACTED]
" " in my person = [REDACTED]

Hope to hear from you soon

Regards,
[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Thu, 11 Sep 2014 06:28:23 -0700

Hi Carlo,

First, let me congratulate you! I noticed the new title on the salutation of your last e-mail.

Now to the resolution to Case # [REDACTED]

My thoughts and wishes--- Reimburse me for my cost of the expense I incurred for the new ECM.

If and when I get an expedited appointment with Seth of Lafayette Power Sport that he has in his possession a new ECM to replace at time of appointment.

[REDACTED] 10/29/2014

Restore my bike to its, as designed, parameters prior to the applications of (file [REDACTED] RC File P/N [REDACTED])

I need to be assured that my Spyder will comply to Section 03, Subsection 03 (MONITORING SYSTEM/FAULT CODES) before ending my appointment.

Again, Thank you Carlo and look forward to talking to you soon, as I am very aware of some of the problems you (BRP) are being confronted with since 2013. My experience and background, and almost 50K miles on a SPYDER GS/RS. in almost all conditions could be of great assistance to you!

Sincerely,
[REDACTED]

Date: Wed, 10 Sep 2014 21:56:24 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Just to keep you aware of where I'm heading with your service request. I have just finished a conversation with Seth Richard at Lafayette Power Sports. I shared with him all the information that I have concerning your situation, with emphasis on your wish to get your RS 2010 looked in to as soon as possible.

Seth told me he would call you soon and I trust that you will both take advantage of this opportunity for a good exchange of information. On my side, Seth knows that we'll offer him full support to help him give you satisfaction.

I trust that this information meets your expectations. As always, please do not hesitate to contact me directly if you have questions or concerns about this matter.

Sincerely,

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 08/09/2014 6:01 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

[REDACTED] 10/29/2014

Hi! Carlo,

Another week has gone by and nothing from your end!

Patiently awaiting to hear from you.

Allan

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Fri, 5 Sep 2014 04:39:56 -0700

Hi Carlo,

Just to keep you informed. I have got a "CHECK ENGINE" light several times on the road mostly at low rpm. Decided to investigate using Section 3, Subsection 3 (MONITORING SYSTEM/FAULT CODES) page 255 of Tech Manual.

Procedure if Engine can be Started. --- Last item on page " Start engine (with Hr on gauge) and run until CHECK ENGINE LIGHT illuminated or another fault message is displayed.
Ran for 20 minutes and never got illuminated CHECK ENGINE light. rendering the rest of the procedure NA.

Hope to hear from you soon!

Sincerely

[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Mon, 1 Sep 2014 06:25:16 -0700

Hi Carlo,

First let me thank you for your attention to my problems and concerns! I enjoy our discussions very much!

To be honest with you, I have lost all confidence and pleasure that my Spyder has given me until my trip to your dealer (Bert's Mega Mall) for a simple replacement of the coolant recovery tank.

I need to have my bike returned to it's pleasure and dependability prior to all these UPDATES being applied!

[REDACTED] 10/29/2014

I will not belabor the fact that these fixes (file [REDACTED] and FC file P/N [REDACTED]) have caused or contributed to all my problems. I know thru my years of experience that anytime you change parameters to a control computer (ECM), being not much more than a LAMBDA calculator that operates in milliseconds or faster, can be very detrimental to its operating.

Please, if and when we get to an appointment with Lafayette Power Sports, arrange to have these updates removed and the bike to operate as it was before these updates were applied.

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

Sincerely,

[REDACTED]

[REDACTED]

10/29/2014

[Print](#)[Close](#)

RE: Spyder RS SM5 2010 / Case Number 310408
[ref: _00D301Fh2R. _500a0kd6gk:ref]

From: [REDACTED]
Sent: Thu 9/18/14 10:10 AM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

First!!, Let me tell you how much I enjoyed our conversation last night!!!! "Very Enlightening"

Took bike to breakfast this morning, a total of less than 3 miles, got several BRAKE FAILURE messages scroll on CLUSTER and a couple times and several times just indicator lamp without scroll message.

In regards to the ECM replacement=

Doing a little investigation into Tech Manual and OEM parts Cat.

ECM P/N [REDACTED] that I have in my hand is the ECM that belongs on my bike with the 2010 Early Production Wiring Diagram.

ECM P/N [REDACTED] that is the ECM that is on my bike now is the ECM that belongs to a 2010 Late Production Wiring Diagram.

Evidently my bike is an EARLY PRODUCTION MODEL

Apples and Oranges don't mix!

I have not had a return call from Seth at Lafayette Power Sports as yet!

I think it would be futile to get him involved until this ECM discrepancy is resolved.

I still hold to my thoughts as described in earlier e-mails.

Again, I appreciate your help!!!!!!

Regards,
[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

[REDACTED] 10/29/2014

Date: Wed, 17 Sep 2014 12:31:15 -0700

Hi! Carlo,

It's been since 9-10-14 since I have had any communication from you????

Examining the invoices more carefully, and the "ECM", that I have in my procession , that was replaced at Lafayette Power Sports on 6-18-14, the P/N do not match!

I have tried to not loose my patients and too remain calm about this whole fiasco. You need to resolve this issue soon as it is almost a calendar year since problems started and BRP authorized technicians have destroyed all reliability of this machine!

Part number installed on Invoice # [REDACTED] dated 6/18/2014= [REDACTED]
" " in my person = [REDACTED]

Hope to hear from you soon

Regards,
[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Thu, 11 Sep 2014 06:28:23 -0700

Hi Carlo,

First, let me congratulate you! I noticed the new title on the salutation of your last e-mail.

Now to the resolution to Case # [REDACTED]

My thoughts and wishes--- Reimburse me for my cost of the expense I incurred for the new ECM.

If and when I get an expedited appointment with Seth of Lafayette Power Sport that he has in his possession a new ECM to replace at time of appointment.

Restore my bike to its, as designed, parameters prior to the applications of (file [REDACTED] RC File P/N [REDACTED])

I need to be assured that my Spyder will comply to Section 03, Subsection 03 (MONITORING SYSTEM/FAULT CODES) before ending my appointment.

Again, Thank you Carlo and look forward to talking to you soon, as I am very aware of some of the problems you (BRP) are being confronted with since 2013. My experience and background, and almost 50K miles on a SPYDER GS/RS. in almost all conditions could be of great assistance to you!

[REDACTED] 10/29/2014

Sincerely,
[REDACTED]

Date: Wed, 10 Sep 2014 21:56:24 +0000

From: e2case@brp.com

To: [REDACTED]

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Just to keep you aware of where I'm heading with your service request. I have just finished a conversation with Seth Richard at Lafayette Power Sports. I shared with him all the information that I have concerning your situation, with emphasis on your wish to get your RS 2010 looked in to as soon as possible.

Seth told me he would call you soon and I trust that you will both take advantage of this opportunity for a good exchange of information. On my side, Seth knows that we'll offer him full support to help him give you satisfaction.

I trust that this information meets your expectations. As always, please do not hesitate to contact me directly if you have questions or concerns about this matter.

Sincerely,

Carlo Viola, Executive Representative for the Office of the CEO

Consumer Services Group

(819)566-3035 or Toll free 1-888-272-9222, ext. 3035

<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]

Sent: 08/09/2014 6:01 PM

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi! Carlo,

Another week has gone bye and nothing from your end!

Patiently awaiting to hear from you.

[REDACTED]

From: [REDACTED]

To: e2case@brp.com

[REDACTED] 10/29/2014

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Date: Fri, 5 Sep 2014 04:39:56 -0700

Hi Carlo,

Just to keep you informed. I have got a " CHECK ENGINE" light several times on the road mostly at low rpm. Decided to investigate using Section 3, Subsection 3 (MONITORING SYSTEM/FAULT CODES) page 255 of Tech Manual.

Procedure if Engine can be Started. --- Last item on page " Start engine (with Hr on gauge) and run until CHECK ENGINE LIGHT illuminated or another fault message is displayed. Ran for 20 minutes and never got illuminated CHECK ENGINE light. rendering the rest of the procedure NA.

Hope to hear from you soon!

Sincerely

[REDACTED]

From: [REDACTED]

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Date: Mon, 1 Sep 2014 06:25:16 -0700

Hi Carlo,

First let me thank you for your attention to my problems and concerns! I enjoy our discussions very much!

To be honest with you, I have lost all confidence and pleasure that my Spyder has given me until my trip to your dealer (Bert's Mega Mall) for a simple replacement of the coolant recovery tank.

I need to have my bike returned to it's pleasure and dependability prior to all these UPDATES being applied!

I will not belabor the fact that these fixes (file [REDACTED] and FC file P/N [REDACTED] have caused or contributed to all my problems. I know thru my years of experience that anytime you change parameters to a control computer (ECM), being not much more than a LAMBDA calculator that operates in milliseconds or faster, can be very detrimental to its operating.

Please, if and when we get to an appointment with Lafayette Power Sports, arrange to have these updates removed and the bike to operate as it was before these updates were applied.

Again, Carlo, I look forward to hearing your thoughts to my request. I very much appreciate all your help.

[REDACTED]

10/29/2014

Sincerely,

A solid black rectangular box used to redact the sender's signature.A solid black rectangular box used to redact the footer information.

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Sun 9/21/14 5:37 PM
To: e2case@brp.com (e2case@brp.com)

Hello Carlo,

I am a little confused about your opening paragraph about your legal restraints. I was under the assumption that you "BRP" are dedicated to help your long time Spyder Community customers. I am very aware of all warranties and disclaimers so stated in my Operator's Guide. I am also aware of all disclaimers on all information that the public has access to including Tech. Manuals and "BRP's" Official Parts Catalogue!

On my side, I have relayed all information that I have regarding this Case Number [REDACTED] including the information received by me from your Certified Dealer (Bert's Mega Mall) in California etc. (file [REDACTED] FC File P/N [REDACTED]). You have also neglected to tell me who is going to pay for all this investigation into Case # [REDACTED] unless you have it already clarified it with Lafayette Power Sports.

Another problem, is your closing regarding "this DPS "discrepancy" resolved. I am a little confused as, I was under the assumption we have been communicating about ECM P/N's

Again, hope to hear from you soon.

Sincerely,
[REDACTED]

Date: Thu, 18 Sep 2014 19:45:26 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Thanks for the communication. I too enjoyed our conversation last night.

Looks to me like the issue you are bringing to my attention requires further investigation by an authorized dealer. Keep in mind that, legally, I cannot provide any more technical advice than what is already stated in your Owner's Guide. I will let you decide what to do next about this specific situation. On my side, I have relayed this information to Lafayette Power Sports so they have it on record when your RS is brought to them.

Here's what I can say about the ECM replacement on your roadster. Yes, your RS V.I.N.: 2BXJAXC18AV [REDACTED] was produced by BRP

[REDACTED]

10/29/2014

in Valcourt, Canada on the date 2009/11/19. The ECM PN 420266347 from your unit is and was the correct part number for the module when it was installed in your unit at the BRP plant. The ECM PN 420266764 that is in your unit now is the current correct ECM for your model/year, regardless of the production date. As I said yesterday, we changed the part number, not the design or functions of the ECM. Thus, the ECM in your roadster should not be replaced unless deemed defective after a diagnostic by an authorized Can-Am Spyder dealer.

I hope and trust that you will consider this DPS "discrepancy" resolved. As agreed yesterday, my next move is to make contact with Seth and make sure we are both on the same page as to the optimal plan for resolution of your service request. Following that, we will follow up with you to confirm the next step in the process. Please note that I will not be at the office tomorrow.

Once again, thanks for keeping in touch and for being a member of the Spyder Community.
Sincere regards,

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 18/09/2014 1:10 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi Carlo,

First!!, Let me tell you how much I enjoyed our conversation last night!!!! "Very Enlightening"

Took bike to breakfast this morning, a total of less than 3 miles, got several BRAKE FAILURE messages scroll on CLUSTER and a couple times and several times just indicator lamp without scroll message.

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ECM P/N 266347 that I have in my hand is the ECM that belongs on my bike with the 2010 Early Production Wiring Diagram.

ECM P/N 266764 that is the ECM that is on my bike now is the ECM that belongs to a 2010 Late Production Wiring Diagram.

Evidently my bike is an EARLY PRODUCTION MODEL

Apples and Oranges don't mix!

I have not had a return call from Seth at Lafayette Power Sports as yet!

[REDACTED]

10/29/2014

I think it would be futile to get him involved until this ECM discrepancy is resolved.

I still hold to my thoughts as described in earlier e-mails.

Again, I appreciate your help!!!!!!

Regards,

[REDACTED]

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Thu 9/25/14 9:48 AM
To: e2case@brp.com (e2case@brp.com)

Hi!! Carlo,

I am asking you to communicate with me regarding Case Number [REDACTED] so I can determine a path forward in getting my Spyder restored to its original reliable condition! This was my original reason for contacting you.

I have tried to relay all information to you and Seth at Lafayette Power Sport that I have!

Again, thank you for all the help and hope to have more communication with you!

Regards,
[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Sun, 21 Sep 2014 17:37:33 -0700

Hello Carlo,

I am a little confused about your opening paragraph about your legal restraints. I was under the assumption that you "BRP" are dedicated to help your long time Spyder Community customers. I am very aware of all warranties and disclaimers so stated in my Operator's Guide. I am also aware of all disclaimers on all information that the public has access to including Tech. Manuals and "BRP's" Official Parts Catalogue!

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Again, hope to hear from you soon.

[REDACTED]

10/29/2014

Sincerely,
[REDACTED]

Date: Thu, 18 Sep 2014 19:45:26 +0000

From: e2case@brp.com

To: [REDACTED]

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Thanks for the communication. I too enjoyed our conversation last night.

Looks to me like the issue you are bringing to my attention requires further investigation by an authorized dealer. Keep in mind that, legally, I cannot provide any more technical advice than what is already stated in your Owner's Guide. I will let you decide what to do next about this specific situation. On my side, I have relayed this information to Lafayette Power Sports so they have it on record when your RS is brought to them.

Here's what I can say about the ECM replacement on your roadster. Yes, your RS V.I.N.: 2BXJAXC18AV[REDACTED] was produced by BRP in Valcourt, Canada on the date 2009/11/19. The ECM PN 420266347 from your unit is and was the correct part number for the module when it was installed in your unit at the BRP plant. The ECM PN 420266764 that is in your unit now is the current correct ECM for your model/year, regardless of the production date. As I said yesterday, we changed the part number, not the design or functions of the ECM. Thus, the ECM in your roadster should not be replaced unless deemed defective after a diagnostic by an authorized Can-Am Spyder dealer.

I hope and trust that you will consider this DPS "discrepancy" resolved. As agreed yesterday, my next move is to make contact with Seth and make sure we are both on the same page as to the optimal plan for resolution of your service request. Following that, we will follow up with you to confirm the next step in the process. Please note that I will not be at the office tomorrow.

Once again, thanks for keeping in touch and for being a member of the Spyder Community.
Sincere regards,

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]

Sent: 18/09/2014 1:10 PM

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

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[REDACTED]

10/29/2014

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I still hold to my thoughts as described in earlier e-mails.

Again, I appreciate your help!!!!!!

Regards,

[REDACTED]

[REDACTED]

10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: **noreply@salesforce.com** on behalf of **e2case@brp.com** (e2case@brp.com)

Sent: Thu 9/25/14 11:28 AM

To: [REDACTED]

Hi [REDACTED]

Thank you for your follow ups. Happy to communicate with you as per your request below.

In response to your email of today, you are doing exactly what is needed in order to ensure the future reliability of your RS 2012 by relaying your concerns about its performance and describing the symptoms to your Can-Am Spyder authorized dealership.

In response to your previous email dated September 21, 2014, I am pleased to provide the following information to answer your inquiries.

1. Don't be confused; when I used the word "legally" it was strictly in reference to the fact that I am not a certified mechanic. To rephrase what I wrote you on September 18, I cannot provide any diagnostic information or technical support to our customers.
2. BRP provides the service of investigating customers requests for free. If you had costs during this investigation, I will be happy to discuss them with you if they originated from BRP as an expressed request during the review of the matter that you brought to my attention and that is documented in this file number [REDACTED]. On the other hand, as I already stated, I will be happy to evaluate if BRP can compensate you for the cost of replacing the ECM in your unit in May. I shared this information with Seth at your dealership this morning and explained that I would only be able to conclude this evaluation once I have confirmation that your roadster is performing within specifications and to your liking.
3. Finally, I mistakenly wrote DPS instead of ECM in the second to last paragraph in my September 18 email. I apologize for the confusion this mistake may have brought about.

In conclusion, please rest assured that we will be able and happy to provide any assistance or support required by your dealer when they resume work on your vehicle. I encourage you to remain in contact with your dealer when you require information on the progress of the work. As the saying goes, it's better to get it from the "horse's mouth".

I trust that all this is to your satisfaction and, once again, thank you for communicating with me and for being a BRP customer. Please note that I will not be at the office in the week of September 29 to October 3. If you need to contact BRP during that period, you can call my colleague Kimberly Clemis at 819-566-3583.

Sincerely,

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 25/09/2014 12:48 PM

[REDACTED]

10/29/2014

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi!! Carlo,

I am asking you to communicate with me regarding Case Number [REDACTED] so I can determine a path forward in getting my Spyder restored to its original reliable condition! This was my original reason for contacting you.

I have tried to relay all information to you and Seth at Lafayette Power Sport that I have!

Again, thank you for all the help and hope to have more communication with you!

Regards,
[REDACTED]

From: [REDACTED]

To: e2case@brp.com

Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Date: Sun, 21 Sep 2014 17:37:33 -0700

Hello Carlo,

I am a little confused about your opening paragraph about your legal restraints. I was under the assumption that you "BRP" are dedicated to help your long time Spyder Community customers. I am very aware of all warranties and disclaimers so stated in my Operator's Guide. I am also aware of all disclaimers on all information that the public has access to including Tech. Manuals and "BRP's" Official Parts Catalogue!

On my side, I have relayed all information that I have regarding this Case Number [REDACTED] including the information received by me from your Certified Dealer (Bert's Mega Mall) in California etc. (file [REDACTED] FC File P/N [REDACTED]). You have also neglected to tell me who is going to pay for all this investigation into Case [REDACTED] unless you have it already clarified it with Lafayette Power Sports.

Another problem, is your closing regarding "this DPS "discrepancy" resolved. I am a little confused as, I was under the assumption we have been communicating about ECM P/N's

Again, hope to hear from you soon.

Sincerely,
[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Tue 10/07/14 9:34 AM
To: e2case@brp.com (e2case@brp.com)

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

Hi! Carlo,

Please forgive me forgive for pointing out another error in your last correspondence.

First paragraph! My bike is not a 2012 RS. It's a 2010 RS.

I am requesting info so I can make a determination on a Path Forward to resolve my problems with my bike?

Looking at all the info which I have shared with you, I have come to the conclusion that a virus was placed in my bike on an about 10/14/2013 in California at Bert's Mega Mall a (Certified BRP dealer) file [REDACTED] causing the corruption of my ECM (part #420266347) with Odometer reading at the time 25,074 miles. This virus has metastasized into much more of a problem to me than I can comprehend happening with such a Hi-Tech. machine. Please share my concerns with your Organization and Mr. Boisjoli.

A full calendar year has transpired and no conclusive resolution, but feel free to share all correspondence you have from me to your organization!

Concerned member of the Spyder community.

Regards,

[REDACTED]

Date: Thu, 25 Sep 2014 18:28:38 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

[REDACTED]

10/29/2014

Hi [REDACTED]

Thank you for your follow ups. Happy to communicate with you as per your request below.

In response to your email of today, you are doing exactly what is needed in order to ensure the future reliability of your RS 2012 by relaying your concerns about its performance and describing the symptoms to your Can-Am Spyder authorized dealership.

In response to your previous email dated September 21, 2014, I am pleased to provide the following information to answer your inquiries.

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3. Finally, I mistakenly wrote DPS instead of ECM in the second to last paragraph in my September 18 email. I apologize for the confusion this mistake may have brought about.

In conclusion, please rest assured that we will be able and happy to provide any assistance or support required by your dealer when they resume work on your vehicle. I encourage you to remain in contact with your dealer when you require information on the progress of the work. As the saying goes, it's better to get it from the "horse's mouth".

I trust that all this is to your satisfaction and, once again, thank you for communicating with me and for being a BRP customer. Please note that I will not be at the office in the week of September 29 to October 3. If you need to contact BRP during that period, you can call my colleague Kimberly Clemiss at 819-566-3583.

Sincerely,

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

----- Original Message -----

From: [REDACTED]
Sent: 25/09/2014 12:48 PM
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi!! Carlo,

I am asking you to communicate with me regarding Case Number [REDACTED] so I can determine a path forward in getting my Spyder restored to its original reliable condition! This was my original reason for contacting you.

I have tried to relay all information to you and Seth at Lafayette Power Sport that I have!

[REDACTED] 10/29/2014

Again, thank you for all the help and hope to have more communication with you!

Regards,
[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Sun, 21 Sep 2014 17:37:33 -0700

Hello Carlo,

I am a little confused about your opening paragraph about your legal restraints. I was under the assumption that you "BRP" are dedicated to help your long time Spyder Community customers. I am very aware of all warranties and disclaimers so stated in my Operator's Guide. I am also aware of all disclaimers on all information that the public has access to including Tech. Manuals and "BRP's" Official Parts Catalogue!

On my side, I have relayed all information that I have regarding this Case Number [REDACTED] including the information received by me from your Certified Dealer (Bert's Mega Mall) in California etc. (file [REDACTED] FC File P/N [REDACTED]). You have also neglected to tell me who is going to pay for all this investigation into Case # [REDACTED] unless you have it already clarified it with Lafayette Power Sports.

Another problem, is your closing regarding "this DPS "discrepancy" resolved. I am a little confused as, I was under the assumption we have been communicating about ECM P/N's

Again, hope to hear from you soon.

Sincerely,
[REDACTED]

[REDACTED]
10/29/2014

[Print](#)[Close](#)**RE: Spyder RS SM5 2010 / Case Number [REDACTED]**
[REDACTED]

From: [REDACTED]
Sent: Sat 10/11/14 5:55 PM
To: e2case@brp.com (e2case@brp.com)

Hi Carlo,

Your silence is almost deafening and the responses to my calls and e-mails seems to have come to a complete stop!

If you would be kind enough, please give me a FAX # that I could send you my resume so you can understand a little more about my background and some technical problems, I have been involved with, that have had much success and importance to me.

Thank you and hope to hear from you again,

Regards,
[REDACTED]

From: [REDACTED]
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
Date: Tue, 7 Oct 2014 09:34:31 -0700

Carlo Viola, Executive Representative for the Office of the CEO
Consumer Services Group
(819)566-3035 or Toll free 1-888-272-9222, ext. 3035
<http://www.brp.com/>

Hi! Carlo,

Please forgive me forgive for pointing out another error in your last correspondence.

First paragraph! My bike is not a 2012 RS. It's a 2010 RS.

I am requesting info so I can make a determination on a Path Forward to resolve my problems with my bike?

Looking at all the info which I have shared with you, I have come to the conclusion that a virus was placed in my bike on an about 10/14/2013 in California at Bert's Mega Mall a (Certified BRP dealer)

[REDACTED]

10/29/2014

file [REDACTED] causing the corruption of my ECM (part #420266347) with Odometer reading at the time 25,074 miles. This virus has metastasized into much more of a problem to me than I can comprehend happening with such a Hi-Tech. machine. Please share my concerns with your Organization and Mr. Boisjoli.

A full calendar year has transpired and no conclusive resolution, but feel free to share all correspondence you have from me to your organization!

Concerned member of the Spyder community.

Regards,

Date: Thu, 25 Sep 2014 18:28:38 +0000
From: e2case@brp.com
To: [REDACTED]
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]

Hi [REDACTED]

Thank you for your follow ups. Happy to communicate with you as per your request below.

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Sincerely,

[REDACTED] 10/29/2014

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Again, hope to hear from you soon.

[REDACTED]

10/29/2014

Sincerely,

[REDACTED]

10/29/2014

[REDACTED]

[Print](#)[Close](#)**Re: New case email notification. Case number [REDACTED]**

From: **kimberly.clemiss@brp.com** on behalf of **customer, Service**
(customer.service.clientele@brp.com)

Sent: Sun 10/12/14 8:11 AM

To: [REDACTED]

Good Day [REDACTED]

I am writing to you to apologize for the delay in response to you. Carlo is no longer with the organization and I would be happy to follow-up with you next week.

Could you provide a time on Wednesday that would be convenient to call you ?

Kindest Regards,

Kimberly
Consumer Experience Manager BRP

On Sat, Oct 11, 2014 at 8:55 PM, Case Notification <noreply@salesforce.com> wrote:

An email has been received for case 00310408: RC-"Need your help".

Please click the link below to review the new email and respond appropriately.

[REDACTED]

NOTE: It is not recommended that you forward this email because its association with the original case may be lost.

From: [REDACTED]
Sent: Sun Oct 12 00:55:51 GMT 2014
To: e2case@brp.com
Subject: RE: Spyder RS SM5 2010 / Case Number [REDACTED]
[REDACTED]

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10/29/2014

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[REDACTED]
10/29/2014

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[REDACTED]

[REDACTED]
10/29/2014

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