

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		DOT Auto Safety Hotline 552(B)(6)		USE ONLY 100148	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: PRAIRIE DU CHIEN State: WI Zip Code: [REDACTED]				Date Received 23-JUL-2015 SEP 21 2015		Repository ☐ Reference No. 10735999	
				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]				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 2BXJAWA149V [REDACTED]				Make CAN-AM		Model SPYDER ROADSTER	
Model Year 2009		Date Purchased 12-09		Dealer's Name and Telephone Number Veterans Power Sports 608 647 8808		Engine: No: Cylinders 2	
Original Owner ☒		Dealer's City Richland Center		State WI		Zip Code 53581	
Fuel Type: Gas		Transmission Type 5 Speed		☒ Antilock Brakes ☐ Cruise Control		Powertrain 2 cyl. gas 1,000CC engine	
Multiple Failure: yes				Incident Date(s) 02-MAY-2015 May 2012			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING						Failure Mileage 603 + 799	
Failure Speed Varies							
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).							
TL* THE CONTACT OWNS A 2009 CAN-AM SPYDER ROADSTER. THE CONTACT STATED THAT THE CHECK DYNAMIC POWER STEERING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS SERVICED UNDER NHTSA CAMPAIGN NUMBER: 09V162000 (STEERING) BUT THE REMEDY FAILED TO REPAIR THE VEHICLE. THE CONTACT MENTIONED THAT THE VEHICLE EXHIBITED SIMILAR STEERING DIFFICULTIES AS BEFORE THE RECALL REPAIR WAS PERFORMED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 799.							
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.							

I purchased a new Can Am Spyder three wheel motorcycle I believe in Dec of 09 or Jan of 2010.

I received a safety recall letter (enclosed) in Sept 2010. It was for the DPS system which is basically the power steering unit (Dynamic Power Steering). Since the letter stated that a situation may occur, I thought that it did not affect all vehicles. There was no time limit on the recall. In May of 2012 I experienced the very dangerous situation as described in the recall, as I went into a turn the handlebar almost locked up & did not want to turn, it panicked me and demanded a lot of force to turn and after the turn it acted normally again; scared, I immediately drove home and was too frightened to drive it again. I had only 603 miles on this new cycle. I hauled it to the nearest Can Am dealer to have the recall done. They supposedly ~~put on~~ installed an improved version of the DPS (service letter enclosed). This spring in 2015 with less than 800 miles on the cycle the DPS again failed, this time the power steering working the opposite - NOT working at all & then once ~~was~~ in a while working for a few seconds. I took it back to the dealer and they tested it and put it on their computer and verified the New DPS recall unit failed quicker than the first DPS.

The dealer Talked with Can Am and Told me it would cost \$1700.⁰⁰ To replace the defective DPS they installed for the recall that lasted less than 200 miles. I couldn't believe it. How long would a third DPS last? Can Am had decided that they would NOT honor the recall nor stand behind the DPS they installed less than 200 miles ago.

I have \$18,000⁰⁰ invested in a 3 wheel motorcycle with 800 miles on it that Can Am has caused to be a Danger to myself and other motorists. They have yet to properly repair the recall as they promised in their letter. They produced a cycle steering unit with a dangerous safety issue and refuse to take responsibility. Please make them honor this recall with a DPS that I can drive with and NOT get Killed or Kill someone else.

Without agencies as yours these big companies can do whatever they please to save money, even if it call be a highway safety problem.

Thank-you



SAFETY RECALL NOTICE



Bombardier Recreational Products Inc.

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Valcourt, Québec, Canada J0E 2L0
T 450.532.2211 F 450.532.5133

www.brp.com

00791541 SP 7843
2BXJAWA149V 2009 0006

PR DU CHIEN WI
USA

Date: September 7, 2010

Re: Dynamic Power Steering (DPS) Unit Replacement

Dear Can-Am™ Roadster Owner,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, the Canada Motor Vehicle Safety Act and other applicable laws. Bombardier Recreational Products Inc. and BRP US Inc. ("BRP") have decided to conduct a voluntary safety recall of all Can-Am Roadster.

What is the potential problem?

This defect relates to the DPS system in your vehicle. A situation may occur where you may need to exert a force greater than expected to initiate the turning of the steering handlebar of your vehicle in order to correct its trajectory. At this increased level of force the handlebar may be turned more than you had intended. If this occurs you may steer your vehicle out of lane which increases the possibility of a crash with other traffic or of a drive off the road.

What should you do?

Call an authorized BRP Can-Am Roadster dealer and make an appointment to have your vehicle repaired. We will replace the DPS in your vehicle with an improved version of DPS assembly. *This work will be performed at no charge to you.*

You may have been previously notified of this defect and may already have had the software in your vehicle upgraded. BRP has decided to replace the DPS in your vehicle with an improved version of DPS as part of this recall. **If you have previously responded to the recall, please respond again by contacting your dealer.**

In the mean time be aware that a condition may arise where you need to use more force than expected to steer your vehicle. Stay alert and give yourself enough distance and time to react. BRP encourages you to pass on this information to any other driver of your vehicle.

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

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle or some information in this notice is incorrect, please contact BRP at your earliest convenience.

For US residents only

If you believe that the dealer or BRP has failed or is unable to remedy the problem within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E. Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>

Ski-Doo
Lynx
Sea-Doo
Evinrude
Johnson
Rotax
Can-Am

Vetesnik Power Sports

27475 U.S. 14 E
Richland Center, WI 53581
608-647-8808

Repair Order

R/O Number: [REDACTED]

Date In: 6/6/2012

Today Date: 7/7/2012

Date Promised: 6/6/2012

Date Closed:

Repair Order For:

Unit Name

Location

[REDACTED]
PRARIE DU CHIEN, WI [REDACTED]
[REDACTED]

Units for this Repair Order

Service Writer: Rich Edwards

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles
2009	CAN-AM	SPYDER GS	2BXJAWA149V [REDACTED]				603

Job: PERFORM BULLETIN 2009-5, ECM SOFTWARE UPDATE. (Warranty Claim Number: [REDACTED])

Job For: 2009 CAN-AM SPYDER GS 2BXJAWA149V [REDACTED]

Description

Parts

Part Number	Quantity	Description	Each Price	Extension
709000277	1	HOSE-FORMED	Warranty	Warranty NT
513033412	1	PROTECTOR TUBE	Warranty	Warranty NT
293650047	1	CLAMP-OETIKER	Warranty	Warranty NT
293750008	2	TIE-RAP 350MM	Warranty	Warranty NT
293720087	1	GROMMET	Warranty	Warranty NT
Parts Subtotal				Warranty

Labor

Description	Job Code	Technician	Line Total
	2009-005		Warranty NT
Labor Subtotal			Warranty

Recommendations

Resolution

PERFORM SOFTWARE UPDATE AS DIRECTED IN BULLETIN.

Job Subtotal

Warranty

X Job: PERFORM BULLETIN 2010-7, DPS REPLACEMENT. (Warranty Claim Number: [REDACTED])

Job For: 2009 CAN-AM SPYDER GS 2BXJAWA149V [REDACTED]

Description

Parts

Part Number	Quantity	Description	Each Price	Extension
709400963	1	DPS UNIT GS AND RS	Warranty	Warranty NT
Parts Subtotal				Warranty