

CL-10850 629. 0853

July 13, 2016

U.S. Department Of Transportation  
National Highway Traffic Safety Administration  
Office of Defects  
Investigations (NVS-210)  
1200 New Jersey Ave. SE, West Bldg.  
Washington, DC 20590

**Tracking Number: 10850629**

AUG -1 2016

To whom it may concern:

I am writing to follow up with you in regards to my initial letter dated March 13, 2016. Thank you for taking the time to contact me about the issues concerning my Can Am Spyder. I was able to make an appointment and get my bike to New Orleans Power Sport. My Can Am was delivered to New Orleans Power Sport on **03-23-16 and Picked up on 05-03-16**. Once there, they perform a number of tests to see what was causing the problem(s). However, there were still doubts as to what was causing the problems.

As you can imagine, this infuriated me to no end. My bike was housed at the New Orleans Power Sport for a little of over a month. I made several calls inquiring about the progress to which no answers were readily available. As a consumer, this was totally unacceptable. You would assume from the authorized dealership and trained technicians, I would be kept abreast to the progression of resolving the issue(s). However, here the events leading up to finally having the issue(s) diagnosed and resolved. Upon a few visits to New Orleans Power Sports store, it was initially their assumptions that it was the battery. They put the battery on charge for a few days. As time went by, the technicians noticed that the battery was losing "volts". As a result the battery was replaced at "no charge".

Moving forward, the technicians continued to perform diagnostic test into the "braking system". One of the issues mentioned in my previous letter, the brake light would remain in the "on" position while the bike was completely shut down. Through the trouble shooting efforts, the brake light remains in a position at which time the decision was made to replace the "wire harness". In which I was required to pay the cost of due to what was stated to me as "wear and tear". After further research, it was later learned that replacing the battery had nothing to do with any malfunctions of the bike it was the "brake light". (i.e., brake pedal and brake rely switch).

At this point, my frustrations grew! My bike was previously brought to New Orleans Power Sports for basically the same issue(s) and was given a firmative answer as "that nothing seems to be wrong" and that they couldn't pinpoint any cause." It's disturbing to me that this company was faulted in an earlier judgment when the bike was brought in for the same issue(s).

NAM  
8116  
SMD

However, I am still bothered by the fact that dealing with "Certified Techs", that is trained specifically to work on Can Am's, it took them a little over a month to figure out the problem(s). Here are some of the problems that were detailed in my repair order:

- No active codes- need auth to test and ride
- Brake lights work fine- had heavy amounts of grease on pedal
- Customer need to verify component problems before we continue
- Bar switch gap
- Battery
- Rod adjustment

With this being mentioned all the above were repaired. I had to come out of pocket with \$308.00 to cover the cost of a "wire harness" that could and should have been replaced previously while still under warranty. Finally, I proceeded to pick up my bike from the repairs only to be told by the "technician" that my bike was damaged. As you would imagine, I was not a happy customer! Yes, my bike was housed at New Orleans Power Sports for (42) days and was damaged. I was not properly notified when the damage occurred and I learned of the damage upon my arrival to the store to inquire about the status of the repairs. The following repairs were made to my bike the total cost was \$343.57. (no cost to me).

- 1- Front Fascia, Metallic Magnesium
- 1 Bumper Cover, Magnesium
- 1 Logo BRP, 68MM

In closing, at this moment in time, I have the bike back in possession and whatever diagnoses and repairs that were made to the electrical and or mechanical systems regarding the **VSSFAULT - LIMP MODE** has been resolved. I say this based on participating in a "1400" mile (June 2016) bike trip and completed the tour without any reoccurring problems.

Once again, thank you for offering assistance with getting the process started and ensuring the safety of bike customers. If you should have any questions or concerns, contact me at [REDACTED]

Best regards,  
[REDACTED]

March 18, 2016

U.S. Department Of Transportation  
National Highway Traffic Safety Administration  
Office of Defects  
Investigations (NVS-210)  
1200 New Jersey Ave., SE, West Bldg.  
Washington, DC 20590

To whom it may concern:

I am writing this letter in regards to issues occurring with my 2013 Can Am Spyder ST-S. I purchased the motorcycle brand new in 2013 from Houma, LA Performance Power Sports. For the last year or better, I have had problems with the brake light remaining on once the cycle engine is off. Secondly, the motorcycle is constantly going into "**limp mode**" while riding. (**VSS fault**). The motorcycle decreases in speed approximately to a maximum 70 mph. Lastly, the "cruise control" will not set. These problems are very embarrassing to say the least and it poses a serious safety issue. In proceeding to do my own research, it was noted that there have been roughly ninety-seven (97) formal complaints made in regards to 2013 Can Am Spyder, most included the same issues listed here. That was quite astonishing to me.

In all of my frustration, I have made numerous calls and visits to New Orleans Power Sports location. The results have all been met with unconvincing details. Telephone calls have gone unanswered, speculations were made, accusations made without proper diagnoses. I am unaware if the motorcycle has been through a diagnostics test at New Orleans Power Sport. **In addition, it was learned there were two recalls made: (1) 15v095000 for engine; (2) 13v38600 for brakes and hydraulics.** Recall (1) was done successfully the heating shields were replaced. However, recall (2) was not made known until recently.

After having gone through all of this, it appears that the dealership is unaware of current updates about the products they service. **Nevertheless, I am at the end of the road!** At this point, I am not a happy customer! I would like a full inspection done on my motorcycle, in particular from a dealership that specialized in Can Am Spyders'. I do not in any shape form or fashion feel comfortable in riding due to the "**limp mode**" which cause the speed to drop and also the brake light remaining on while in use and in the park position. *My safety and the safety of others are paramount!*

I look forward to hearing from you in response to this letter. My hope is that you provide me with answers and or solutions to resolve the issues listed above. Thank you for your time and attention into this matter. Should you have any further questions or concerns, please feel free to contact me via phone [REDACTED]

Best regards,  
[REDACTED]

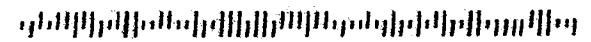
NEW ORLEANS LA 700

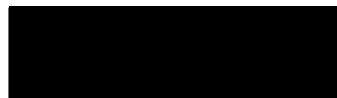
22 JUL 2016 PM 11



U.S. Department of Transportation  
Nat'l Hwy. Traffic Safety Admin.  
Office of Defects  
Investigations (NVS-210)  
1200 New Jersey Ave., SE, West Bldg.  
Washington, DC 20590

20590-





NOVA

