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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

MAR 23 2016

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]

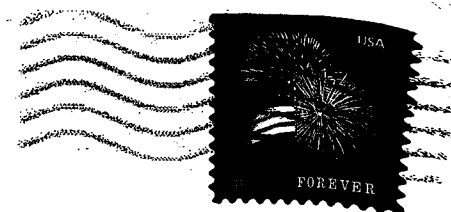
Best regards,
[REDACTED]

NAM
4816
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New Orleans, LA
Attn: [REDACTED]

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