VEHICLE - SAFETY BULLETIN

Can-Am On-road

SEPTEMBER 15, 2026

BULLETIN 2027-2 | VERSION A

CAMPAIGN N°

2024-0013 / 2025-0011 / 2026-0007 / 2027-0003

WARNING

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

Instrument Cluster Malfunction - Risk of Crash (3-Wheel Vehicles)

IMPORTANT

What should you do?

- Do not sell or deliver any involved vehicle or accessory that you have in stock as law requires you to complete the recall service on these products before retail delivery.
- Unregistered vehicles cannot be sold until the campaign is performed.
- Contact all of your customers who purchased an affected product and inform them about this Safety Recall notice.

When receiving a vehicle for service:

- Always lookup the vehicle identification number (VIN) on the Knowledge Center to check for pending campaigns or alerts.
- Ensure you have the latest version of the BRP diagnostic software (BUDS) installed on your computer.
- Always connect the vehicle to the BRP diagnostic software (BUDS) to ensure all required updates are performed.

APPLICABILITY

MODEL YEAR	MODEL	ADMISSIBLE UNITS
MY24 to MY27	Can-Am Spyder F3	Go to BOSSWeb/Warranty/Campaign Monitoring to know the quantity of units in your inventory impacted by this campaign.
MY24 to MY27	Can-Am Spyder RT	
MY25 to MY27	Can-Am Canyon	

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PROBLEM

Depending on driver usage of USB and Bluetooth connections, a communication failure or memory leak may occur within the instrument cluster. This condition can cause the cluster to temporarily reset, freeze, or become persistently blank. Physical telltales will continue to function properly.

An inoperative or frozen instrument cluster will fail to display critical safety information, including vehicle speed and warning telltales. Additionally, during a cluster reset, turn signals and hazard lights will temporarily deactivate or fail to respond. These conditions reduce the driver's awareness of vehicle status and limit the ability of surrounding road users to recognize the driver’s intent, increasing the risk of a crash.

SOLUTION

BRP will update the instrument cluster software to resolve this issue at no charge to the customer. Because the vehicles are equipped with over-the-air (OTA) update capabilities, the customer has the opportunity to perform the update or has the option to schedule an appointment to any authorized BRP Can-Am dealer to have the update installed.

CORRECTIVE ACTION

Updating the 10.25” Touchscreen Display

Software Update Procedure Using BUDS

NOTE
Please note that you may also perform the display software updates over-the-air (OTA).

NOTE
Make sure you have the latest BUDS3 version installed on your computer. It is best practice to always have the latest available version on your computer.

1. Always make sure BUDS3 is updated with the latest firmware logistic before performing the update.

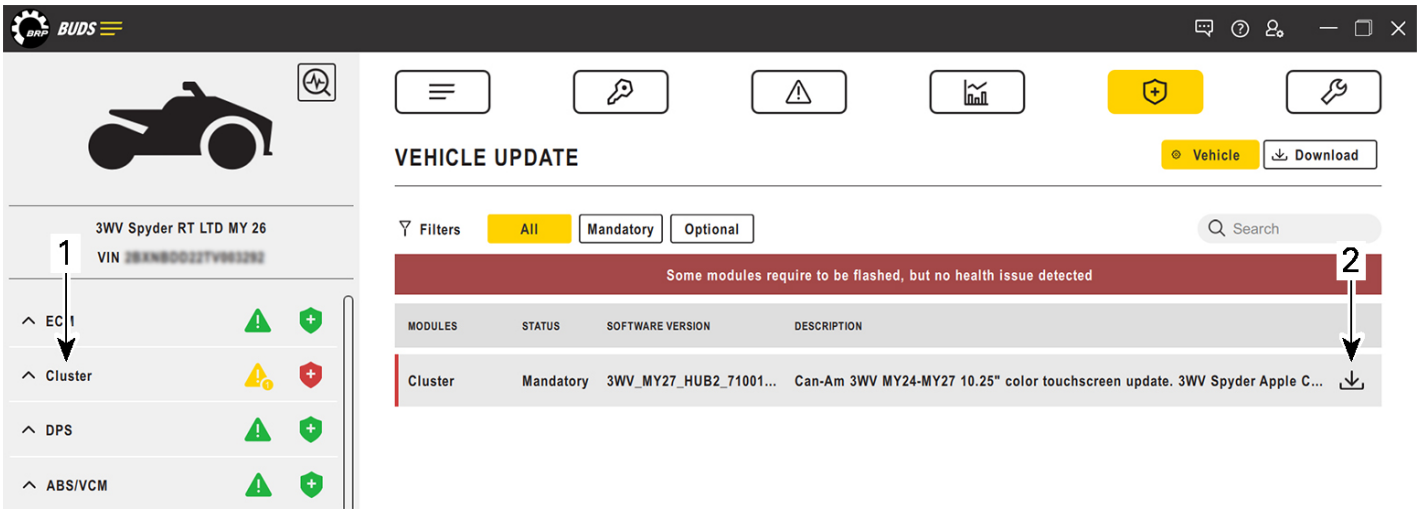
   For more details, please refer to article B.U.D.S. Directory - All Product Lines on the *Knowledge Center*.
2. Connect the vehicle to BUDS3 using the following tools.

MANDATORY TOOLS	
BUDS3 V800 VCI (P/N 529036613)	
BUDS3 Hardware V800 VCI (P/N 529036614)	
Multifunction Gauge Update Cable (P/N 529036598)	

NOTICE

Make sure the unit's battery is fully charged before undertaking this operation. Never use a battery charger to temporarily substitute the battery as it may cause the ECM to function erratically, or not at all.

3. Select the "*Vehicle Update*" tab, click on Cluster and download the file to perform the required update.

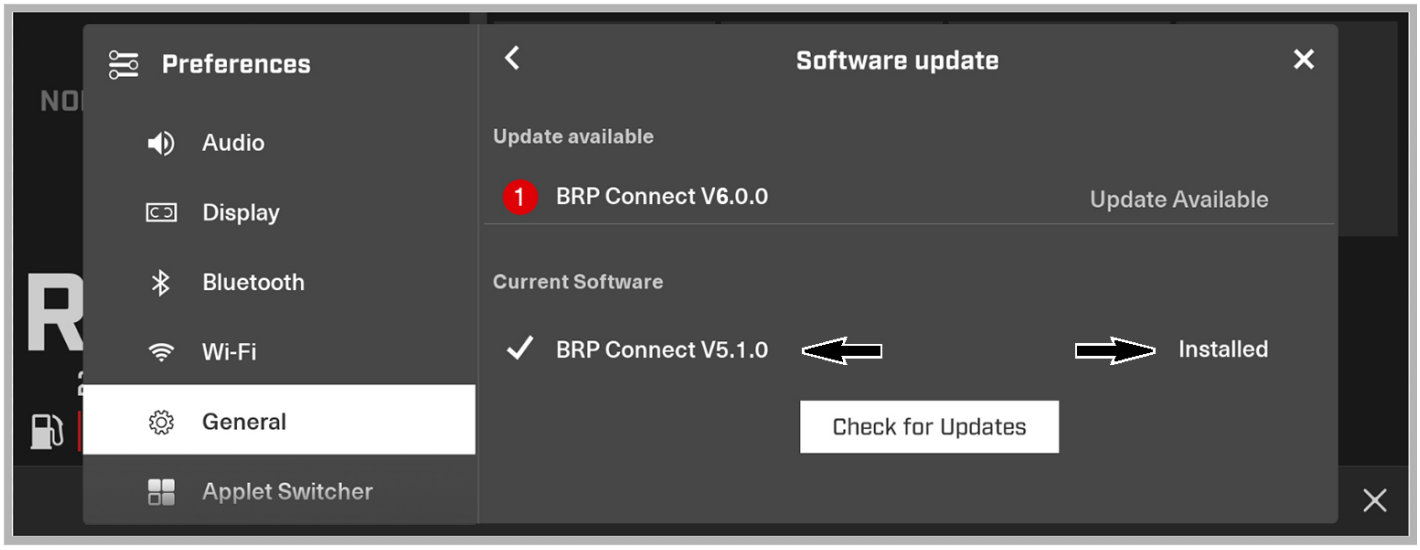


TYPICAL

1. *Cluster Tab*
2. *Download*

4. Validate you have the latest file version using BUDS.
5. Once the update is done, verify that the software was installed correctly by checking the file version number through the touchscreen display.

NOTE
BRP Connect V6.0.0 or latest.



Over-the-Air (OTA) Software Update Procedure

IMPORTANT

Make sure to have a proper internet connection to download the software.

Proceed with the over-the-air update. Refer to the service bulletin ALL PRODUCTS 2024-8 Over-the-Air Update Procedure for 10.25" Color Touchscreen Display for a detailed procedure example.

IMPORTANT

When connecting to a Wi-Fi or Hotspot, use the following guidelines;

- If using a cell phone Hotspot, select Maximize Compatibility
- 2.4 GHz network is required. Touchscreen will not connect to 5.0 GHz network.
- Wi-Fi network requires a password. Wi-Fi network cannot have any special characters in the name of the network, or in the password.

NOTE

This information is already available to the customers on BRP's public websites.

WARRANTY

Submit a warranty claim using the following information.

For claiming procedure, refer to the online *Dealer/Distributor Warranty Guide*.

MY2024 Models

WITH BOSSWEB

CLAIM DETAILS	
Product Line	Roadster
Unit Model Year	2024
Campaign/Bulletin/Description	13 / 2027-2 / Touchscreen Software Update

CLAIM DETAILS



Total Labor Time Paid	0.3 hour

WITH WARRANTY ON DEMAND

CLAIM DETAILS	
Claim Type	Unit Campaign
Serial Number	Enter Serial Number

CLAIM DETAILS	
Warranty Campaign	Select *3WV-2024-0013 / Touchscreen Software Update / BULLETIN 2027-2* from the drop-down list
Date of Repair	Repair date
Total Labor Time Paid	0.3 hour

MY2025 Models

WITH BOSSWEB

CLAIM DETAILS	
Product Line	Roadster
Unit Model Year	2025
Campaign/Bulletin/Description	11 / 2027-2 / Touchscreen Software Update
	
Total Labor Time Paid	0.3 hour

WITH WARRANTY ON DEMAND

CLAIM DETAILS	
Claim Type	Unit Campaign
Serial Number	Enter Serial Number
Warranty Campaign	Select *3WV-2025-0011 / Touchscreen Software Update / BULLETIN 2027-2 /* from the drop-down list
Date of Repair	Repair date
Total Labor Time Paid	0.3 hour

MY2026 Models

WITH BOSSWEB

CLAIM DETAILS	
Product Line	Roadster
Unit Model Year	2026
Campaign/Bulletin/Description	7 / 2027-2 / Touchscreen Software Update
	
Total Labor Time Paid	0.3 hour

WITH WARRANTY ON DEMAND

CLAIM DETAILS	
Claim Type	Unit Campaign
Serial Number	Enter Serial Number
Warranty Campaign	Select *3WV-2026-0007 / Touchscreen Software Update / BULLETIN 2027-2* from the drop-down list
Date of Repair	Repair date
Total Labor Time Paid	0.3 hour

MY2027 Models

WITH BOSSWEB

CLAIM DETAILS	
Product Line	Roadster
Unit Model Year	2027
Campaign/Bulletin/Description	3 / 2027-2 / Touchscreen Software Update

CLAIM DETAILS	
	
Total Labor Time Paid	0.3 hour

WITH WARRANTY ON DEMAND

CLAIM DETAILS	
Claim Type	Unit Campaign
Serial Number	Enter Serial Number
Warranty Campaign	Select *3WV-2027-0003 / Touchscreen Software Update / BULLETIN 2027-2* from the drop-down list
Date of Repair	Repair date
Total Labor Time Paid	0.3 hour