

BRP Community Can-Am Roadster Can-Am Roadster Product (Shop Talk)

2013 - Roadster soft handling - Progress and next ...

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✓ 2013 - Roadster soft handling - Progress and next steps

[Edited]

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Good morning all,

As I reported on Saturday, BRP is aware that some customers and dealers are reporting handling behaviors for some 2013 Spyder Roadster models.

The service department of BRP is actively investigating this issue in the field in collaboration with our Engineering team.

At this point, our recommendations are as follows:

- Please perform a road test during the PDI or before delivering the unit since not all vehicles are impacted. Highway speeds should be reached during the road test.
- If you feel the vehicle's handling is soft and not as it should, please check the alignment with the help of the TST called 2013 Roadster alignment procedure.
- It is of utmost importance to **send the RPQ report form with the alignment chart for each unit done to service@brp.com. This will help accelerate the investigation process.** TST - 2013 Roadster Alignment Procedure

Please make sure to provide in your RPQ :

- Mileage
- Cst (dealer) complaint – best possible description (swerving on its own, hard to keep straight)
- Speed situation occurs
- Traffic in front, on the side, none
- Wind, cross, head on, back
- Tire pressure before riding and then set it to 13psi.

You can find details of the alignment procedure under this post 2013 roadster - steering/handling issue - all models

- BRP recommends to its dealer network **not to perform any other tests or replace any parts until further notice.**

If the alignment is not improving the vehicle, put it aside for now.

BRP is not ruling out any options but at this point it's premature to come to conclusions.

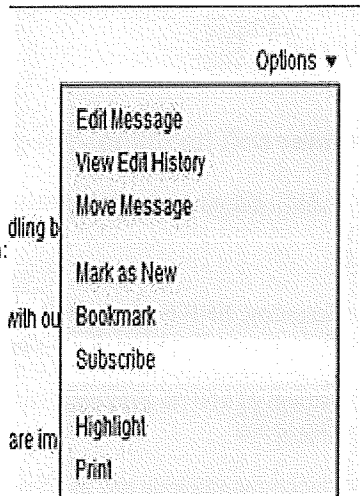
It's important to understand the entire steering system is complex and changes made to the system can reduce or enhance symptoms without addressing the potential root cause.

Please contact our technical support line or send an RPQ report to service@brp.com.

An RPQ report with proper facts will help us understand what the situation on your unit is and with this report; we can look at the entire history of the vehicle from the date of birth to the moment the unit is out of our production lines.

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Jasmin Boudreau
BRP inc.

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