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Summary:

In order to properly investigate a complaint concerning a soft suspension, provide the information listed below to the BRP technical support team.

Type:

General

TST Detail:

Things we need to know:

- VIN, mileage and dlr #.
- Have the ball joints been replaced?
- Confirm the unit has the correct shocks and springs installed. Use the EPC to confirm part #s.
- Confirm the "ride height" without load (no one on the unit) and with the driver on the unit experiencing the behavior.
 - Ride height is the distance between the ground and the frame bottom beam. Taken at 3 places, rear, middle and front.
- Precise description of the complaint, for example:
 - The front suspension rolls too much in curve.
 - The front and/or rear suspension bottoms out (reaches end of stroke).
 - The front cargo skid plate touches the ground (pictures of contact).
- Ground clearance when unit is loaded with a driver and passenger (approx weight).
 - Clearance taken at front and the rear of the frame (extremities of the beam).
- Precise description of riding conditions in which the complaint is noticed.
 - Driving style.
 - Normal.
 - Aggressive.
 - Speed.
 - Braking.
 - Road surface
 - Bump in road (Approx. height).
 - Drop in road (Approx. depth).



- Curve style.

■ 1 - 5



Any video of the behavior would help understand and clarify the complaint.

Attachment:

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