

Can-Am Roadster Product (Shop Talk)

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2013 Handling Issues - diagnostic

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2013 has not been an easy year for Roadster handling. We have been investigating multiple issues relating to various customer complaints and BRP has come up with a number of solutions.

A TST has been made to assist with diagnostic of this difficult complaint since nobody rides the same way, nobody perceives what's "bad" or "acceptable" the same way.

The TST also goes over the numerous campaigns, bulletins and TSTs available in a logical order to help save time and get customer satisfaction quickly.

Please consult TST - [2013 Roadster Handling Diagnostic](#)

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2013 Roadster Handling Diagnostic

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Summary:

In order to assist with a customer complaint pertaining to handling on a 2013 Roadster a review of available publications has been made here.

Type:

General

TST Detail:

1. Make sure the front and rear tire pressure is within specification.
 - a. RS/ST/RT front tires: 13 - 17 PSI.
 - i. NOTE: The pressure difference between the left and right side tire should not exceed 0.5 PSI.
 - b. RS/ST/RT rear tire: 26 - 30 PSI.
2. Make sure unit is not eligible for the 2013-1 [Front Suspension Lower Arm - Ball Joint Replacement](#)
 - a. If yes, perform warranty campaign and test ride unit to confirm if complaint is still present.
 - b. If no, go to step 3.
3. Make sure unit is not eligible for warranty campaign 2013-2 [Can-Am Roadster - Wheel Alignment](#)
 - a. If yes, perform warranty campaign and test ride unit to confirm if complaint is still present.
 - b. If no, go to step 4.
4. Consult TST - [2013 Roadster Excessive Steering Play](#)
 - a. If unit has excessive steering play, correct the issue by following the TST instructions and test ride unit to confirm complaint is still present.
 - b. If unit does not have excessive steering play as per TST verification procedure, go to step 5.
5. Consult quality warranty bulletin 2013-5 (RS/ST) or 2013-7 (RT) to see if unit is eligible.
 - a. If unit is eligible for the quality warranty bulletin, replace the front shocks as instructed.
 - b. If the unit is not eligible, go to step 6.
6. Perform front wheel alignment as per service bulletin 2013-7 [Wheel Alignment Procedure and Tools](#)
 - a. Also refer to TST - [Roadster Alignment Procedure](#)

All these steps should be **followed in order** to help reduce time of diagnostic and cover all possible causes.

Attachment:

First Published By: Dany Davey on 2013-09-04

Last Modified By: Dany Davey on 2013-09-04



Roadster Equipped with Cruise Control Option - Functional Issue

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[Version 1](#)

Summary:

BRP has received many reports concerning various cruise control functional issues.

Type:

General

TST Detail:

BRP has an ongoing investigation to rectify the cruise control functional issues. Once the solution is available it will be communicated.

Issues reported include:

- turning off when setting (display will show OFF when the button is pressed down to SET)
- not setting at all (no change in display)
- cruise cancelling on its own
- buttons loose
- Not turning ON at when the button is moved in the ON position.

At this time the only solution is to replace the right control assembly.

Repeat failures have been noticed.

Attachment:

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