



## CAN-AM ON-ROAD (3W) 2025-7 Can-Am® Canyon Redrock Smart-Shox Suspension Learning

### Vehicle - Warranty Bulletin

Can-Am On-Road

#### NOTICE

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

### Can-Am® Canyon Redrock Smart-Shox Suspension Learning

#### IMPORTANT

When receiving a vehicle for service:

- Always lookup the vehicle identification number (VIN) on the Knowledge Center to check for pending campaigns or alerts.
- Always connect the vehicle to the BRP diagnostic software (BUDS) to ensure all required updates are performed.

#### APPLICABILITY

MODEL YEAR	MODEL	ADMISSIBLE UNITS
2025	Canyon Redrock	Go to BOSSWeb/Warranty/Campaign Monitoring to know the quantity of units in your inventory impacted by this campaign.

#### PROBLEM

On some Canyon Redrock vehicles, the learning procedure of the Smart-Shox suspension has not been performed correctly during the assembly process.

#### SOLUTION

Reset the calibration of the Smart-Shox suspension on the affected vehicles.

#### CORRECTIVE ACTION

##### Smart-Shox Suspension Learning Procedure

1. Park the vehicle on a level surface.
2. Safely lift and support the vehicle.
3. Make sure all shock absorbers are fully extended.
4. Always make sure BUDS3 is updated with the latest firmware logistic. For more details, please refer to article [B.U.D.S. Directory - All Product Lines](#) on the *Knowledge Center*.
5. Connect the vehicle to BUDS3 using the following tools.

MANDATORY TOOLS

BUDS3  
V800 VCI  
(P/N  
529036613)



BUDS3  
Hardware  
V800 VCI  
(P/N  
529036614)



6. Select the "Functions / Settings" tab and click on "Config Suspension Smart ShoX" to perform the required procedure.

**FUNCTIONS / SETTINGS**

Vehicle

Filters: All Config Option Test Tools

TYPE	DESCRIPTION	STATUS
Test	Roller bench mode	
Config	Set to Canadian or American market	American
Config	Suspension (Smart ShoX)	Learned on 14/11/2025
Test	TellTale	
Config	Throttle position sensor (TPS)	

TYPICAL

7. Follow the on-screen instructions to perform the learning sequence for the three wheels.

# SUSPENSION (SMART SHOX)

Put the vehicle in "Full Droop" position, put the reference bar in place and then press Learn on the corresponding wheel.

## Suspension Mode

Comfort

Front left wheel

-32.17

°



LEARN

Front right wheel

34.43

°



LEARN

Rear central wheel

40.17

°



LEARN



Front left wheel  
success

FRONT LH WHEEL

# SUSPENSION (SMART SHOX)

Put the vehicle in "Full Droop" position, put the reference bar in place and then press Learn on the corresponding wheel.

Suspension Mode

Comfort

Front left wheel

-32.17

°



LEARN

Front right wheel

34.23

°



LEARN



Rear central wheel

40.17

°



LEARN

Front right wheel  
success

FRONT RH WHEEL

# SUSPENSION (SMART SHOX)

Put the vehicle in "Full Droop" position, put the reference bar in place and then press Learn on the corresponding wheel.

## Suspension Mode

Comfort

Front left wheel

-32.17

°



LEARN

Front right wheel

34.23

°



LEARN

Rear central wheel

-32.92

°



LEARN



REAR WHEEL

8. Once the procedure is completed, the date in the *Status* column of the *Functions / Settings* home page will be updated.

**FUNCTIONS / SETTINGS**

Filters: All | Config | Option | Test | Tools

TYPE	DESCRIPTION	STATUS
Config	Reset steering angle	7.1 °
Config	Reset torque offset	
Test	Roller bench mode	
Config	Set to Canadian or American market	American
Config	Suspension (Smart ShoX)	13/1/2026
Test	TellTale	

TYPICAL

**WARRANTY**

Submit a warranty claim using the following information.  
 For claiming procedure, refer to the online *Dealer/Distributor Warranty Guide*.

**With BOSSWeb**

CLAIM DETAILS	
Product Line	Roadster
Unit Model Year	2025
Campaign/Bulletin/Description	7 / 2025-7 / Canyon Redrock suspension prog

CLAIM DETAILS	
<p><b>*Action</b></p> <p><b>Inspect</b> <span style="margin-left: 200px;"><b>Repair</b></span></p> <p style="text-align: center;"> <input type="checkbox"/> <span style="margin-left: 150px;"><input checked="" type="checkbox"/></span> </p>	
Total Labor Time Paid	0.3 hour
Expiration Date	January 31, 2028

**With Warranty On Demand**

CLAIM DETAILS	
Claim Type	Unit Campaign
Serial Number	Enter Serial Number
Warranty Campaign	Select <i>Canyon Redrock suspension prog / BULLETIN 2025-7 / 3WV-2025-0007</i> from the drop-down list
Date of Repair	Repair date
Total Labor Time Paid	0.3 hour
Expiration Date	January 31, 2028

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