

# SAFETY RECALL NOTICE



**Bombardier Recreational Products Inc.**  
565 de la Montagne Street  
Valcourt, Québec, Canada J0E 2L0  
T 450.532.2211 F 450.532.5133

www.brp.com

Date: February 9<sup>th</sup>, 2011

**Re: Reverse Actuator – Can Am™ Spyder™ RT SM5 roadster**

Dear Can-Am Roadster Dealer/Distributor,

**This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, the Canada Motor Vehicle Safety Act and other applicable laws. Bombardier Recreational Products Inc. and BRP US Inc. ("BRP") have decided that a defect which relates to motor vehicle safety exists on certain roadster models and are conducting a voluntary safety recall as specified in the attached Safety Campaign Bulletin.**

### **What is the potential problem?**

While downshifting, it may be possible to inadvertently engage reverse without depressing the reverse button, due to a defective reverse actuator cable. If this happens while vehicle is moving forward, the rear wheel could lock and the engine could stall. If this happens while vehicle is stopped or moving forward, vehicle could back up. This condition may increase the risk of a crash possibly resulting in injury or death.

### **What will BRP do?**

BRP is sending a Safety Recall letter to all known registered owners of the involved vehicles. This letter urges that the owners immediately contact their authorized BRP Can-Am Spyder Roadster dealer in order to have the vehicle inspected and repaired if necessary. Also, BRP is posting this notice and attached Safety Campaign Bulletin on its BOSSWeb dealer web site ([www.bossweb.com](http://www.bossweb.com)) and on its public web site ([www.can-am.brp.com](http://www.can-am.brp.com)).

The solution is to validate proper operation of the reverse actuator and if defective, replace the reverse actuator assembly.

### **What should you do?**

1. Do not sell or deliver any involved vehicle that you have in stock as federal law requires you to complete the recall service on these vehicles before delivery.
2. Contact all of your customers who have purchased an affected vehicle. You must inform them about the foregoing and must request them to make an appointment to get their vehicle repaired.
3. Inform them about important precautions to be taken until this recall has been performed:  
*Be aware that it is possible that you inadvertently engage reverse while downshifting. Stay alert and make sure, while downshifting, to check that the gearbox position in the multifunction gauge does not show "R" before releasing the clutch lever. Be particularly careful when releasing the clutch lever after downshifting into 1st gear. Pass on this information to any other driver of your vehicle.*
4. Follow all instructions provided in the attached Safety Campaign Bulletin.

Please note that the National Traffic and Motor Vehicle Safety Act provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. The owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

Ski-Doo  
Lynx  
Sea-Doo  
Evinrude  
Johnson  
Rotax  
Can-Am

**If you have questions about this notice, please call :**

- **In USA and Canada: 1 888 638-5397,**
- **Dealers of other countries (outside Canada and USA) please contact your local distributor or regional office which can be found at [www.brp.com](http://www.brp.com) call: 1 819 566-3366 (8:00 to 18:00 Eastern time).**

Sincerely,

After-Sales Service Department, Bombardier Recreational Products Inc.

# can-am™



## SAFETY CAMPAIGN

### ROADSTER WARRANTY Bulletin



**⚠ WARNING:** All involved customers must be notified, all involved units must be corrected as per instructions herein.

Campaign no.: 2011-0003

February 9<sup>th</sup>, 2011

Subject: **Spyder™ RT SM5 Reverse Actuator**

No.

**2011-3**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
2011	Spyder RT SM5	All	See list attached

## PROBLEM

While downshifting, it may be possible to inadvertently engage reverse without depressing the reverse button, due to a defective reverse actuator cable.

If this happens while vehicle is moving forward, the rear wheel could lock and the engine could stall. If this happens while vehicle is stopped or moving forward, vehicle could back up.

This condition may increase the risk of a crash possibly resulting in injury or death.

## SOLUTION

Validate proper operation of the reverse actuator. If defective, replace the reverse actuator assembly.

## PARTS REQUIRED

DESCRIPTION	P/N	QTY
Reverse actuator assembly	(P/N 710 001 954)	1

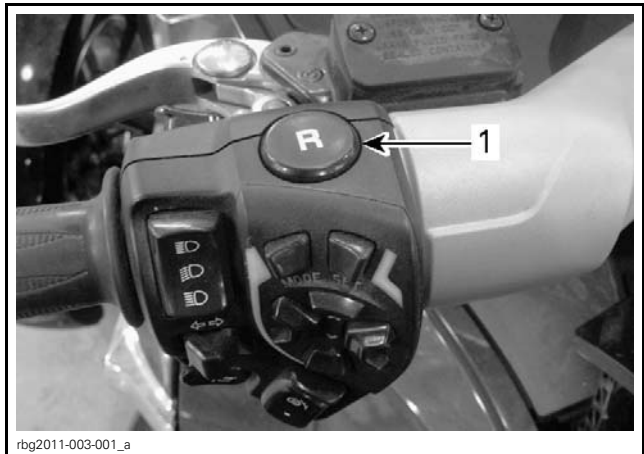
NOTE: Replace **ONLY IF** part is found defective. Order through regular channels.

## PROCEDURE

### Reverse Actuator Operation Inspection

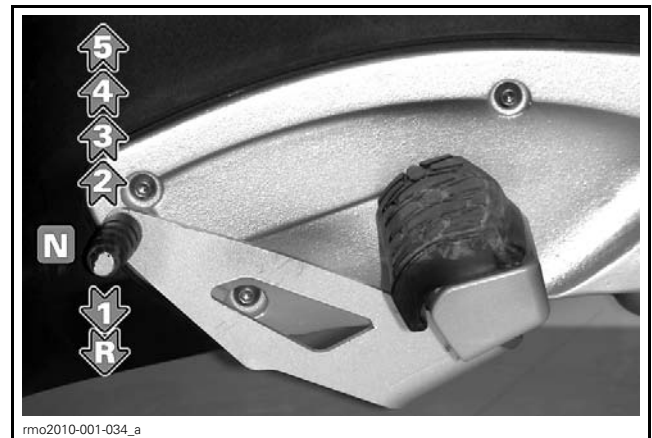
Engage reverse with engine running using the normal procedure as follows:

1. Pull in the clutch and select first gear.
2. Press and hold the reverse button.



1. Reverse button

3. Press the gearshift lever down to engage reverse.



SHIFTER ACTUATION

4. Validate transmission is in reverse via the gear position indicator.
5. Put transmission into first gear.

6. Try to engage reverse gear by pressing the gearshift lever **WITHOUT** activating the reverse button.

**NOTICE** Do not use excessive force on the shift lever. Damage to the transmission could result.

7. Verify that transmission is still in first gear and has not shifted into reverse by looking at the gear position indicator and by slipping the clutch.



GEAR POSITION INDICATOR ON MULTIFUNCTION GAUGE

8. Shift to neutral.

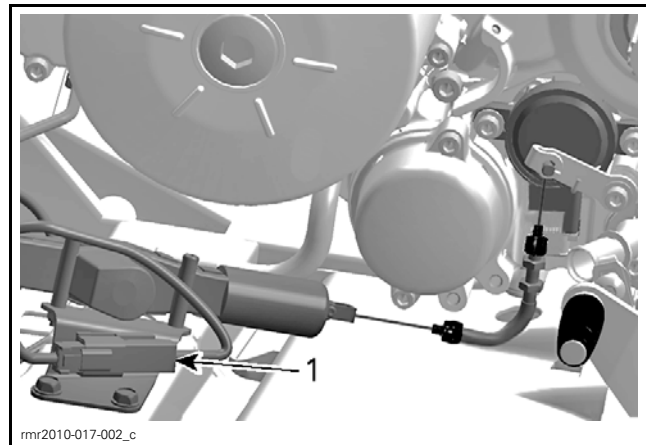
9. Repeat steps 5, 6, 7 and 8 five times.

If at any time during step 6, the transmission shifts into reverse, replace reverse actuator assembly.

If no problem is detected during the test, no action is required.

## Reverse Actuator Replacement

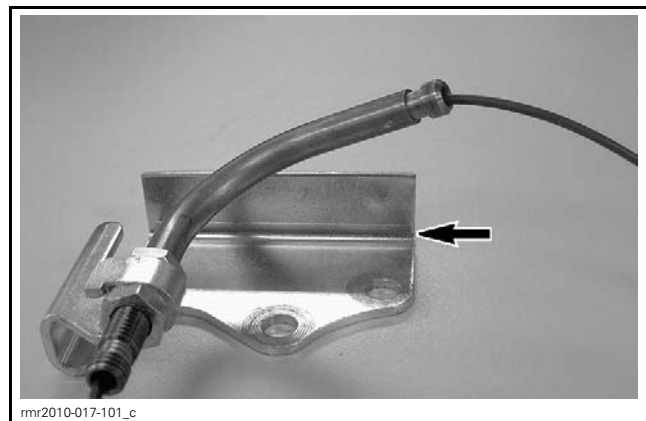
1. On left side, remove the bottom rear side panel and the rear side panel. Refer to *BODY* subsection.
2. Disconnect the reverse actuator connector.



1. Reverse actuator connector

3. Remove reverse actuator mounting screws.

4. Remove cable guide bracket mounting screws.



1. CABLE GUIDE BRACKET

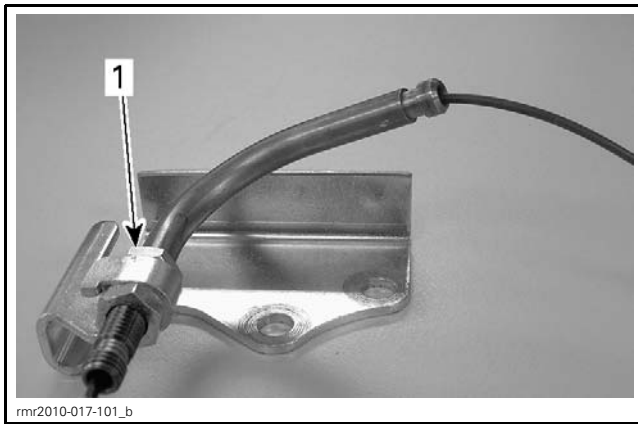
5. Detach actuator cable from control lever.

6. Installation is the reverse of removal however, it is critical to carry out the *REVERSE ACTUATOR CABLE ADJUSTMENT*.

**NOTE:** Start adjustment procedure before installing the new actuator on the vehicle.

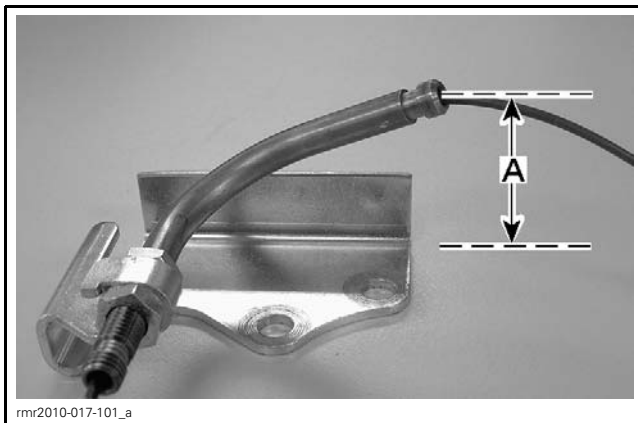
## Reverse Actuator Cable Adjustment

1. Lay the cable guide bracket on a workbench and loosen the adjusting nuts.
2. Set the lower adjusting nut against the bottom of the cable guide threads.



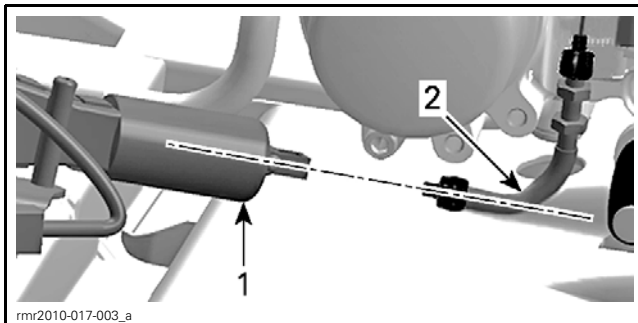
1. Lower nut against bottom of threads.

- Set the distance between the workbench surface and the cable guide center line to  $37\text{ mm} \pm 1\text{ mm}$  ( $1.46\text{ in} \pm .04\text{ in}$ ) as shown, then tighten the upper adjustment screw.



A.  $37\text{ mm} \pm 1\text{ mm}$  ( $1.46\text{ in} \pm .04\text{ in}$ )

- Install the cable guide bracket on the engine.
  - Position actuator on the frame member, then start the rear mounting bolt.
- The actuator center axis must be in line with the cable guide vertically.

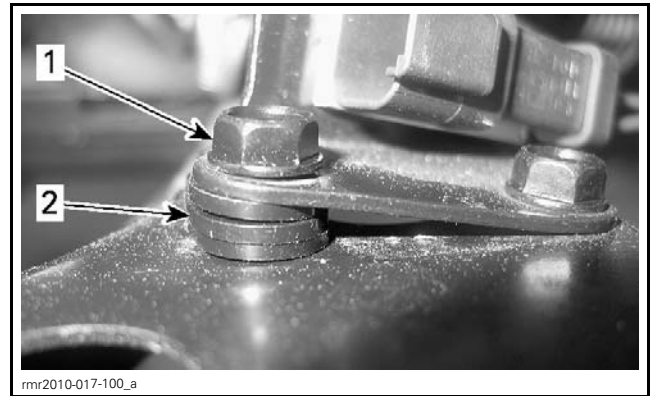


**ACTUATOR AND CABLE GUIDE IN LINE**

- Actuator
- Cable guide

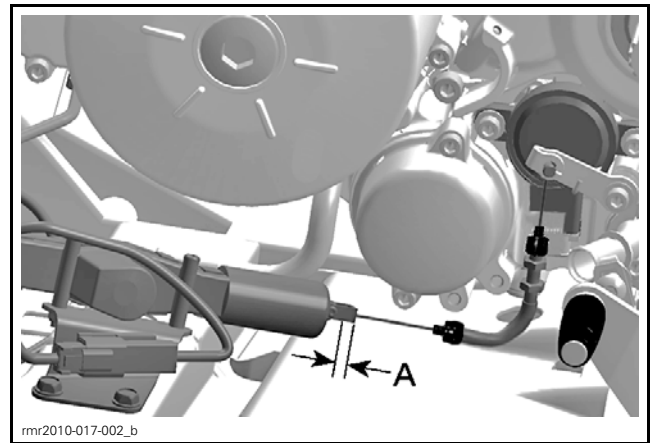
- Place enough shims (P/N 710 002 024) underneath the actuator mounting plate front hole to obtain alignment.

- Once parts are aligned, start the front mounting screw through the shims.



- Front mounting screw
- Shims

- Tighten mounting screws.
- Make sure that there is an axial free play of  $2\text{ mm}$  ( $1/16\text{ in}$ ) minimum at actuator rod.



A. Free play at the actuator rod

- Perform inspection procedure at the beginning of this bulletin to validate that gearbox cannot be engaged in reverse without activating reverse button.

# WARRANTY

## Inspection

When **inspection only** has been performed, submit a warranty claim using the following information:

CAMPAIGN NUMBER	2011-0003
Claim Type	Campaign claim
Action	Inspect
Flat Rate Time	0.3 hour

## Inspection and Repair

When **inspection and repair** have been performed, submit a warranty claim using the following information:

CAMPAIGN NUMBER	2011-0003
Claim Type	Campaign claim
Action	Inspect and repair
Flat Rate Time	0.4 hour

Click in both the *INSPECT BOX* and the *REPAIR BOX* while completing your claim on BOSSWeb.

INSPECT	✓
REPAIR	✓

NOTE: If repair is performed, you need to click in the *INSPECT BOX* and in the *REPAIR BOX* to be paid accordingly.

## Parts Return Procedure

For claiming procedure, refer to *DEALER/DISTRIBUTOR WARRANTY GUIDE*.

**IMPORTANT:** Dealers must return defective parts to support their claims.

## Shipping Addresses

USA DEALERS	BRP c/o Warranty Department 7575 Bombardier Court Wausau, WI 54401
CANADIAN DEALERS	BRP Warranty Parts Inspection Center 565 de la Montagne Valcourt, QC, J0E 2L0

## Warranty Shipping Address Decals

Warranty shipping address decals can be ordered if needed.

COUNTRY	P/N
U.S.A.	490 901 601
Canada	484 500 001

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# SERIAL NUMBER LISTING OF VEHICLES

**Model: A3BA**

From 000817 to 000822  
From 000824 to 000829  
From 000835 to 000839  
From 000843 to 000844  
From 000846 to 000849  
000852  
000973  
000975  
000992

**Model: A7BA**

000433  
000442  
000447  
000449  
From 000453 to 000454  
From 000457 to 000459  
From 000461 to 000463  
From 000465 to 000468  
000694  
From 000700 to 000701  
000707  
000711  
000714  
000716  
From 000718 to 000720

**Model: A7BC**

From 000232 to 000242  
000347  
000352  
000355  
000357  
From 000359 to 000361

**Model: B5BA**

000053  
From 000055 to 000059  
From 000061 to 000062  
From 000064 to 000071  
From 000073 to 000074  
From 000076 to 000080  
From 000082 to 000083  
000145  
000147  
000150  
000152  
000155  
From 000157 to 000159  
000161  
000164  
From 000166 to 000168  
000230  
From 000233 to 000235  
000242

**Model: B5BA (cont'd)**

000247  
From 000249 to 000250

**Model: B5BC**

From 000099 to 000107  
From 000109 to 000116  
From 000118 to 000119  
From 000121 to 000123  
From 000125 to 000126  
From 000128 to 000134  
From 000243 to 000248  
From 000250 to 000253  
000367  
000370  
000374  
000475  
000480

**Model: B5BD**

000170  
From 000173 to 000180  
000182  
From 000184 to 000185  
000187  
From 000192 to 000193  
From 000195 to 000196  
From 000198 to 000201  
000203  
From 000210 to 000215  
From 000217 to 000222  
000224  
000226  
000228  
From 000409 to 000426  
From 000428 to 000429  
From 000431 to 000432  
000662  
From 000665 to 000666  
000677  
000680  
000684  
000805  
000813

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www.brp.com

«SEQ\_NO»  
«SERNR» «MODEL\_YR» «CMP\_NO»  
«NAME2» «NAME1»  
«STREET»  
«PO\_BOX1»  
«CITY» «REGION» «ZIP»  
«COUNTRY»

Date: February 9<sup>th</sup>, 2011

## Re: Reverse Actuator - Can-Am Spyder™ RT SM5 roadster

Dear Can-Am™ Roadster Owner,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, the Canada Motor Vehicle Safety Act and other applicable laws. Bombardier Recreational Products Inc. and BRP US Inc. ("BRP") have decided that a defect which relates to motor vehicle safety exists on certain roadster models and are conducting a voluntary safety recall.

### What is the potential problem?

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### What should you do?

Call an authorized BRP Can-Am Spyder Roadster dealer and make an appointment to have your vehicle inspected and repaired if necessary. We will validate proper operation of the reverse actuator and if defective, replace the reverse actuator assembly. *This work will be performed at no charge to you.*

There are important precautions you should take until this recall has been performed:

- Be aware that it is possible that you inadvertently engage reverse while downshifting. Stay alert and make sure, while downshifting, to check that the gearbox position in the multifunction gauge does not show "R" before releasing the clutch lever. Be particularly careful when releasing the clutch lever after downshifting into 1st gear.
- Pass on this information to any other driver of your vehicle.

### What to do if you feel this notice is an error?

This notice was mailed to you according to the most current information we have available. If you no longer own this vehicle or some information in this notice is incorrect, please contact BRP at your earliest convenience.

Ski-Doo  
Lynx  
Sea-Doo  
Evinrude  
Johnson  
Rotax  
Can-Am



**For US residents only**

If you believe that the dealer or BRP has failed or is unable to remedy the problem within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E. Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**For Canadian residents only**

If you believe that the notification or correction is inadequate, that the manufacturer fails to correct the situation in accordance with the notification or it fails or is unable to correct the situation within 60 days, you may submit a complaint to the Road Safety and Motor Vehicle Regulation Directorate of Transport Canada at 1-800-333-0510.

**If you have questions, need assistance, or to find the nearest authorized BRP Can-Am Roadster dealer:**

• Visit [www.can-am.brp.com](http://www.can-am.brp.com)

• In the US and Canada: 1-888-638-5397

9:30 to 17:30 Eastern time      Monday to Thursday  
10:30 to 17:30 Eastern time      Friday

We apologize for any inconvenience this may cause you.  
Thank you for your immediate attention to this matter.

Sincerely,

After-Sales Service Department,  
Bombardier Recreational Products Inc.