

June 6, 2002

Product Line: 2002 ATV- All Models **Except** the Arctic Cat ATV 90 and the Arctic Cat SBS 1000
Subject: Front Suspension Ball Joint Studs
Part Number: 0405-077

Dear Arctic Cat ATV Dealer,

Arctic Cat has identified an issue concerning the front suspension ball joint studs on the 2002 ATV models indicated above. Among the 2002 model year units that were produced, we have observed 56 incidents regarding front suspension ball joint issues. To ensure the safety of our customers and the product integrity, the affected ATV front suspension ball joint stud issues must be replaced. In cooperation with the U.S. Consumer Product Safety Commission, Arctic Cat is voluntarily recalling 44,920 2002 model ATV's. **Stop selling any affected ATV immediately!**

! WARNING

Do not sell or operate any 2002 ATV with the exception of the Arctic Cat ATV 90 and the Arctic Cat SBS 1000 models until the front suspension ball joint studs have been replaced.

NOTE: All registered owners of an affected 2002 ATV will be sent a letter concerning this issue. They will be informed of this problem and where the problem can be corrected.

Enclosed with this letter is a Safety Recall Service Bulletin explaining the warranty procedures regarding this issue. Arctic Cat would appreciate your not calling for specific details at this time as the corrective action will be sent to you and the consumer directly. **Do not place an order for replacement parts at this time. Please refer to the enclosed Parts Distribution Detail Sheet.**

We will start shipping replacement parts in the week of June 10 and plan to complete shipments within six weeks.

Our warranty reimbursement will be 0.8 hr for labor.

Any registration not sent in on sold 2002 models needs to be sent in to Arctic Cat immediately. Arctic Cat will need to notify any consumer owning a 2002 ATV affected by this recall. To make sure that all affected 2002 ATV's in consumers' hands are accounted for and updated, please make sure that all owner registration cards are turned into Arctic Cat immediately. Holding this information may result in consumer non-compliance and potential dealer liability.

The safety and satisfaction of our customers is of the utmost importance, and we ask for your understanding and support.

Thank you for your cooperation and understanding.

Sincerely,
Product Service and Warranty Department
Arctic Cat Inc.

June 6, 2002

Dear Arctic Cat ATV Dealer,

All 2002 ATV registered owners have been sent a letter concerning the needed replacement of the front suspension ball joint studs on the 2002 ATV models. To help offset the inconvenience of having to take their ATV in for repair and to give your accessory sales a jump start, a genuine Arctic Cat Accessory Coupon has been given to each registered owner of an affected ATV. The coupon which has been enclosed with each registered owner letter is redeemable at any authorized Arctic Cat ATV dealership for up to \$25.00 (U.S.) / \$35.00 (Canadian) in genuine Arctic Cat accessories.

When a registered owner of an affected 2002 ATV presents this coupon to you, the value of the coupon can be applied toward any or all of the purchase of any genuine Arctic Cat accessory. For you (the dealer) to get reimbursed, simply write your dealership number and the vehicle identification number (VIN) of the owner's ATV on the back of the coupon and send the coupon to Arctic Cat at the address below.

Arctic Cat Inc.
PO Box 810
601 Brooks Ave. S.
Thief River Falls, MN 56701

Your dealership Parts Account will be credited for the full value of the coupon.

We have enclosed a sample copy of the coupon for your reference. Each coupon will be numbered to validate the coupon at Arctic Cat.

Sincerely,

Product Service and Warranty Department
Arctic Cat Inc.

Parts Distribution Detail Sheet

Do not place an order for replacement parts at this time.

An initial parts order will be sent automatically to your dealership starting June 11. Additional shipments will continue over the next few weeks.

Parts should be used in the following order of priority.

1. Affected ATV's of registered owners

NOTE: This is the first priority.

2. Affected ATV's that are pending sales

3. Remaining stock in inventory (unsold ATV's)

NOTE: Do not use up your initial order on existing inventory that is not sold. Plenty of kits will be available for you to update unsold inventory in the near future.



Safety Recall Service Bulletin

Date: June 6, 2002

Product Line: 2002 ATV - All 2002 Models
Except the Arctic Cat ATV 90 and the SBS 1000

Bulletin No: 2003-2-01

Subject: Front Suspension Ball Joint Studs
(p/n 0405-077)

What is the reason for this notice?

In cooperation with the U.S. Consumer Product Safety Commission, Arctic Cat is voluntarily replacing the front suspension ball joint studs on various affected models. **Stop Sale Immediately!**

What is the problem?

The front suspension ball joint studs may break causing loss of control and posing a risk of possible serious personal injury.

⚠ WARNING: Do not operate or permit anyone to operate an affected ATV. Severe personal injury may result if the ATV is operated prior to having the front ball joints replaced.

Listed below are the affected 2002 models.

Model: 2002 ATV 250 2x4 (Green)
Model No. A2002ATE2AUSG

Model: 2002 TBX 500 4x4 Automatic (Green)
Model No. A2002BXM4BUSG

Model: 2002 ATV 250 2x4 (Red)
Model No. A2002ATE2AUSR

Model: 2002ATV 500 i 4x4 (Green)
Model No. A2002ISM4AUSG

Model: 2002 ATV 300 2x4 (Red)
Model No. A2002ATF2AUSR

Model: 2002 ATV 500 i Automatic (Green)
Model No. 2002ISM4BUSG

Model: 2002 ATV 300 2x4 (Green)
Model No. A2002ATF2AUSG

Model: 2002 ATV 400 i 2x4 (Red)
Model No. 2002ISI2AUSR

Model: 2002 ATV 300 4x4 (Green)
Model No. A2002ATF4AUSG

Model: 2002 ATV 400 i 4x4 (Green)
Model No. A2002ISI4AUSG

Model: 2002 ATV 250 4x4 (Red)
Model No. A2002ATE4AUSR

Model: 2002 ATV 500 Automatic (Green)
Model No. A2002ATM4BUSG

Model: 2002 ATV 250 4x4 (Green)
Model No. A2002ATE4AUSG

Model: 2002 ATV 500 Automatic (Red)
Model No. A2002ATM4BUSR

Model: 2002 ATV 500 4x4 (Green)
Model No. A2002ATM4AUSG

Model: 2002 ATV 300 4x4 (Red)
Model No. A2002ATF4AUSR

Model: 2002 ATV 500 4x4 (Red)
Model No. 2002ATM4AUSR

Model: 2002 ATV 500 i Automatic (Red)
Model No. A2002ISM4BUSR

Model: 2002 ATV 400 4x4 (Red)
Model No. A2002ATI4USR

Model: 2002 ATV 500 i 4x4 (Red)
Model No. A2002ISM4AUSR

Model: 2002 ATV 375 4x4 Automatic (Grn)
Model No. A2002ATG4BUSG

Model: 2002 ATV 375 2x4 Automatic (Green)
Model No. A2002ATG2BUSG

Model: 2002 ATV 375 4x4 Automatic (Red)
Model No. A2002ATG4BUSR

Model: 2002 ATV 400 i 2x4 (Green)
Model No. A2002ISI2AUSG

Model: 2002 ATV 375 2x4 Automatic (Red)
Model No. A2002ATG2BUSR

Model; 2002 ATV 400 i 4x4 (Red)
Model No. A2002ISI4AUSR

Model: 2002 ATV 400 4x4 (Green)
Model No. A2002ATI4AUSG

Model: 2002 300 4x4 Massey Ferguson ATV
Model No. A2002ATF4AMFR

The affected ATV's will have a vehicle identification number (VIN) within a VIN range beginning with 4UF02ATV62T201001 and ending with 4UF02ATV02T245883. It is necessary to refer to only the last six digits to identify an affected ATV.

What should you do?

1) Please contact all your customers. We have sent a letter to all registered owners of an affected ATV concerning this Product Safety Bulletin (letter is attached).

2) Do not order parts at this time. We will start shipping replacement parts next week and plan to complete shipment in six weeks. The installation instructions will be included in Front Ball Joint Update Kit (p/n 0437-024).

3) You must hold the affected parts for 90 days. Within this 90 day period, Arctic Cat will send you a notice to return the affected parts. **Do not send the affected parts back with your Warranty Claim Request form.**

Warranty: A labor allowance of 0.8 hr will be paid per affected ATV.

Only one vehicle identification number (VIN) per claim can be entered. Enter 301A in the Complaint section of the Warranty Claim Request form.

If you have any questions concerning this Product Safety Bulletin, call Arctic Cat at 1-800-279-9419.



\$25
ATV
Accessories

ARCTIC CAT[®]
MORE TO GO ON.[™]



Redeemable at
any Arctic Cat ATV Dealer
toward the purchase of any
product in the 2003 Genuine Arctic Cat Arcticwear & Accessories ATV Catalog

VIN: _____

Customer: _____

Dealer - Please Include to Redeem:

1. Vin Number
2. Customer Signature
3. Sales Receipt Attached

\$25
\$35 Canadian

This offer expires September 1, 2002

SAFETY RECALL

June 6, 2002

Dear Arctic Cat ATV Owner,

What is the reason for this notice?

In cooperation with the U.S. Consumer Product Safety Commission, Arctic Cat is voluntarily recalling 44,920 2002 model ATV's. There have been 56 incidents regarding front suspension ball joint stud issues. To ensure the safety of our customers and the product integrity, the affected ATV front suspension ball joint studs must be replaced. **Stop operating your affected ATV immediately!**

What is the problem?

The front suspension ball joint studs may be affected by inconsistency in the manufacturing process and must be replaced. If failure of the front suspension ball joint studs should occur, it could result in loss of control posing a risk of possible severe injury to the operator.

What models are affected by this recall?

All 2002 models within (VIN) range 4UF02ATV62T201001 through 4UF02ATV02T245883 except the Arctic Cat ATV 90 and the Arctic Cat SBS 1000. The model description and model numbers are listed below.

WARNING: Do not operate or permit anyone to operate the affected ATV.

Where can I find the vehicle identification number (VIN)?

On the 250 and 300 models, the (VIN) is located on the horizontal frame bar beneath the rear left-side fender. On the 375, 400, and 500 models, the (VIN) is located on the frame support rail on the right side of the storage compartment.

NOTE: To determine the model year of your ATV, view the fourth and fifth digit in the VIN number. If digits 4 and 5 are 02 and the model is listed below, the unit is in the recall range.

Our records indicate that you are a registered owner of an affected ATV.

Model: 2002 ATV 250 2x4 (Green)
Model No. A2002ATE2AUSG

Model: 2002 TBX 500 4x4 Automatic (Green)
Model No. A2002BXM4BUSG

Model: 2002 ATV 250 2x4 (Red)
Model No. A2002ATE2AUSR

Model: 2002ATV 500 i 4x4 (Green)
Model No. A2002ISM4AUSG

Model: 2002 ATV 300 2x4 (Red)
Model No. A2002ATF2AUSR

Model: 2002 ATV 500 i Automatic (Green)
Model No. 2002ISM4BUSG

Model: 2002 ATV 300 2x4 (Green)
Model No. A2002ATF2AUSG

Model: 2002 ATV 400 i 2x4 (Red)
Model No. 2002ISI2AUSR

Model: 2002 ATV 300 4x4 (Green)
Model No. A2002ATF4AUSG

Model: 2002 ATV 400 i 4x4 (Green)
Model No. A2002ISI4AUSG

Model: 2002 ATV 250 4x4 (Red)
Model No. A2002ATE4AUSR

Model: 2002 ATV 500 Automatic (Green)
Model No. A2002ATM4BUSG

Model: 2002 ATV 250 4x4 (Green)
Model No. A2002ATE4AUSG

Model: 2002 ATV 500 Automatic (Red)
Model No. A2002ATM4BUSR

Model: 2002 ATV 500 4x4 (Green)
Model No. A2002ATM4AUSG

Model: 2002 ATV 300 4x4 (Red)
Model No. A2002ATF4AUSR

Model: 2002 ATV 500 4x4 (Red)
Model No. 2002ATM4AUSR

Model: 2002 ATV 500 i Automatic (Red)
Model No. A2002ISM4BUSR

Model: 2002 ATV 400 4x4 (Red)
Model No. A2002ATI4AUSR

Model: 2002 ATV 500 i 4x4 (Red)
Model No. A2002ISM4AUSR

Model: 2002 ATV 375 4x4 Automatic (Grn) Model: 2002 ATV 375 2x4 Automatic (Green)
Model No. A2002ATG4BUSG Model No. A2002ATG2BUSG

Model: 2002 ATV 375 4x4 Automatic (Red) Model: 2002 ATV 400 i 2x4 (Green)
Model No. A2002ATG4BUSR Model No. A2002ISI2AUSG

Model: 2002 ATV 375 2x4 Automatic (Red) Model: 2002 ATV 400 i 4x4 (Red)
Model No. A2002ATG2BUSR Model No. A2002ISI4AUSR

Model: 2002 ATV 400 4x4 (Green)
Model No. A2002ATI4AUSG

Model: 2002 300 4x4 Massey Ferguson ATV
Model No. A2002ATF4AMFR

What should I do?

Stop operating your ATV immediately! Dealerships will begin receiving replacement parts during the week of June 17, 2002. Please contact them to make an appointment. They will be able to assist you in arranging to replace the front suspension ball joint studs at that time. This service will be done at no charge to you.

NOTE: This letter must be presented to the Arctic Cat ATV dealer when you take your ATV to the dealership to have the front suspension ball joint studs replaced.

The Arctic Cat Accessory Coupon enclosed with this letter is an offer to help offset the inconvenience of having to take your ATV to your dealership for repair. Arctic Cat wants to ensure the highest customer satisfaction possible. The enclosed coupon is redeemable at any authorized Arctic Cat ATV dealership and can be applied toward any or all of the purchase price of any genuine Arctic Cat accessory.

This coupon must be presented to your authorized Arctic Cat ATV dealer when purchasing your genuine Arctic Cat accessory.

We apologize for this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

If you have any questions concerning this notice, call Arctic Cat at 1-800-210-5941.

Sincerely,

Product Service and Warranty Department
Arctic Cat Inc.