



Service Bulletin

Date: January 11, 2001

Affected Model(s): 2001 Z 440 Sno Pro
& ZR 440 Sno Pro
(Cross Country) & (Sno-Cross)

Bulletin No: 2001-1-16

VIN: Not Applicable

Product Line: Snowmobile

Subject: Sno Pro Cross-Link Rear Suspension System

Condition:

In a continuing effort by Arctic Cat to improve quality, customer satisfaction, and to build the most competitive racing snowmobile in the world, Arctic Cat is offering a suspension upgrade to all consumers and racers of the 2001 Z & ZR Sno Pro models. These suspension system upgrades will be performed at Arctic Cat rework facilities in both Canada and the U.S.A. It will be very important to follow shipping guidelines closely in order to avoid any delays in return shipment. We are trying to avoid excess downtime for our racers and our customers.

Solution:

Arctic Cat has sent a notification letter to all racers and consumers and has instructed all racers and consumers to contact their local Arctic Cat Dealer. Enclosed with this bulletin, you will find copies of all communications sent to racers and consumers. Remove and ship both cross-link rear shocks to Arctic Cat rework facilities.

■ **Note: When returning the shocks for the ZR Sno Pro Cross Country, make sure to include the front arm adjuster.**

Arctic Cat will cover all parts and labor for consumers and all parts and rework costs for the racers. Arctic Cat will **not** cover any labor costs accrued from disassembly or assembly of the rear suspension on racers' snowmobiles. All labor costs that are accrued by a racer at the dealership will be the racer's responsibility.

All shocks are to be sent to the proper rework facility by next-day air shipment. Arctic Cat will cover next-day shipment costs both ways for consumers only. Arctic Cat will cover only the return next-day air shipment from the rework facility for racers. The next-day air shipping charges to the rework facilities from the dealerships are the racers' responsibility.

The shocks will need to be labeled with the supplied labels and the labels must be filled out properly. This will ensure that all will receive their own shocks when returned. The return address label will also need to be filled out properly to avoid any delays in return shipment. After Arctic Cat rework facilities have received the shocks, we are planning on a two-day in-house turnaround. The shocks will then be shipped back to the address provided on the label. The shocks will be ready for installation into the skid frame. Your dealership will receive not only the shocks but also an installation kit with instructions.

Shipping Instructions:

Canadian Dealers and racers are to send shocks to:

Arctic Cat Inc.
59 Murray Park Road
Winnipeg, MB
R3J 3W2 CANADA

U.S.A. Dealers and racers are to send shocks to:

Arctic Cat Inc.
601 Brooks Ave. S.
Thief River Falls, MN 56701
Attention: Dick Krogstad

Please don't try to send shocks across the border since this will slow down the shipping time. We have set up a rework facility in both Canada and in the U.S.A. to prevent downtime.

Parts:

All parts needed to install the shocks will be free of charge and will be supplied along with the shocks when they are returned to you. You will also receive installation instructions in the box you receive from the rework facility.

Warranty:

All shipping will be paid on the warranty claim form for consumers. Only the return shipping charges will be paid for the racers. It will be the racers' responsibility to pay for all next-day air shipping charges to the rework facility. The dealer will be paid for the disassembly and assembly of the cross-link rear shocks on all consumer owned snowmobiles. There will be no labor allowance for racers. Disassembly and assembly will be the racers' responsibility. Disassembly instructions have been sent to all the racers along with their notification letters.

A labor allowance of 1.7 hr will be paid per affected snowmobile.

Enter 2001-1-16 in the Failure Code section of the Warranty Claim Form.

■ **Note: This bulletin expires January 11, 2003.**



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Bulletin de service

Date: Le 27 décembre 2000

Numéro de bulletin: 2001-1-15

Ligne de production: Motoneige

Modèle(s)

Affecté(s): Z 440 Sno Pro et
ZR 440 Sno Pro 2001

NIV: Ne s'applique pas

Sujet: Guides internes de chenille et

Condition: Il a été déterminé que les guides internes de chenille entrent en contact avec les rebords du tasseau d'amortisseur de bras avant. Cette condition peut provoquer une usure importune de la chenille.

Solution: Installez le guide de chenille selon les instructions. Veuillez communiquer avec les propriétaires de motoneiges concernées qui ont été vendues à votre concession et prenez les arrangements pour que le travail de service nécessaire soit complété. De plus, veuillez vous assurer de compléter le travail de service des motoneiges en question qui sont encore à votre concession.

■ **Remarque:** Le nombre approprié de guides de chenille a été envoyé à tous les coureurs. Veuillez ne pas commander de guides de chenille pour les coureurs.

Pièces: Veuillez commander le nombre approprié de trousse de mise à jour de guide de chenille (n/p 0637-209) incluant les instructions pour l'installation en passant par les voies de commande normales. Votre compte de pièces de concession sera facturé pour les pièces et ensuite crédité lors de la réception du(des) formulaire(s) de réclamation de garantie de votre concession.

Garantie: Une allocation de main-d'oeuvre de 0,8h sera payée par motoneige concernée.

■ **Remarque:** Aucune allocation de main-d'oeuvre ou de pièces ne sera accordée pour les coureurs.

Veuillez inscrire 2001-1-15 à la section code de panne sur le formulaire de réclamation de garantie.

■ **Remarque:** Ce bulletin prendra fin le 27 décembre 2002.



Imprimé aux États-Unis



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