



Recall Service Bulletin

Date: December 26, 2003

Product Line: Snowmobile

Bulletin No: 2004-1-11

Subject: Turbo Synthetic 0W-40 Oil

Affected Models / VIN:

All 2004 T660 Turbo Snowmobiles Using Turbo Synthetic 0W-40 Oil

What is the reason for this notice?

It has been determined that the Turbo Synthetic 0W-40 Oil manufactured and sold to Arctic Cat snowmobile dealerships for the 2004 season does not meet Arctic Cat specification standards and must be replaced. Using this oil may result in engine damage.

■ **NOTE: The existing production oil in the affected snowmobiles is not affected, and the snowmobile can be operated as usual during the initial 500 mile break-in period; however, Arctic Cat has extended the break-in period to 1,000 miles.**

What should you do?

Immediately Stop selling Turbo Synthetic 0W-40 Oil (p/n 3639-510 - Qts) and (p/n 3639-514 - Gallons). Any oil sold to customers must be returned to your dealership. If customers have used this oil in their snowmobile, instruct the customers to stop operating the snowmobile immediately. Please make arrangements with the customers to have the oil and filter changed (see emergency situation information below).

What should you do in an emergency situation in which a customer is operating a snowmobile with the affected oil, needs to add oil because the oil level is low, or wants to change oil because the snowmobile has been operated over the extended 1,000 mile break-in period?

If an oil change is necessary, Arctic Cat will pay for 0.6 hr of labor, the cost of an Oil Filter (p/n 3005-948), and 3 quarts of Turbo Synthetic 0W-40 Oil for each affected snowmobile.

If further assistance is needed, call Arctic Cat at 1-800-279-0179; then dial O for the operator and ask for extension 5426. Mitch Hemmesch will assist you with any special situations you may have.

How will you receive new oil?

Arctic Cat will be sending your dealership a supply of new oil equal to the amount of oil previously shipped to your dealership. Dealer shipments will begin the week of December 29. You will be billed for these shipments and all will reflect a 10% discount. All shipments will be freight prepaid.

■ **NOTE: The new supply of oil will be shipped in containers having a white cap for easy identification.**

What should you do with any affected oil at your dealership or in the possession of a customer?

If you have sold affected oil to a customer, it is imperative that you make every effort to have the customer return any unopened oil containers to your dealership. All affected oil at your dealership must be returned to Arctic Cat for credit. Arctic Cat will accept partial cases of oil. Do not return opened containers of oil.

■ **NOTE: U.S. dealerships should return the oil to Arctic Cat in Thief River Falls, MN., and Canadian dealerships should return the oil to Arctic Cat in Winnipeg, Manitoba.**

How do you receive credit for the oil returned to Arctic Cat?

Your dealership will receive credit upon receipt of a Warranty Claim Request form and all of the affected oil currently at your dealership. To receive credit for the freight charges of returning the oil to Arctic Cat, send verification of the charges to: Mitch Hemmesch, Arctic Cat Inc., 600 Brooks Ave. S., Thief River Falls, MN 56701.