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<input type="checkbox"/> Service	<input type="checkbox"/>
<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>

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Bombardier



SNOWMOBILES



**ADMINISTRATIVE
Bulletin**

No. 98-1

Date: May 9, 1997

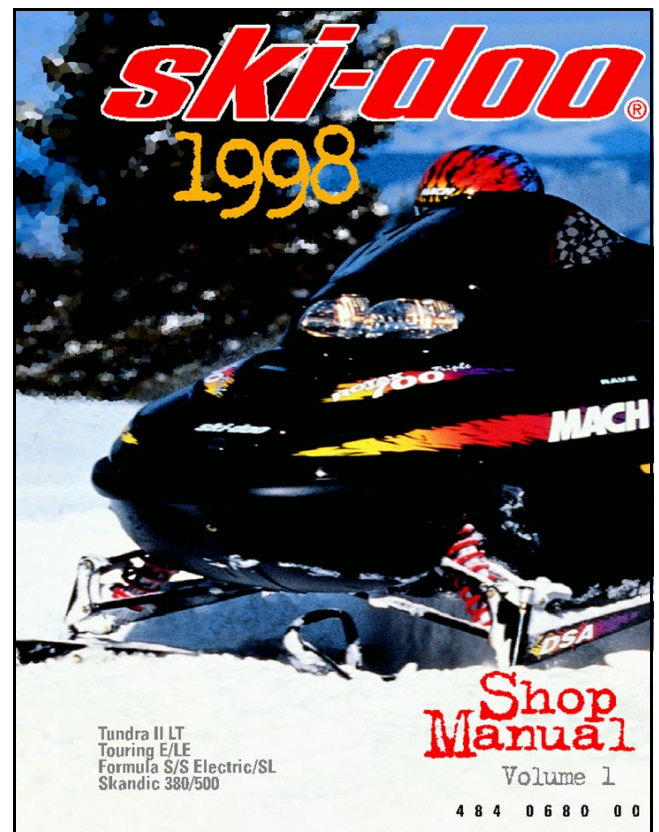
SUBJECT: 1998 Shop Manual Availability

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
1998	Tundra* II LT	ALL	ALL
1998	Touring* E/LE	ALL	ALL
1998	Formula* S/S Electric/SL	ALL	ALL
1998	Skandic* 380/500	ALL	ALL

The *1998 Shop Manual*, Volume 1, will be automatically shipped to dealers toward the end of May.

Only one copy will be sent. Should you require more copies, order through the regular parts channel.

Shop Manual, vol. 1 P/N	Dealer Price
484 0680 00	\$35.00



Please route to :

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<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>



No. **98-2**

Date: October 9, 1997

**SUBJECT: Reorganization of the
Warranty Department**

The administration of the warranty operations in Wausau will be transferred to Valcourt starting November 3, 1997.

This move will not change your operation.

This consolidation of the 2 offices is meant to improve the services from the Warranty Department.

Parts return remains the same.



Bombardier Motor Corporation Of America
Sea-Doo/Ski-Doo Division
Warranty Department
P.O. Box 8006
7575 Bombardier Court
Wausau, WI 54402-8006

Toll free line remains the same.

1-800-201-0129

The calls will automatically be transferred in Valcourt.

Fax number in Valcourt: (514) 532-6133

<p>Please route to :</p> <table style="width: 100%;"> <tr> <td style="width: 50%;"><input type="checkbox"/> Service</td> <td style="width: 50%; text-align: center;">Init. <input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> Sales</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> Parts</td> <td><input type="checkbox"/></td> </tr> </table>	<input type="checkbox"/> Service	Init. <input type="checkbox"/>	<input type="checkbox"/> Sales	<input type="checkbox"/>	<input type="checkbox"/> Parts	<input type="checkbox"/>		<div style="border: 1px solid black; padding: 2px; display: inline-block; font-weight: bold;">SNOWMOBILES</div>  ADMINISTRATIVE Bulletin
<input type="checkbox"/> Service	Init. <input type="checkbox"/>							
<input type="checkbox"/> Sales	<input type="checkbox"/>							
<input type="checkbox"/> Parts	<input type="checkbox"/>							

No. 98-3

Date: October 16, 1997

SUBJECT: Programmer Tool

There have been many requests from the field for a procedure to order a second programmer.

The programmer has many functions one of which is programming the safety lanyard. Because of this, the unit is not to be sold at retail or be accessible to retail use.

NOTICE: The programmer is a tool used to validate the DESS system. It is intended for dealer use in repair and servicing and not to be sold to outside sources.

Should you need a second unit, the special order form must be filled-in completely. Only with the signature of the dealer principal will it be processed.

Ensure the information is complete and return it by fax to the proper office.

PROGRAMMER ORDER FORM

Form to be sent to:

CANADA

René Quenneville
Bombardier Inc.
726, rue Saint-Joseph
Valcourt, (Québec)
J0E 2L0

FAX: (514)-532-6313

U.S.A.

Henry Wilson
Bombardier Motor
Corporation of America
7575 Bombardier Court
Wausau, WI 54402

U.S.A.

FAX: (715)-847-6879

NOTICE

"The programmer is a tool used to validate the DESS system. It is intended for dealer use in repair and servicing and not to be sold to outside sources".

Dealer Name:

Dealer Address:

Reason Programmer is required:

Dealer Code:

Serial Number of unit on hand:

I request a programmer to be used in our service shop. This unit will remain in our inventory.

Signature of Dealer Principal:

BOMBARDIER SERVICE DEPARTMENT USE ONLY

Approval: YES: _____

NO: _____

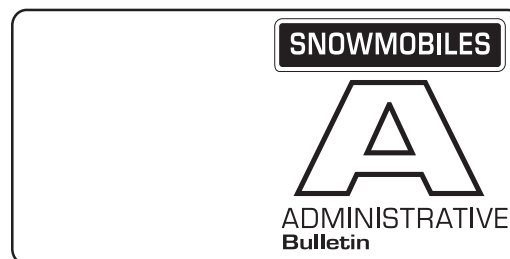
Signature: _____

Serial Number of Unit: _____

Date: _____

Please route to :

<input type="checkbox"/> Service	Init. <input type="checkbox"/>
<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>



No. **98-4**

Date: November 7, 1997

SUBJECT: Warranty Policy and Procedure

In its concern to provide fast and accurate response to the dealers regarding the application of the warranty policy, BOMBARDIER INC. would like to bring to your attention some points that are very important in order to accelerate the processing of the warranty.

1. SUBMISSION DELAY

All warranty claims must be submitted within 21 days of the repair date.

Warranty applications (completed warranty paper claim forms) received after 21 days of date of repair may be refused.

Warranty applications through B.O.S.S. system (Bombardier Ordering, Sales and Service) submitted after 21 days of date of repair will not be considered. (*Section 4A, page 11/15*).

2. SUB-CONTRACTOR LABOR

All warranty claims with sub-contracted labor must be submitted with the original invoice for sub labor. No photocopies or FAX will be accepted. (*Section 4A, page 4/15*).

3. RESUBMISSION OF REJECTED CLAIMS

A delay of 45 days is allowed to resubmit a totally or partially rejected claim. Do not fill out a new warranty application.

Refer to the *Dealer Warranty Guide* for resubmitting procedure.

Warranty claim resubmitted for warranty consideration 45 days after the credit/debit note has been issued will not be considered for any reason. (*Section 4A, page 14/15*).

4. REPAIR AUTHORIZATION AND REPAIR DATE

If a warranty claim is rejected because of mismatch with the repair authorization and warranty claim submitted, the repair date must not be changed when resubmitting the warranty claim.

5. WARRANTY PARTS DISPOSAL

All warranty parts must be properly identified and kept at your place of business for a minimum of 60 days after receipt of your credit note. Failure to provide these parts upon request will automatically result in a debit of complete claim. (*Section 4A, page 9/15*).

It is very important for all dealers to adhere to these procedures. Failure to do so may cause delays in processing your warranty claims and retard the issue of the credit note.

Please refer to the *Dealer Warranty Guide* for complete information regarding policies and procedure.

Please route to :

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<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>



SNOWMOBILES



No. **98-5**

Date: November 14, 1997

**SUBJECT: Programmer Update
Summit x 670**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
1998	SUMMIT* X 670	1307/1310	ALL

The above mentioned model features the D.E.S.S. system which is **already programmed at the factory to accept the original safety lanyard.**

For programming additional safety lanyards, and have access to other functions, the MPEM programmer tool must be updated.

A diskette with the new 2.5 version will be automatically shipped to all Ski-Doo dealers. This diskette is to be used to update the MPEM Programmer.

DO NOT ORDER

The updated diskette will be shipped, free of charge, starting October 30, 1997 with the regular weekly mailing.

PART REQUIRED

DESCRIPTION	P/N	QTY
Diskette 1.44 Mb	529 0355 52	1

Follow the installation instructions written on diskette label to update the MPEM Programmer.

PROGRAMMING PROCEDURE

Vehicle Set-up

When programming the SUMMIT* X 670, (and all CK3 models without electric start), the engine will have to run while transferring information.

Before proceeding, it is recommended to bring the engine to normal operating temperature and set the idle speed to maximum specification (2000 RPM).

NOTE: While transfer is being performed, engine misfiring may be encountered. If engine stalls, re-start programming procedure from beginning.

Timing Adjust

This function will display the possibility to modify the engine ignition timing. However, this function will have no effect on the engine. No modification will be recorded on the MPEM.

Access To Engine Serial Number

The new updated version of the programmer will display the engine serial number but no modification will be possible.

Refer to the *MPEM Programmer Guide* (P/N 480 1436 01) for complete programming procedures.

Please route to :

<input type="checkbox"/> Service	<input type="checkbox"/> Init.
<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>



No. **98-6**

Date: November 21, 1997

SUBJECT: RPQ Report Form

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
ALL	ALL	ALL	ALL

In its concern to improve the quality and the performance of its products, Bombardier Inc. will provide a RPQ (Report on Performance or Quality) report form to all Ski-Doo dealers.

This form is to be completed by dealers wishing to report any technical problems encountered during the preparation, maintenance and use of the vehicle under normal or specific conditions.

Suggestions regarding tools, accessories or special applications can also be reported on this form.

Dealers are asked to fill out this report data sheet and send it by mail or FAX to the attention of their service representative.

The information received with this report will be forwarded to the proper department for analysis.

Attached is a sample of this new report form which is available now.

Additional forms (pad of 50 forms) can be ordered, without any charge, through the regular parts channel under part number 484 300 000.



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REPORT ON PERFORMANCE / QUALITY (FROM DEALER)

N.B. If fields with grey headings are not completed, the report **can not be processed!**

Date (Year-Month-Day)				Reported by				Dealer's Number (999999)									
Circle the applicable condition								Circle the applicable System									
Environement				Type of usage				Snow condition		Throttle opening		N/A if not applicable					
1.1 During PDI 1.5 Trail not maintained				3.1 Touring 3.5 Racing				2.1 Powder ¼				01 Engine 07 Steering & Front 12 Crate					
1.2 Freight Damage 1.6 Lake				3.2 Sport Riding 3.6 Hill Climbing				2.2 Hard Pack ½				02 Fuel System Suspension 13 Seat					
1.3 Open Fields 1.7 Mountains				3.3 Logging/Towing 3.7 Unused - New				2.3 Icy ¾				03 Ignition 08 Rear Suspension 14 Fuel Tank					
1.4 Groomed Trails 1.8 Race Track				3.4 Trail Grooming N/A*				2.4 Marginal 4/4				04 Starter 09 Body 15 Cab Components					
N/A*								N/A*		N/A*		05 Transmission 10 Electrical 16 Exhaust System					
06 Brake 11 Tools/ Accessories 17 Oil System																	
Outside Temp.		Select Measure <input type="checkbox"/> F <input type="checkbox"/> C						Speed		Select Mesure <input type="checkbox"/> Km/h <input type="checkbox"/> MPH		RPM		Part Number (999 999 999)			
Model number (9999)				Serial Number (99999)				Mileage		Select Mesure <input type="checkbox"/> Km <input type="checkbox"/> M							
Problem Description																	
Corrective Action Taken																	
Comments / Other Observations																	

Please route to :

<input type="checkbox"/> Service	<input type="checkbox"/> Init.
<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>

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SNOWMOBILES



**ADMINISTRATIVE
Bulletin**

No. 98-7

Date: December 18, 1997

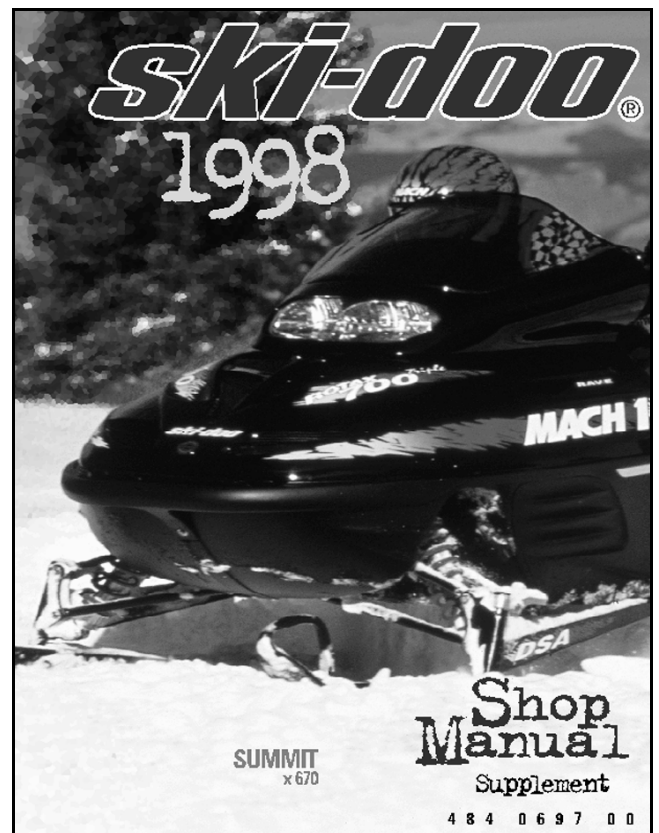
SUBJECT: 1998 Shop Manual Supplement

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
1998	Summit x 670	1307/1310	ALL

The 1998 Shop Manual Supplement covering above mentioned model, will be automatically shipped to dealers starting December 19.

Only one copy will be sent. Should you require more copies, order through the regular parts channel.

SHOP MANUAL SUPPLEMENT P/N	DEALER PRICE
484 0697 00	\$9.95



Please route to :

<input type="checkbox"/> Service	<input type="checkbox"/> Init.
<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>

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**ADMINISTRATIVE
Bulletin**

No. 98-8

Date: December 30, 1997

**SUBJECT: A) 1998 Volume 3 Shop Manual
Availability
B) Tundra R and Touring SLE
Shop Manual Supplement
Availability**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER	SUBJECT REF.
1998	MACH Z/Z R/Z LT/Z LT R/ Z LT (SV track)	1200/1312/1290/1294/1313 1302/1315/1308/1304/1317 1303/1316	ALL	A
1998	MACH 1/1 R	1202/1311/1203/1295/1314	ALL	A
1998	FORMULA III 700/700 R	1208/1209/1296/1297	ALL	A
1998	FORMULA III 600/600 R/600 LT	1334/1335/1332/1333 1206/1207	ALL	A
1998	GRAND TOURING SE/700	1210/1319/1217/1211/1318/1212	ALL	A
1998	Tundra R	3268/3269	ALL	B
1998	Touring SLE	1229/1230/1231	ALL	B

The *1998 Shop Manual*, Volume 3, will be automatically shipped to dealers on or around December 19, 1997.

Only one copy will be sent. Should you require more copies, order through the regular parts channel.

SHOP MANUAL, VOL. 3 P/N	DEALER PRICE
484 0684 00	\$35.00

Note that \$43.95 is the suggested retail price for this edition.

TUNDRA R AND TOURING SLE SUPPLEMENT

The *1998 Shop Manual Supplement*, covering the *Tundra R and Touring SLE models*, will be automatically shipped to dealers on or around January 16, 1998.

This edition is bilingual.

Only one copy will be sent. Should you require more copies, order through the regular parts channel.

SHOP MANUAL SUPPLEMENT P/N	DEALER PRICE
484 0696 00	\$7.96

Note that \$9.95 is the suggested retail price for this edition.

Please route to :

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<input type="checkbox"/> Sales		<input type="checkbox"/>
<input type="checkbox"/> Parts		<input type="checkbox"/>



No. **98-9**

Date: January 22, 1998

**SUBJECT: High Altitude Technical Data
Booklet Availability**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
1994-1998	All	All	All

High Altitude Technical Data sheets (P/N 484 0686 00) containing technical information pertaining to carburetor jetting, transmission calibration, conversion charts and more, **can now be ordered**.

They cover all models for the last 5 years (1994-1998).

A convenient binder (P/N 484 0545 00) can also be ordered to organize the set.

HIGH ALTITUDE SHEETS P/N	DEALER PRICE
484 0686 00	\$10.36

CONVENIENT BINDER P/N	DEALER PRICE
484 0545 00	\$4.95

No auto-shipment will be made.

Dealer must order through normal parts ordering channel.

Sheets and binders will be available for shipment starting January 21, 1998.

Please route to :

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<input type="checkbox"/> Parts	<input type="checkbox"/>



No. **98-10**

Date: January 29, 1998

**SUBJECT: A) Shop Manual
Supplement on Electronic
Reverse
B) Specification Booklet**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER	SUBJECT
1998	TUNDRA R TOURING SLE	3268/3269 1229/1230/1231	ALL	A
1995-1998	ALL	ALL	ALL	B

A)

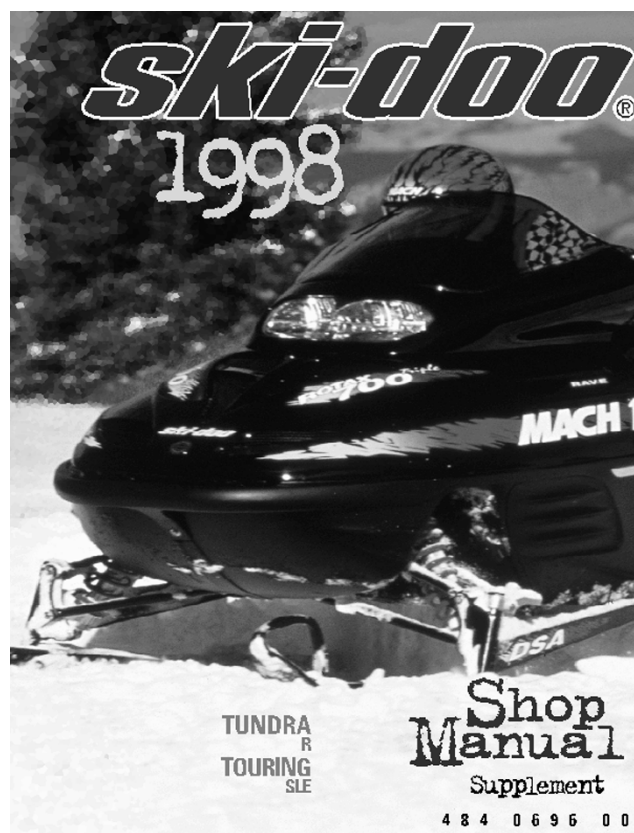
This *Bulletin* announces the availability of a 1998 *Shop Manual Supplement* covering the **Electronic Reverse** found in the above mentioned snowmobiles.

One copy will be auto-shipped to all dealers on or around January 23, 1998.

Proceed through normal ordering channel should additional copies be required.

SHOP MANUAL SUPPLEMENT P/N	DEALER PRICE
484 0696 00	\$7.96

Note that suggested retail price for this *Supplement* is \$9.95.



B)

Also announcing in this *Bulletin* is the availability of the *Specifications Booklet* covering all models for 1995-1998.

This edition is bilingual.

One copy will be auto-shipped to all dealers on or around February 13, 1998.

Proceed through normal ordering channel should additional copies be required.

SPECIFICATION BOOKLET P/N	DEALER PRICE
484 0685 00	\$11.96

Note that suggested retail price for this *Booklet* is \$14.95.



Please route to :

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<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>



No. **98-11**

Date: January 30, 1998

**SUBJECT: Warranty Administration
to All Warranty Personnel**

SUBJECT

It has been brought to our attention that a lot of you are new at the warranty claiming procedures and would like some inside help to enable a speedier claim processing.

RULE

The first rule of thumb is **PLEASE READ YOUR WARRANTY GUIDE BOOK**. This is the **"BIBLE"** of warranty claiming.

Policies and procedures are clearly written in this book.

You don't have one? — A new one is currently being sent out.

Please make sure everyone involved at your dealership reads this book completely.

HELP

Office business hours: from 8:00 a.m. to 6:00 p.m. EST, Monday through Friday.

We are striving to give the best customer service we can.

Please be sure to have your Bombardier claim number or vehicle model and serial numbers ready when calling for information.

Common errors causing delays in claim processing:

1. Claim type

Please be sure to check your claim type or your claim could sit in error status.

- Claim type 03 — Pre Delivery only.
- Claim type 01 — All warranty claims while vehicle is within the **regular warranty period** and whether you have an authorization or not.

- Claim type 06 — Warranty claims, **where the vehicle is now passed the regular warranty period** and you have been given an authorization (BEST excluded).
- Claim type 07 — All campaigns.
- Claim type 20 — All BEST claims.

2. Goodwill claiming

- Please be sure to check with the service representative giving you the authorization that the parts and costs are complete. If the details with the claim and the authorization do not match, your claim **will sit in error status until corrected.**

3. Serial numbers on Major Component Claims

- Tracks and engines; please check that you have the **new** serial number and the **old** serial number at the **right places on the claim**, otherwise your claim will not go through.

4. Repair date

- Make sure it is correct. For those of you on B.O.S.S. you can configure the date so it best suits you to ensure you are not claiming the wrong date. EX: A claim on DECEMBER 1, 97 entered on our system is 1997 12 1. If you do it backward it may look as if the claim was done January 12 1997 and **your claim will automatically be rejected for late file.**
- Also remember you have **21 DAYS** from **repair completion** date to submit a warranty claim. **All claims exceeding that date could be rejected.**

5. Sublet

- Please note that all sublet invoices, blue copies for rebuilt short blocks, cylinders and crankshafts and work orders are mandatory to be returned. **FAILURE TO DO SO WILL RESULT IN AN AUTOMATIC DEBIT OF THE CLAIM.** Be certain to check your mail box (on B.O.S.S. system) each morning for documents to be returned.

CONCLUSION

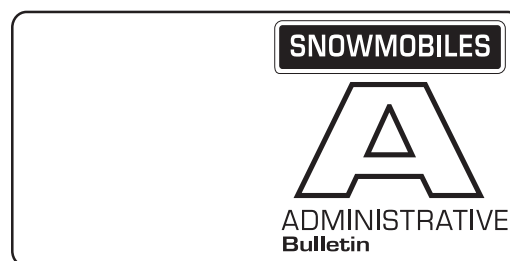
We hope these few things will help you better understand our system and again, we look forward to any comments you may have regarding the service we are giving you. If you have any questions after reading the *Warranty Guide Book*, or regarding this *Bulletin*, please do not hesitate to call us, or send us your comments by fax.

Thank you

The Warranty Department.

Please route to :

<input type="checkbox"/> Service	Init. <input type="checkbox"/>
<input type="checkbox"/> Sales	<input type="checkbox"/>
<input type="checkbox"/> Parts	<input type="checkbox"/>



No. **98-12**

Date: February 25, 1998

SUBJECT: Warranty Policy

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
All	All	All	All

CRANKSHAFT REPLACEMENT

Authorization Number

Starting February 23, 1998, it will not be necessary to obtain an authorization number when replacing a defective crankshaft either with a rebuilt or with a new crankshaft under normal warranty and within the warranty period.

When replacing a defective crankshaft, make sure to verify if the crankshaft model needed is available as a rebuilt. If not, you may order a new one.

However, for claim type 06 (special agreement), or claim type 20 (B.E.S.T. Bombardier extended service terms) an authorization number is still mandatory.

When returning your warranty documents, always include the blue invoice received with the rebuilt crankshaft. Failure to provide this invoice will automatically result in a debit of the part.

Every crankshaft returned under warranty will be carefully inspected

If the inspection reveals that the crankshaft is not defective, a debit note will be applied to the dealer's account for the corresponding amount.

NOTE: This modification to the warranty policy applies only to the replacement of defective crankshafts with rebuilt or new crankshafts.

An authorization number is still required for any repair or replacement of a part normally requiring an authorization.

Refer to the *Dealer Warranty Guide*, Section 04-1.

Period of Validity

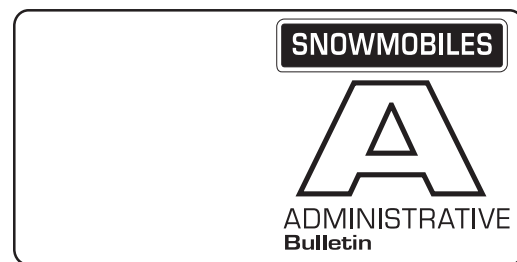
The period of validity for an authorization number is 60 consecutive days. If the warranty work can not be completed within this period, it will not be possible for the service department to issue a second authorization number.

If it is not possible to complete the warranty work before the expiration of the 60 days period because the replacement part is back order, please contact your service representative.

Always obtain an authorization number before proceeding to the repair.

Please route to :

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<input type="checkbox"/> Sales		<input type="checkbox"/>
<input type="checkbox"/> Parts		<input type="checkbox"/>



No. **98-13**

Date: May 6, 1998

SUBJECT: Warranty Administration

SUBJECT

The Warranty Department is hereby announcing the following revisions to its policies and procedures **effective immediately**.

Please note that these next 3 points supersede the latest version of the *Warranty Guide*; subsequently, future *Warranty Guides* will reflect the following changes.

Parts Kept at Dealer's Facility

All parts replaced under warranty must be kept at dealer's place of business for a minimum of **NINETY (90)** days after receipt of the credit note.

Any or all parts can be requested for further analysis by the distributor and/or manufacturer within this period.

Failure to provide these parts upon request will automatically result in a debit of the complete claim (s).

Handling Fees on Rebuilt Parts

Dealers may now benefit from the following handling fees for warranty claims using rebuilt parts.

As usual, claim the following amounts in addition to the parts amount in the sub-contracted labor section of your claim:

- Rebuilt crankshafts and short blocks: \$30.00 per line,
- Rebuilt cylinders: \$20.00 per line (not per unit).

CONCLUSION

Please advise all involved service and warranty personnel of the above changes.

If any question should arise, do not hesitate to contact our Warranty Department.