

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"/>



SNOWMOBILES



No. **2001-1**

Date: March 30, 2001

**SUBJECT: Return Addresses for Parts**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
All	All	All	All

We invite you to take a few minutes to review the information contained herein and to notify all involved personnel accordingly.

**Effective immediately, the parts return addresses will be as stated below.**

## U.S. DEALERS

- Parts involved in a warranty situation (except clothing)
- Cores for the rebuilt center

Mailing or Shipping address is:

Bombardier Recreational Products  
7575, Bombardier Court  
Wausau, WI 54401

PINK Sticker	P/N 480 901 601
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**IMPORTANT:** Please clearly identify on the sticker if part is involved in a warranty situation or simply has to go to the rebuilt center.

Remember that all parts coded for return under a warranty situation (including when you are repairing the unit with rebuilt parts) must be sent **within 21 days** of the accepted acknowledgement date of the claim.

It is really important that you no longer use the old PO BOX address since transporters like UPS no longer deliver to our postal box address.

As soon as you receive the new address labels please discard your old stock.

Please also note that we no longer have a PO BOX for our Wausau Facility. For all types of correspondence please use the address mentioned above.

- Regular parts return
- Annual parts return
- Clothing under warranty
- Regular clothing return

Mailing or Shipping address is:

Bombardier Recreational Products  
C/O Affiliated  
60, Maple Street  
Derby Line, VT 05830

RED Sticker	P/N 480 901 600
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## CANADIAN DEALERS

- Parts involved in a warranty situation (except clothing)
- Cores for the rebuilt center only if *involved in a warranty situation*

Mailing or Shipping address is:

Centre de pièces de garantie Bombardier  
Bombardier Warranty Parts Center  
565, de la Montagne  
Valcourt, QC  
J0E 2L0

GREEN Sticker	P/N 484 500 001
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Remember that all parts coded for return under a warranty situation (including when you are repairing the unit with rebuilt parts) must be sent **within 21 days** of the accepted acknowledgement date of the claim.

- Regular parts return
- Annual parts return
- Clothing under warranty
- Regular clothing return
- Used parts for rebuilt center  
(only if part **is not involved** in a warranty situation)

Mailing or Shipping address is:

Bombardier  
Produits Récréatifs / Recreational Products  
75, J.-A. Bombardier  
Sherbrooke, QC  
J1L 1W3

YELLOW Sticker	P/N 480 901 500
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Please discard the old version of sticker part number 480 901 500 since it tells you to send parts involved in a warranty situation to Sherbrooke (480 901 500) instead of Valcourt (484 500 001) which is the right place for these parts.

In the near future, you will receive copies by mail of the new yellow sticker (480 901 500); please remember to discard the old ones.

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"/>



SNOWMOBILES



No. **2001-2**

Date: August 15, 2002

**SUBJECT: Update Kit (P/N 590 122 300)  
Value Consolidation**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
2001	All models equipped with a 793 engine	All	Refer to <i>Warranty Bulletin 2001-12 Revision 1</i>

**IMPORTANT:** This information must be given to parts managers as well as service managers; please make sure it reaches all involved personnel.

**RE: Warranty Campaign no. 2001-0011**

At the release of *Warranty Bulletin 2001-12*, titled **"793 Engine Type Pistons and Cooling System Improvement"**, on August 24th 2001 and its *Revision 1* on December 21st 2001, we informed all authorized dealers/distributors that update kit (P/N 590 122 300) was to be supplied free of charge.

This method allowed all authorized dealers/distributors to update all vehicles in stock without affecting their parts account.

Now that *campaign no. 2001-0011* is coming to an end, it is time to consolidate the quantity of kits shipped to a dealer/distributor versus the quantity of units claimed by that same dealer/distributor. As mentioned in the *Warranty Bulletin*, each kit shipped must be supported by a warranty claim.

**All dealers/distributors must now return, before September 13 2002, all complete unused update kits** in their possession that will not be used for the campaign purposes and this to avoid unnecessary billing adjustments.

To process kit(s) return, dealers/distributors must fill-out a regular "Return Authorization Request Form" and fax it to:

Bombardier Inc.,  
Recreational Products,  
c/o Nathalie Yergeau,  
P.A.C. Analyst

**Canadian dealers/distributors:**

1-800-361-7143

**U.S. dealers/distributors:**

1-800-366-3880.

Once authorization is obtained, dealers/distributors must return involved **complete unused update kit(s)** to the return address shown on "Return Authorization Request Form" together with a copy of authorization form(s).

On September 23rd 2002, charges, corresponding to full kit value (\$323.98 U.S. or \$458.24 Can.), will be made to all dealers/distributors for whom

- quantity of **kits received (+)** exceeds
- quantity of **units claimed (-)** plus
- quantity of **complete unused kits returned (-)**.

Those charges will be applied to dealers/distributors parts account. Refer to following table.

Following table shows possible scenarios.

	Quantity of kits received by a dealer	Quantity of kits claimed by that same dealer	Quantity of kits returned by that same dealer	Quantity of kits that will be charged to the dealer
	(+)	(-)	(-)	(=)
Dealer A	10	0	0	10
Dealer B	10	9	0	1
Dealer C	10	9	1	0

### Questions and Answers

**Q:** If a kit is shipped too late and therefore acknowledged by Bombardier after September 23rd 2002, what will be the amount of credit issued?

**A:** Credit will be issued for the same amount that was debited on September 23rd.

**Q:** What to do if, after the billing date of September 23rd 2002, discrepancies related to kits billing are observed on parts account?

**A:** Dealers/distributors must then clarify the situation by contacting a PAC analyst.

**Q:** What to do if an involved kit has been transferred to another dealer/distributor without informing Bombardier?

**A:** Dealers/distributors must then clarify the situation by contacting a PAC analyst, **before September 13th**, to avoid unnecessary billing.

**Q:** If a kit has to be kept in stock because update is only scheduled after September 23rd, what will be the credit when claim is processed?

**A:** Credit will be issued for the same amount that was debited on September 23rd.

**Q:** What is the latest date to ship back the kits that finally won't be used?

**A:** It is highly recommended to do so NOW to avoid unnecessary billing but returns will be accepted until December 2nd, 2002.

**Q:** If a kit is needed after September 23rd, will it be possible to obtain one from Bombardier?

**A:** Kits will remain available until February 2003 and campaign will also remain active until February 2003; the amount that will be credited will be the full value of the kit.