



Date : January 12, 1996

SUBJECT : Warranty Coverage Regarding Failed Pistons

| YEAR | MODEL NAME | MODEL NUMBER | SERIAL NUMBER |
|------|------------|--------------|---------------|
| ALL | ALL | ALL | ALL |

During the past season, we have received and paid many warranty claims for piston failures, due to various unexplained reasons.

It has become very obvious that reliability has become one of our prime concerns, both Rotax and our engineering staff have been paying special attention to calibration and no piston failures should be left unexplained.

In the future, we will be more strict on accepting piston failures under warranty without proper documentation of a defect contributing to the failure. Naturally, any unauthorized calibration, alterations or improper compliance to our high altitude specifications will result in the customer being responsible for repairs.

In order to help our network in failure diagnosis, we have designed these various means of help.

A special "piston failure analysis guide" (P / N 484 0555 00) in full color that identifies possible causes of failure by comparing damaged pistons on photographs. Guide attached.

We have also increased flat rates from .3 to .5 hours over last year to allow dealerships time to do a pressure test before and after, as required. Should a dealership have any problems or questions, he should use the 1-800 service line.

Keep in mind that all pistons claimed under warranty must be returned to the Bombardier Warranty Department and will be inspected and subject to chargebacks.

Warranty Administration Department



Date : February 5, 1996

SUBJECT : Purchasing of a new fax machine

In a constantly growing market, it becomes more and more important to be informed quickly and effectively when it comes to the evolution of our products. Now, considering the quantity of information being exchanged daily between Bombardier and your company, you certainly recognized how vital it is to have a fax machine that meets your needs appropriately.

We therefore identified a standard fax machine that takes into account the aforementioned performance parameters and that represents a profitable investment for you.

If you plan to buy a fax machine in the near future, we highly recommend the XEROX 3006 and XEROX Pro610 models (or equivalent).

We included the specifications of the two aforementioned models for analysis and comparison purposes.





Date : June 27, 1996

SUBJECT : A) Administrative Bulletins B) Competition Bulletins C) Predelivery Bulletins D) Service Bulletins E) Warranty Bulletins

| YEAR | MODEL NAME | MODEL NUMBER | SERIAL NUMBER |
|-------------|------------|--------------|---------------|
| 1996 AND UP | ALL | ALL | ALL |

Bulletins will be printed on colored paper. See below.

| PRODUCT | BULLETINS | COLOR |
|--------------|-------------------|--------|
| All Products | Warranty Safety | Pink |
| Ski-Doo | All Except Safety | White |
| Sea-Doo | All Except Safety | Yellow |
| Jet Boat | All Except Safety | Blue |

A) ADMINISTRATIVE BULLETINS

These new bulletins cover the administration side of after-sales service. Information that is not of a technical nature will be sent to dealers through administrative bulletins.

Change in policy, anouncement of a new publication, etc. are the topics covered in these bulletins.

They replace the former communiqués, letters and notices and will facilitate filing and info searching.

B) COMPETITION BULLETINS

These bulletins cover information relative strictly to dealers who are involved in racing.

C) PREDELIVERY BULLETINS

These bulletins cover information on vehicle preparation prior to delivery to customer.

D) SERVICE BULLETINS

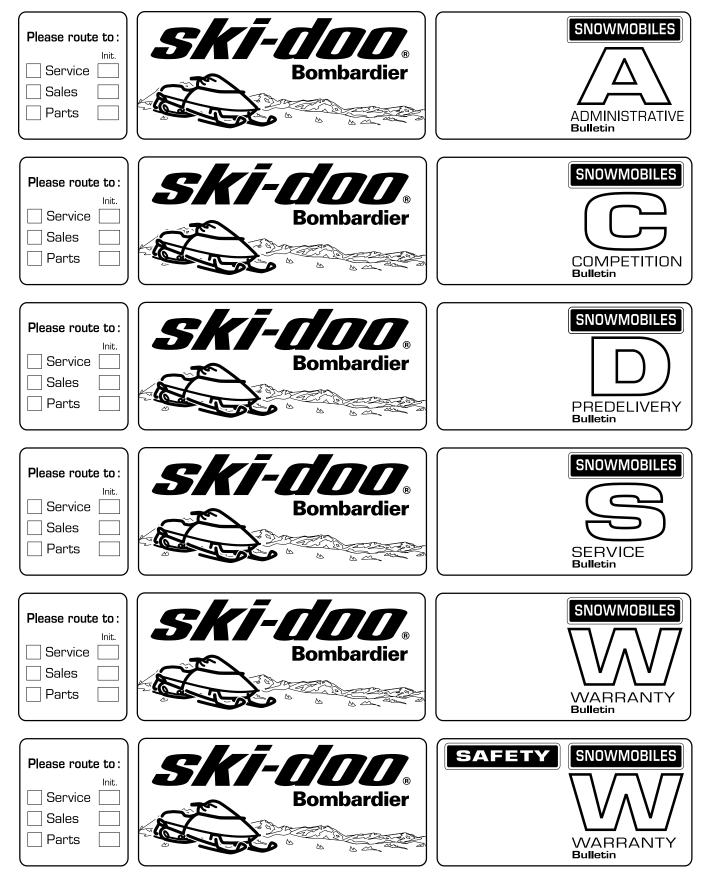
These bulletins cover the supplementary technical information to the *Shop Manual* as well as changes to technical data and repair procedures, etc.

E) WARRANTY BULLETINS

These bulletins describe proper repair procedures to upgrade the product and also give warranty claim information.

They include Warranty Safety Bulletins which describe very important repair procedures that are to be performed immediately upon reception.

Examples





Date : May 27, 1996

SUBJECT : New Service Binders

| YEAR | MODEL NAME | MODEL NUMBER | SERIAL NUMBER |
|----------------|------------|--------------|---------------|
| 1996 and UP | ALL | ALL | ALL |

We are pleased to introduce our new Service Binders.

They are presently being shipped to all North American dealers, at a minimum cost.

DESCRIPTION

These new binders are the same colours as bulletin sheets.

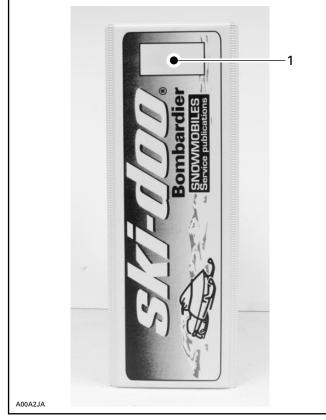
Each binder includes:

1. Year decals, from 1996 to 2000.

2. Dividers for warranty guide, flat rate book and all bulletins.

Apply current year decal on decal region located on binder side, as shown.





1. Apply decal



Date: August 2, 1996

The Technical Training Department will be using high speed scanners to correct the exams of future courses.

In order to prepare for this, we would like to register all mechanics that may be attending our schools.

Since we are preparing new training programs, we need to ensure that all probable participants are enrolled.

Attached to this bulletin are 3 registration forms. Should you require more, please send a fax to Diane Girouard at (514) 532-5077.

To register, fill in the dots completely using a dark pencil (HB lead preferably). It is important to fill in all the different sections.

Completed registration form(s) MUST BE MAILED back and not faxed. The scanning device can only read the original copy of the form(s).

Ensure to use a quality envelope to return form(s) and avoid folding.

Handle registration form(s) with care. Avoid grease or other foreign materials to come in contact with the paper.

In order to be able to trace mechanics in our computer scanner we will be using the following data;

1. Name

This is not unique. There may be other people with the same name employed at other dealer-ships.

2. Social Security Number (U.S.) or Social Insurance Number (Canada)

This is unique.

3. Registration Form Number

Number at the top and bottom of the registration form.

SUBJECT: Mechanic Registration

Note the detachable portion at the bottom of the registration form. Keep this detachable portion for your records. It is your registration number in our system. The mechanic will need this number when they take an exam in one of our classes.

4. Dealer Code

5. Today's Date

Fill out the month, day and year.

6. Hire Date

This is when the mechanic started working at the current dealership.

7. Position Code

The mechanics work title.

8. Actual Position

The date that the mechanic started **on the work that they are doing now**. They could have been doing other work since they were hired at the dealership.

9. Work Location

United States or Canada.

10. License

Does the mechanic have a mechanic's license to perform their work.

11. Years of Experience

How many years has the mechanic been associated with the Bombardier product as a mechanic.

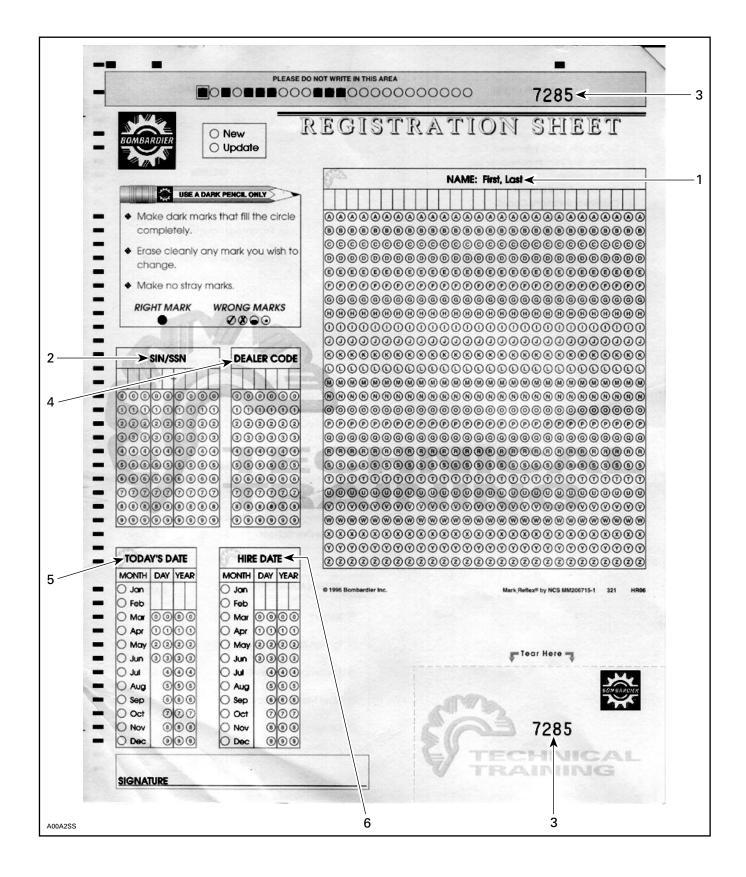
12. Hired From

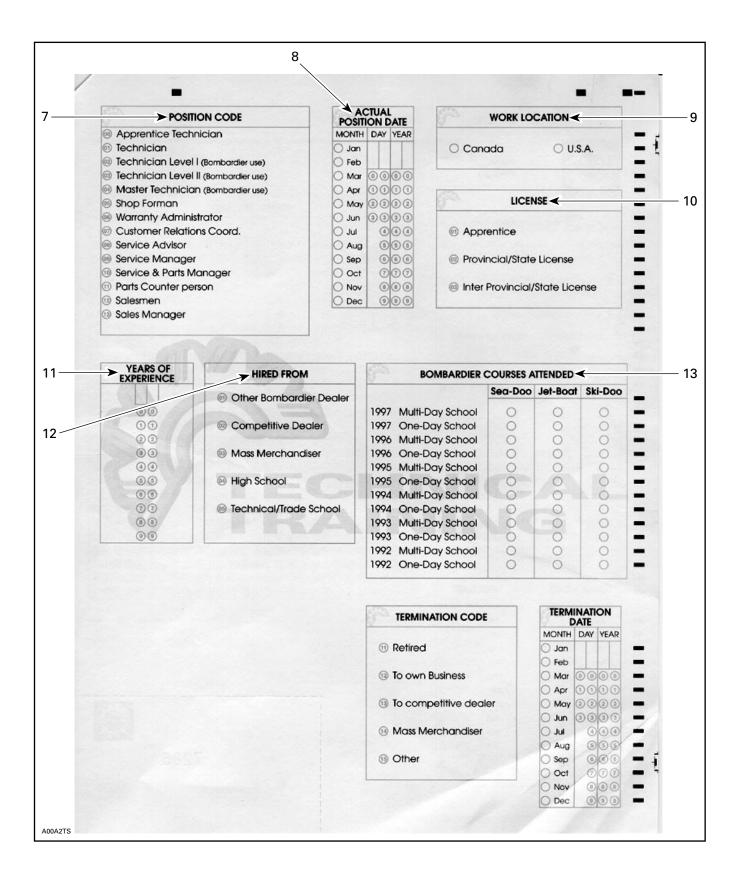
When the mechanic was hired, where did they work before or were they in school.

13. Bombardier Courses Attended

If the mechanic previously attended a Multi-Day or One-Day course in previous years from 1992 to 1997, indicate it.

Refer to the following pages for a detailed view of the registration form.









Date: August 12, 1996

SUBJECT: A)Lubrication and Maintenance Chart Poster

B)Lubrication and Maintenance Estimate Pad

| YEAR | MODEL NAME | MODEL NUMBER | SERIAL NUMBER |
|------|------------|--------------|---------------|
| ALL | ALL | ALL | ALL |

A)LUBRICATION AND MAINTENANCE CHART POSTER (P/N 484 0651 00)

To assure that the proper lubrication points and maintenance for Ski-Doo snowmobiles are followed, a new poster is now available.

We recommend that you place the poster within the customer's view so that they will be aware that there is required maintenance. It is an excellent selling tool in your service reception area. The poster shows the many operations required to keep the Ski-Doo in excellent condition.

B)LUBRICATION AND MAINTENANCE ESTIMATE PAD (P/N 484 0651 01)

The new estimate pad will help you to better service and keep records of maintenance done on customer's snowmobiles.

Using the lubrication and maintenance estimate sheet, the service manager will be able to provide an accurate estimate in a timely manner to the customer . The form has areas to enter the customer's name, the serial number of the unit and room for the customer's signature.

Use these forms properly and you will be able to propose maintenance to your customers in a new and different way.





No. 96-7 UPDATE

Date: November 11, 1996

SUBJECT: CD Technology (Updated Installation Instructions)

| YEAR | MODEL | MODEL NUMBER | SERIAL NUMBER |
|------|-------|--------------|---------------|
| 1996 | ALL | ALL | ALL |

In order to ease the installation and use of the Technical Publications compact disks, refer to the following information.

INSTALLATION

WINDOWS 3.1 or 3.11

- 1. Insert CD into drive.
- 2. Select CD-ROM drive.
- 3. Click on Acrowin.
- 4. Double click on disk1.
- 5. Double click on setup.exe.
- 6. Click on Accept in first dialog box.
- 7. Click on Install in second dialog box.
- 8. Read Acrobat Installer message then click OK.
- 9. Click OK or personalize as needed (Acrobat Reader will install).
- 10. BEGIN INSTALL will appear, click EXIT.
- 11. EXIT WITHOUT INSTALLING will appear, click YES.
- 12. INSTALL INCOMPLETE will appear, click OK.
- 13. ACROBAT INSTALLER will appear, click OK.

WINDOWS 95

To Install from Autoplay Extender

- 1. After a few seconds, Autoplay Extender dialog box will appear (if not, go to desktop section).
- 2. Click OPEN.
- 3. Click on Acrowin.
- 4. Double click on **disk1**.
- 5. Double click on **setup.exe**.

- 6. Click on Accept in first dialog box.
- 7. Click on **Install** in second dialog box.
- 8. Read Acrobat Installer message then click OK.
- 9. Click OK or personalize as needed (Acrobat Reader will install).
- 10. BEGIN INSTALL will appear, click EXIT.
- 11. EXIT WITHOUT INSTALLING will appear, click YES.
- 12. INSTALL INCOMPLETE will appear, click OK.
- 13. ACROBAT INSTALLER will appear, click OK.

To Install from the Desktop

1. Double click "My computer".

Using the following example, where LMR_96_E is the publication name and D: is the CD drive.

- 2. Double click LMR_96_E (D:).
- 3. Click on Acrowin.
- 4. Double click on **disk1**.
- 5. Double click on **setup.exe**.
- 6. Click on Accept in first dialog box.
- 7. Click on Install in second dialog box.
- 8. Read Acrobat Installer message then click OK.
- 9. Click **OK** or personalize as needed (**Acrobat Reader** will install).
- 10. BEGIN INSTALL will appear, click EXIT.
- 11. EXIT WITHOUT INSTALLING will appear, click YES.
- 12. INSTALL INCOMPLETE will appear, click OK.
- 13. ACROBAT INSTALLER will appear, click OK.

HOW TO USE

WINDOWS 3.1 or 3.11

From File Manager

- 1. Insert CD into drive.
- 2. Select CD-ROM drive.
- 3. Click once on the drive letter (e.g. d:, top left, d: is the drive letter, yours might differ).
- 4. Double click on Welcome.pdf.
- 5. Follow instructions on screen.

From Program Manager

- 1. Insert CD into drive.
- 2. Select CD-ROM drive.
- 3. Click on Adobe Acrobat Group.
- 4. Click once on Acrobat Reader 2.1 (round red icon).
- 5. Click on FILE.
- 6. Click on PROPERTIES.
- 7. Change COMMAND LINE to read; Welcome.PDF.
- 8. Change WORKING DIRECTORY to read; D:\ (type your CD drive letter, followed by semi colon, then back slash).
- 9. Click OK.
- 10. Double click on **Acrobat Reader 2.1** (round red icon).
- 11. Follow instructions on screen.

WINDOWS 95

Using Autoplay Extender or the Desktop

- 1. Double click on "My computer".
- 2. Double click on publication name, eg. LMR_96_E.
- 3. Double click on Welcome.pdf.
- 4. Follow instructions on screen.

FEATURES

- a. Backup for your paper publications
- b. Readily available
- c. Can be printed anytime
- d. Never lose information
- e. Interactive from *Shop Manuals, Flat Rate Book* and Parts Books

FUTURE CD'S

These CD's will be produced on an annual basis and will contain the updated publications from the previous year as well as the actual pub. from the present year.

PARTS RETURN

All dealers have received these CD's. If you are not equipped with a CD reader on your computer and do not wish to keep the CD's, **return the unopened** packages using the regular procedure for parts return.

COMPACT DISC REQUIRED

| YEAR | P/N |
|------|-------------|
| 1996 | 484 0662 00 |