

Please route to :

Init.

Service

Sales

Parts



No. **2002-1**

Date: July 27, 2001

SUBJECT: MPEM Programmer Update (version 3.4)

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
2002	All ZX L/C	All	All

A new software (version 3.4) to update the MPEM programmer will be automatically shipped for the above mentioned models, to the Ski-Doo authorized dealers/distributors only. This new version is currently available on BOSSWeb.

One diskette can update all programmers at dealer or distributor locations.

PART

DESCRIPTION	P/N	QTY
Diskette V 3.4	529 035 790	1

To update the MPEM, follow the installation instructions written on the diskette label or in this bulletin.

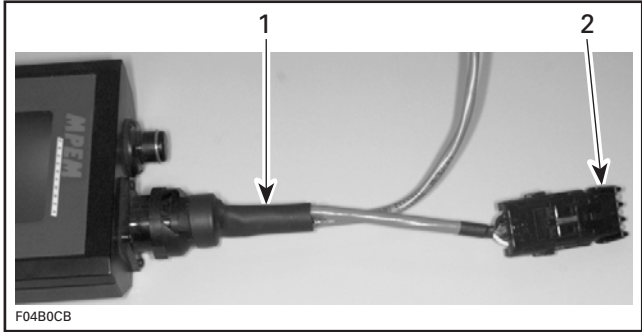
SHIPMENT

The update diskette shipment will be completed on August 2, 2001.

UPDATING PROCEDURE

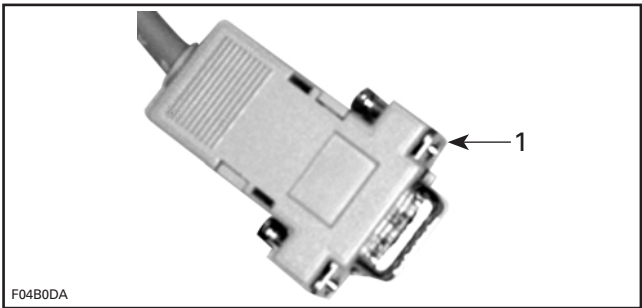
Hardware

Plug the MPEM cable to the MPEM programmer to be updated.



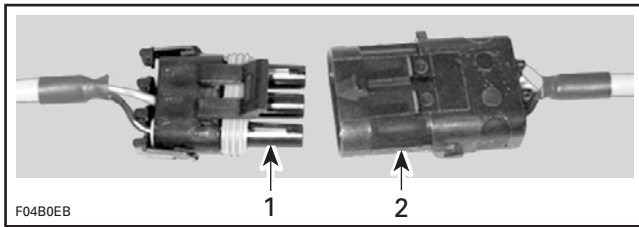
1. MPEM cable plugged to MPEM programmer
2. Remove dust plug

Connect the Update Cable to Serial port, (COM 1 or COM 2 port) of an IBM Microcomputer, or IBM-Compatible computer.



1. Update cable connector

Remove dust plug from 3-connector housing and connect to 3-connector housing on harness going to computer.



1. Update cable
2. MPEM cable

Turn on your computer.

Insert the 1.44 Mb diskette into disk drive.

Software

NOTE: Do not turn programmer ON at this point.

MS-DOS Version (3.3 or higher)

Type: **A: INSTALL.EXE** then press **ENTER** (where A: is the drive letter of your floppy disk drive).

MICROSOFT WINDOWS

Select Drive A using your computer's File Manager or Windows Explorer program.

Open FILE **INSTALL.EXE**.

Choose appropriate language:

(1) English

(2) French

When INFORMATION Dialog box appears on the computer screen, press **ENTER**.

Press **F-10** and press **→** to highlight MPEM at the top left screen, then press **ENTER**.

Select Software Upgrade then press **ENTER**.

At this point, make sure the MPEM programmer is turned OFF.

Press **ALT- P**.

Turn MPEM programmer ON.

MPEM programmer should emit **2 short beeps**. If not, communication has not been made; press **ALT-X** to exit and restart programming.

The message "Active RS-232 COMMUNICATION" will appear on the MPEM programmer display.

The computer screen will show 4 uploading levels that will count up to 100 percent each then stop.

This procedure will take from 3 to 5 minutes.

A message "the upload operation is successful" will appear on the computer screen when operation is complete.

Press **ENTER** on the computer to confirm uploading operation in programmer.

Upgrade is now completed. To exit program, press **ALT-X** on the computer.

Turn MPEM programmer ON then turn it OFF. Turn it ON once again and make sure that version 3.4 appears on the programmer display.

To continue updating other MPEM programmers, repeat the procedure.

Reinstall dust plug.

Use the existing cable once programmer has been updated.

Please route to :

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



No. **2002-2**

Date: September 26, 2001

**SUBJECT: 2002 Spring Fever
Extended Warranty Program
Reminder**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
2002	According to SPRING FEVER Promotion (Are excluded: Mini Z™, Tundra™ and all Mach Z® models)	According to Sales Program	All

**2002 Spring Fever Extended Warranty
- Program Reminder -**

An eligible snowmobile model must *remain eligible* according to the Sales Program Requirements.

Extended warranty on the vehicle will provide the following manufacturer's limited coverage:

- free second year Engine Service Contract, under the following conditions:
 - vehicle must be under 8000 km (5000 miles);
 - a pre-season inspection (as described in the *Operator's Guide*) must be performed by an authorized Ski-Doo dealer/distributor, at customer's expense. This inspection should be performed between October 1st 2002 and December 15th 2002;
 - **all warranty and safety campaigns** must have been completed on involved vehicle.

Should the above conditions not be met, the unit will no longer be eligible for the Extended Warranty.

As a reminder, each repair covered under the Engine Service Contract, is subject to a \$50.00 deductible (instead of the usual \$25.00). The term of this Engine Service Contract will last 12 months or a maximum of 8,000 km (5,000 miles), whichever occurs first, including the kilometers/miles under Bombardier Limited Warranty.

Bombardier is providing the dealers with a letter explaining the benefits and conditions of the Extended Warranty, to be given to the consumer at the time of delivery of the snowmobile.

Inclosure

Please find attached a copy of the letter and promotional details to be given to the new owners.

EXTENSION OF COVERAGE 2002 SPRING FEVER PROMOTION FOR THE SKI-DOO® SNOWMOBILE

PROMOTION DETAILS

TERMS AND CONDITIONS

PLEASE READ THE TERMS AND CONDITIONS OF THIS PROMOTION CAREFULLY. THEY CONTAIN THE ENTIRE AGREEMENT BETWEEN BOMBARDIER AND THE OWNER WITH REGARD TO THE COVERAGE OFFERED AND THE DURATION OF THIS EXTENSION OF COVERAGE. THIS PROMOTION SUPERSEDES ANY OTHER WRITTEN OR ORAL STATEMENTS MADE TO THE OWNER ABOUT THE COVERAGE OFFERED WITHIN THE SCOPE OF THIS PROMOTION. THIS PROMOTION IS NOT AN INSURANCE POLICY.

SECTION 1. DEFINITIONS

Here are the definitions of some key words used in this promotion:

BOMBARDIER:

In Canada means BOMBARDIER INC. and in the U.S.A. Bombardier Motor Corporation of America.

AUTHORIZED DEALER:

means the BOMBARDIER DEALER AUTHORIZED to offer this promotion and to repair the VEHICLES COVERED under this promotion.

BOMBARDIER LIMITED WARRANTY:

means the manufacturer's limited warranty which is issued upon the purchase of a COVERED VEHICLE.

COVERED VEHICLE:

means every new and unused 2002 SKI-DOO® snowmobile bought during the Spring Fever Sales and for which a Spring Fever Certificate was received and accepted by Bombardier (Mini Z™, Tundra™ and all Mach Z® models are excluded from the Spring Fever promotion).

COVERED SYSTEM:

means every system of COVERED VEHICLES identified in the Appendix of this promotion.

EXTENSION OF COVERAGE PROMOTION:

means this promotion, including the COVERED SYSTEMS described in the Appendix of this document.

REGISTRATION LETTER:

means the letter issued by BOMBARDIER to the purchaser or, if applicable, to the subsequent purchaser of a COVERED VEHICLE. This letter shall be presented to an AUTHORIZED DEALER before the latter repairs a MECHANICAL BREAKDOWN.

MECHANICAL BREAKDOWN:

means the breakage or failure of a genuine or replacement BOMBARDIER part within the COVERED SYSTEM OF THE COVERED VEHICLE as a result of a defect in material or workmanship.

REPAIR COSTS:

means the applicable labor at the retail labor rate at date of repair, the applicable replacement parts cost approved by BOMBARDIER at the manufacturer's suggested retail price, as well as the applicable taxes incurred to repair a MECHANICAL BREAKDOWN during the selected term of this promotion by an AUTHORIZED DEALER.

SECTION 2. GENERAL PROVISIONS

This promotion between the owner and BOMBARDIER applies exclusively to the COVERED VEHICLE when purchased and used strictly in North America, by an authorized dealer. This promotion provides for reimbursement by BOMBARDIER of any AUTHORIZED DEALER'S REPAIR COSTS less the applicable deductible.

SECTION 3. OWNER'S OBLIGATIONS

- 3.1 For each claim, absorb the first fifty (\$50.00) dollars in REPAIR COSTS resulting from a MECHANICAL BREAKDOWN.
- 3.2 Operate, maintain, service and store the COVERED VEHICLE in accordance with the appropriate procedures as specified in the COVERED VEHICLE's *Operator's Guide* and *Safety Handbook*.
- 3.3 Always ensure that all Bombardier campaigns have been performed on the COVERED VEHICLE by an AUTHORIZED DEALER.
- 3.4 Keep receipts or other documents showing that proper maintenance and service as described in the COVERED VEHICLE's *Operator's Guide* has been performed.
- 3.5 It is required to have a preseason inspection performed, as described in the *Operator's Guide*, by an AUTHORIZED DEALER at the charge expense of the Customer. This inspection should be performed between October 1, 2002 and December 15, 2002 or the EXTENSION OF COVERAGE PROMOTION will be cancelled for the COVERED VEHICLE.
- 3.6 In the event that the owner has not received a registration confirmation of this promotion by means of a REGISTRATION LETTER within thirty (30) days following the preseason inspection making this promotion valid, the owner shall advise his/her AUTHORIZED DEALER or the BOMBARDIER Customer Assistance Center in Canada, at 819-566-3366 or in the U.S.A., at 715-848-4957.

SECTION 4. EXCLUSIONS

- 4.1 This extension of coverage promotion only covers the COVERED SYSTEM as indicated in the adjoined appendix and does not cover MECHANICAL BREAKDOWNS resulting from:
- normal wear and tear,
 - use of COVERED VEHICLE for commercial, racing, rental or competition,
 - failure to provide proper maintenance or storage as described in the COVERED VEHICLE's *Operator's Guide*,
 - improper use, abuse, neglect or abnormal strain of the COVERED VEHICLE or other operation which is not in accordance with the COVERED VEHICLE's *Operator's Guide*,
 - accident, collision damage, water ingestion or corrosion,
 - installation or use of parts or accessories other than BOMBARDIER new replacement parts or accessories, or which are not parts or accessories designed and approved by BOMBARDIER for the COVERED VEHICLE,
 - repair, alteration or modification of any part or calibration unauthorized by BOMBARDIER or done by any person other than an AUTHORIZED DEALER,
 - damage resulting from fire, theft, freezing, vandalism, explosion or any act of God.
- 4.2 This promotion does not cover incidental or consequential damages, or costs other than REPAIR COSTS, including without limitation transportation, towing or rental costs.
- 4.3 This promotion does not cover damages resulting from use of a COVERED VEHICLE having an unrepaired MECHANICAL BREAKDOWN.

SECTION 5. TERM

The term of this Engine Service Contract will last **12 months or a maximum of 5000 miles or 8000 kilometers including the mileage run under the BOMBARDIER LIMITED WARRANTY.**

SECTION 6. LIABILITY LIMIT

- 6.1 BOMBARDIER's maximum liability under this promotion shall not exceed the fair market value of the COVERED VEHICLE at the time of the MECHANICAL BREAKDOWN. The total amount for claims paid during the extension of coverage term shall never exceed the price paid for the vehicle by the purchaser at the time of purchase.
- 6.2 Neither the AUTHORIZED DEALER nor any other person has been authorized to make any affirmation or representation or to offer services other than those contained in this promotion and if made, such affirmation, representation or offering of services shall not be enforceable against BOMBARDIER or any other person.

SECTION 7. PROCEDURE

- 7.1 The owner must report to an AUTHORIZED DEALER any MECHANICAL BREAKDOWN within two (2) days after its occurrence. If this is not possible, the owner must contact the BOMBARDIER Customer Assistance Center in Canada, at 819-566-3366 or in the U.S.A., at 715-848-4957.
- 7.2 The owner must bring the COVERED VEHICLE to an AUTHORIZED DEALER within ten (10) days of reporting a MECHANICAL BREAKDOWN in order to determine the cause of failure.
- 7.3 The owner must submit the REGISTRATION LETTER to an AUTHORIZED DEALER prior to any repair and shall sign the AUTHORIZED DEALER's work order once repairs have been done on the COVERED VEHICLE. All parts replaced shall remain the property of BOMBARDIER.
- 7.4 In the event a dispute arises with regard to this promotion, BOMBARDIER suggests trying to resolve the issue at the AUTHORIZED DEALERSHIP level. If further assistance is required, the owner could contact the BOMBARDIER Customer Assistance Center in Canada, at 819-566-3366 or in the U.S.A., at 715-848-4957.

SECTION 8. CANCELLATION

- 8.1 BOMBARDIER reserves the right to cancel this EXTENSION OF COVERAGE PROMOTION at any time in the event of fraud or misrepresentation, or if the COVERED VEHICLE is repossessed or is a total loss, not resulting from a MECHANICAL BREAKDOWN.

SECTION 9. TRANSFERABILITY

- 9.1 This EXTENSION OF COVERAGE PROMOTION is transferable to subsequent owners, provided that the extension of coverage period is not over.
- 9.2 To transfer this promotion to any subsequent purchaser, the change of ownership and address must be made by an authorized dealer in BOMBARDIER Inc.'s vehicle registration system.

APPENDIX - COVERED SYSTEM

Engine System:

Pistons, piston rings, piston pins, needle bearings, circlips, intake manifold, exhaust manifold, rotary valve, rotary valve shaft, crankcase assembly, crankshaft, oil pump shaft, water pump, thermostat, cylinder(s), cylinder head(s), cylinder head cover, R.A.V.E. valve assembly, and reed assembly. Seals and gaskets for the above-mentioned parts.

Please route to:

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



No. **2002-3**

Date: October 16, 2001

**SUBJECT: Warranty Procedures
Pertaining to Ski-Doo Covers**

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
2002	All	All	All

Bombardier Ski-Doo covers include a warranty against defects in materials and workmanship for **1 full year** beginning at the date of retail purchase.

When submitting a warranty claim for a cover, dealers are required to obtain an authorization number by calling or faxing a Warranty Analyst. They will be asked about the nature of the defect and the part number.

All claims submitted must include a copy or the original retail sales invoice. Without this invoice all dealer claims will be rejected and returned at their expense.

All covers returned under warranty that do not have a claim form included will be rejected and returned to the dealer at his expense.

If a cover is found to be defective and warranty applies, Bombardier Inc. will repair, replace or credit at its discretion. Should a dealer choose to replace a cover without consulting a Warranty Analyst, Bombardier Inc. reserves the right to repair the original cover and return it to him.

If a cover does not qualify for warranty but the dealer would like to have it returned to the manufacturer for repair, he may contact a Warranty Analyst for an estimate of the repair cost and a return authorization number.

Should a cover be returned to the Warranty Department and it is found that the problem is not due to a manufacturing defect, the dealer will be contacted by a Warranty Analyst as to whether he would like to have it repaired. He will be informed of the repair costs and his authorization will be requested before any repair is made. If he wishes to have the cover returned to him, it will be sent back at his expense.

If a cover does qualify for warranty and can be repaired locally, the dealer may call a Warranty Analyst and request a subcontracted labour authorization. The dealer will be required to send in a warranty claim, plus the original bill of sales along with a copy of the original repair bill to receive his credit. All unauthorized claims will be rejected.

Please contact a Warranty Analyst at the following:

For Canadian Dealers

TEL.: 1-800-361-9980

FAX: 1-800-361-7143

For U.S. Dealers

TEL.: 1-800-366-6992

FAX: 1-800-366-3880

Please route to:

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



No. **2002-4**

Date: October 17, 2001

SUBJECT: Report on Performance and Quality

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
All	All	All	All

HELP US TO HELP YOU!

It is very important to receive reports from the field to improve our product, especially early in the season.

Everything unusual must be reported as soon as the situation appears; this will allow Bombardier Motor Corporation of America/Bombardier Inc. to provide a faster and adequate solution.

In its concern to improve the quality and the performance of its products, Bombardier Motor Corporation of America/Bombardier Inc. will provide, free of charge, a RPQ (Report on Performance and Quality) form to all authorized Ski-Doo dealers/distributors that order the form.

This form is to be completed by dealers/distributors wishing to report any technical problems encountered during the predelivery inspection, 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.

There are 3 ways to report unusual situations through the RPQ form:

- 1) Phone
- 2) Fax
- 3) Mail

1) PHONE

Dealers/distributors are asked to fill out this report form and reach us by phone.

It is easier than ever to reach one of our service representative to report an unusual situation.

You only need to have on hand all the details of the situation as described on the RPQ form and we will take your report.

Simply use our toll free numbers (for dealers/distributors **use only**):

In Canada:

1 (800) 361-9980

In USA:

1 (800) 366-6992

2) FAX

Another choice is to FAX the RPQ report form using the following numbers:

In Newfoundland:

(709) 686-5996

In Canada:

(819) 566-3062

In USA:

(715) 847-6879

3) MAIL

Dealers/distributors can also fill out this report form and send it by mail, for Canadian as well as USA dealers/distributors, to the following address:

Bombardier Recreational Products
C/O PPO Dept.
565 De La Montagne
Valcourt, Qc
J0E 2L0

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

Part Number Information

Additional copies can be ordered, free of charge, through regular parts ordering channel.

DESCRIPTION	PART NUMBER	QTY
Report on Performance and Quality	484 300 084 ①	1

① When ordering this part number, dealer/distributor receives a pad of 50 forms.

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

Please notify all involved personnel.



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)			CONTACT							
			First Name:						First Name:							
			Last Name:						Last Name:							
CIRCLE THE APPLICABLE CONDITION						CIRCLE THE APPLICABLE SYSTEM										
ENVIRONNEMENT			TYPE OF USAGE			SNOW CONDITION		THROTTLE OPENING		N.A. if not applicable						
1.1 During PDI 1.2 Freight Damage 1.3 Open Fields 1.4 Groomed Trails			1.5 Trail not Maintained 1.6 Lake 1.7 Mountains 1.8 Race Track N.A.*			3.1 Touring 3.2 Sport Riding 3.3 Logging/Towing 3.4 Trail Grooming		3.5 Racing 3.6 Hill Climbing 3.7 Unused-New N.A.*		2.1 Powder 2.2 Hard Pack 2.3 Icy 2.4 Marginal N.A.*		1/4 1/2 3/4 4/4 N.A.*		01 Engine/Manual Starter 02 Fuel System/Oil System 03 Exhaust System 04 Electrical System (starter, ignition) 05 Transmission 06 Brake System		
07 Steering System 08 Suspension 09 Body 10 Crate/Accessories/ Special Tools 11 N.A. 118 Multiple System																
OUTSIDE TEMPERATURE			Select Measure			SPEED			Select Measure							
			<input type="checkbox"/> F <input type="checkbox"/> C					<input type="checkbox"/> km/h <input type="checkbox"/> MPH								
MODEL NUMBER (9999)			SERIAL NUMBER (99999)			MILEAGE		Select Measure		RPM		PART NUMBER (999 999 999)				
								<input type="checkbox"/> km <input type="checkbox"/> m.				- -				
PROBLEM DESCRIPTION																
CORRECTIVE ACTION TAKEN																
COMMENTS/OTHER OBSERVATIONS																

Please route to :

Init.

Service

Sales

Parts



No. **2002-5**

Date: January 30, 2002

SUBJECT: Part Claim Procedure Modification

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
All	All	All	All

The purpose of this bulletin is to advise you of two modifications to the claiming procedure for defective parts.

These changes are effective as of Tuesday January 29, 2002.

CLAIM FOR PARTS SOLD OVER THE COUNTER

A new field has been added on the form for this type of claim. This field must be filled in with the serial number of the unit on which the parts were installed. Unless otherwise specified on the claim, these parts will not require to be returned.

CLAIMS FOR DEFECTIVE NEW PARTS IN INVENTORY

All parts claimed will now have to be returned to the warranty department with a copy of the claim.

Return Address

in Canada

Centre de pièces de garantie Bombardier
 Bombardier Warranty Parts Center
 565, rue de la Montagne
 Valcourt (Québec)
 J0E 2L0

NOTE: GREEN sticker (P/N 484 500 001) must be used to identify parcel.

in the USA

Bombardier Recreational Products
 7575, Bombardier Court
 Wausau, WI 54401

NOTE: PINK sticker (P/N 480 901 601) must be used to identify parcel. The claim number must be indicated on the sticker with the mention "Part under Warranty".

PLEASE NOTIFY ALL INVOLVED STAFF.

Please route to :

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



No. **2002-6**

Date: January 30, 2002

SUBJECT: Rebuilt Parts on Warranty

YEAR	MODEL	MODEL NUMBER	SERIAL NUMBER
All	All	All	All

REMINDER

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

Rebuilt Parts Return — Warranty Situation

When claiming a rebuilt part, defective part must be returned with the white copy (core copy) and the warranty claim **NOT** directly to the Rebuilt Center but to the Warranty Department.

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.

In all cases, the part must be properly packaged to avoid further damages. We suggest the use of the box in which the rebuilt part was originally shipped in.

If the returned part is not accepted by the Warranty Department, the core copy will then be processed after ninety (90) days and a core credit will be issued in accordance with the rebuilt center policies but the claim will not be paid.

Parts for which the claims are denied are kept for a period of ninety (90) days at the Warranty Department. Should the dealer/distributor wish for the part to be returned instead of being sent to the Rebuilt Center, please advise the Warranty Department. Part will then be returned at dealer's/distributor's expenses.

Addresses to return rebuilt parts are:

in the USA,

Bombardier Recreational Products
7575 Bombardier Court
Wausau, WI 54401

PINK sticker must be used (P/N 480 901 601) on which the claim number must be indicated with the mention "Part under Warranty".

NOTE: In the USA, because the return address is the same for warranty parts return and regular rebuilt parts return, please make sure that a copy of the claim and a copy of the core copy are sent along with the part properly tagged with the claim number in order to avoid delays in claim processing.

in Canada:

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

GREEN sticker must be used (P/N 484 500 001).

Rebuilt Parts Return — non Warranty Situation

When using a rebuilt part in a non-warranty situation, please send the white copy (core copy) with the part properly packaged (to avoid further damages that could reduce credit or even void it) to the following addresses:

in the USA:

Bombardier Recreational Products
7575 Bombardier Court
Wausau, WI 54401

PINK sticker must be used (P/N 480 901 601) on which the mention "Core(s) for Rebuilt Center" must be indicated.

in Canada:

NOTE: Send only the parts that are not replaced under a warranty situation and use YELLOW sticker (P/N 480 901 500).

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