



# Service Bulletin

**Date:** August 30, 2004

**Product Line:** Snowmobile

**Bulletin No:** 2004-1-18 (Solution A)  
2004-1-19 (Solution B)

**Subject:** Track Driveshaft/  
Gear Case Bearing

## Affected Models / VIN:

All 2004 ZR 900 & 2004 ZR 900 Sno Pro Models

**Condition:** In our continuing effort to produce quality products, Arctic Cat Sales Inc. is dedicated to upgrading a product that does not meet our specification standards. It has been determined that during the manufacturing of Track Driveshaft (p/n 0702-459), an improper heat treatment was used. This condition may cause the driveshaft to break.

■ **NOTE: On April 1, 2004, your dealership was sent a letter explaining our concern regarding this issue. Please refer to this letter for more detailed information.**

It has also been determined that the existing synthetic ACT gear case fluid does not meet the standards set forth by Arctic Cat and may not adequately protect the gear case cover bearing.

■ **NOTE: On July 8, 2004, your dealership was sent a letter explaining our concern regarding this issue. Please refer to this letter for more detailed information.**

**Solution:** Arctic Cat strongly recommends that the existing track drive assembly as well as the gear case cover bearing and gear case fluid be replaced in both affected models. Detailed instructions will be included in each upgrade kit.

■ **NOTE: Service Bulletin 2004-1-18 applies to the 2004 ZR 900 models (Solution A). Service Bulletin 2004-1-19 applies to the 2004 ZR 900 Sno Pro models (Solution B).**

**Parts:** Order an appropriate number of upgrade Track Drive Assembly/Gear Case Bearing Kit(s) (p/n 0637-276) for the ZR 900 models or (p/n 0637-277) for the ZR 900 Sno Pro models. Order through normal parts-ordering channels. Your dealership Parts Account will be charged and then credited upon receipt of a Warranty Claim Request form and the return of the existing gear case cover bearing.

■ **NOTE: Be sure to order the appropriate kit for the affected model.**

**Warranty:** A labor allowance of 4.4 hr will be paid per affected snowmobile.  
Cat Tracker Claim: Enter BS200418 in the Complaint section (Solution A).  
Manual Claim: Enter 0418 in the Complaint section (Solution A).  
Cat Tracker Claim: Enter BS200419 in the Complaint section (Solution B).  
Manual Claim: Enter 0419 in the Complaint section (Solution B).

Please contact all owners of an affected snowmobile concerning this issue and make arrangements to have the necessary service work completed.

■ **NOTE: Please remember that when submitting a claim, make sure to always enter the current mileage of each affected snowmobile. In order for Arctic Cat to accurately assess warranty claims, an accurate recording of mileage on snowmobiles with warranty claims is important.**

## ATTENTION

To ensure that the necessary service work is completed in a timely manner and that this issue can be resolved, Arctic Cat is requesting that all service work be completed prior to August 30, 2005. All warranty claims directly related to this issue will not be honored after August 30, 2005.