



Service Bulletin

Date: January 21, 2004

Product Line: Snowmobile

Bulletin No: 2004-1-15

Subject: Upper Ski Shock Sleeves

Affected Models / VIN:

2004 ZR Models (see specific models, model numbers, and VIN ranges listed below)

ZR 900 Carbureted U.S. (Green) - Model No. S2004ZRJCAUSG

ZR 900 Carbureted U.S. (Red) - Model No. S2004ZRJCAUSR

ZR 900 Carbureted Sno Pro U.S. (Green) - S2004ZRJCSUSG

ZR 900 Carbureted Sno Pro U.S. (Red) - S2004ZRJCSUSR

ZR 900 EFI U.S. (Green) - Model No. S2004ZRJEPUSG

■ **NOTE:** The affected models listed above are all within the vehicle identification number range of 4UF04SNW54T135789 - 4UF04SNW24T136608

■ **NOTE:** All affected snowmobiles that are shipped after 11/12/03 will be upgraded prior to shipping and no service work will be required.

Condition: During the installation of the ski shocks, the upper Ski Shock Sleeves (p/n 1603-023) were inadvertently omitted on some of the affected snowmobiles listed above.

Solution: Inspect all snowmobiles within the VIN range indicated above to determine if the ski shock sleeve or sleeves have been installed. If the sleeve or sleeves have been omitted, order and install the sleeves per instructions included in this bulletin.

■ **NOTE:** To inspect for the presence of a ski shock sleeve, first raise the front end of the snowmobile to remove weight from the ski; then loosen the upper cap screw securing the shock to the chassis. Push upward on the bottom of the ski. If there is no sleeve present, there will be noticeable free-play in the shock eyelet. Repeat procedure on other side.

■ **NOTE:** Be sure to inspect both ski shocks. One or both of the ski shock sleeves may have been omitted.

Parts: Order an appropriate number of Ski Shock Sleeves (p/n 1603-023) through normal parts-ordering channels. Your dealership Parts Account will be charged and then credited upon receipt of a Warranty Claim Request form.

Warranty: A labor allowance of 0.3 hr will be paid per affected snowmobile.
CatTracker Claim: Enter BS200415 in the Complaint Section.
Manual Claim: Enter 0415 in the Complaint Section.

■ **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

This service bulletin expires January 21, 2005. 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 January 21, 2005. All warranty claims directly related to this issue will not be honored after January 21, 2005.

Installation Instructions

1. Raise the front of the snowmobile to remove the tension from one of the ski shocks.
2. Remove the hardware securing the ski shock to the spindle; then remove the hardware securing the ski shock to the chassis mounting bracket.
3. Install Shock Sleeve (p/n 1603-023) into the upper shock eyelet; then secure the shock to the chassis mounting bracket with existing hardware. Secure the shock to the spindle with existing hardware. Tighten all hardware to 2.8 kg-m (20 ft-lb). See Fig. 1 for identification of shock sleeve to be installed.
4. Repeat for opposite side.



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