



## Snowmobile, ATV and Prowler

### Arctic Cat Limited Warranty Changes - Cross Border Sales

**Date:** June 1<sup>st</sup>, 2010  
**Bulletin:** All11-01NA  
**Region:** All Arctic Cat Dealers  
**Models:** All Snowmobiles, ATV's, and Prowlers  
**Program:** Arctic Cat Limited Warranty Changes - Cross Border Sales

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#### Program Details:

Effective June 1, 2010, Arctic Cat has revised its limited warranty policy on all Arctic Cat model years. The revised Arctic Cat limited warranty now states, "Warranty coverage is only available in the country in which the original retail purchase occurs to the original retail purchaser resident in that country or to a transferee resident in that country of the balance of the unused warranty".

#### Frequently asked questions:

- Q.** Can a US resident who purchases an Arctic Cat product from an Authorized U.S. Arctic Cat dealer bring it to Canada to ride for the weekend be able to obtain warranty from an Authorized Canadian Arctic Cat dealer?

**A.** Yes, the Canadian dealer has the right to ask for proof of ownership/title on the unit as well as proof of residence. Proof of residence may be a driver's license.
- Q.** Can a Canadian resident purchase a new Arctic Cat product from an Authorized U.S. Arctic Cat dealer, import the unit to Canada, and then obtain warranty from an Authorized Canadian Arctic Cat dealer?

**A.** No, Arctic Cat receives monthly notification of units that were destined for use in the U.S. and have been imported into Canada by a Canadian resident. Arctic Cat will then cancel all warranty coverage.
- Q.** Can a Canadian resident purchase a new Arctic Cat product from an Authorized U.S. Arctic Cat dealer, import the unit to Canada, and then return to the U.S. to obtain warranty from an Authorized U.S. Arctic Cat dealer?

**A.** No, Arctic Cat receives monthly notification of units that were destined for use in the U.S. and have been imported into Canada by a Canadian resident. Arctic Cat will then cancel all warranty coverage.
- Q.** Can a Canadian resident purchase a used Arctic Cat product that still has Arctic Cat warranty coverage, import the unit to Canada, and then obtain warranty from an Authorized Canadian Arctic Cat dealer?

**A.** No, Arctic Cat receives monthly notification of units that were destined for use in the U.S. and have been imported into Canada by a Canadian resident. Arctic Cat will then cancel all warranty coverage.
- Q.** Can a Canadian resident purchase a used Arctic Cat product that still has Arctic Cat warranty coverage, import the unit to Canada, and then return to the U.S. to obtain warranty from an Authorized U.S. Arctic Cat dealer?

**A.** No, Arctic Cat receives monthly notification of units that were destined for use in the U.S. and have been imported into Canada by a Canadian resident. Arctic Cat will then cancel all warranty coverage.
- Q.** Does this warranty policy change apply in similar form to a U.S. customer purchasing an Arctic Cat product in Canada and returning with that product to the USA?

**A.** Yes, Arctic Cat's intent is that warranty coverage only be available in the country in which the original retail purchase occurs to the original retail purchaser resident of that country or to a transferee resident of that country..

This new policy applies to all Arctic Cat Snowmobile, ATV, and Prowler models retailed from June 1, 2010. It is the dealer's responsibility to include the following supplement Limited Warranty page into each 2010 and prior model year Operator's Manual retailed after June 1, 2010. This policy change has been included in all 2011 model year Operator's Manuals.



June 16, 2010

Dear Arctic Cat Snowmobile Dealer,

RE: Snowmobile Limited Warranty Supplement

There has been an addition to the Snowmobile Limited Warranty as found on page 16 of Section 2 of your Service Support Manual (Effective Date: June, 2010). The addition affects the "Exclusions to this warranty..." list. Following is the updated "Exclusions" statement (**additions are in boldface type**):

Exclusions to this warranty include normal wear, abuse (i.e. a track run on marginal snow conditions without proper lubrication or additional idler wheels), and the following parts:

Fuel Filter	Light Bulbs	Windshield	Drive Belt	Torn or Punctured Upholstery
Wear Bars	Brake Pads	Spark Plugs	Drive Clutch/Driven Pulley	Wear Parts
Wear Strips	<b>Shock Absorber(s) - Standard*</b>	<b>Shock Absorber(s) - Rebuildable**</b>		

\* **Limited to one (1) year or 1000 miles of "normal" riding conditions - replace for defective or leaking shock, corroded or pitted shaft, peeling chrome.**

\*\* **Limited to one (1) year or 1000 mile of "normal" riding conditions - rebuild for leaking shock (warranted) - replace for defective shock, corroded or pitted shaft, peeling chrome.**

Note that Shock Absorbers have been added to the "Exclusions to this warranty..." list. Also, please note the starred information directly below the list. This information also appears on page 30 under Component Warranty Repair.

Please refer to these pages whenever considering warranty on shock absorbers.

Thank you for your understanding in this important matter.

Sincerely,

Arctic Cat Sales Inc.

## Supplement - Effective June 1, 2010

### ARCTIC CAT SNOWMOBILE MODELS - LIMITED WARRANTY

#### Limited Warranty

Arctic Cat Inc. (hereinafter referred to as Arctic Cat) extends a limited warranty on each new Arctic Cat Snowmobile it assembles and on each part and accessory assembled or sold by Arctic Cat. The warranty is extended to the original retail purchaser only on parts and accessories sold through an authorized Arctic Cat Snowmobile dealer. Warranty on snowmobiles is extended to the original retail purchaser; however, the balance of the unused warranty may be transferred to another party. Warranty coverage is only available in the country in which the original retail purchase occurs to the original retail purchaser resident in that country or to a transferee resident in that country of the balance of the unused warranty.

Arctic Cat warrants only the products it assembles and/or sells and does not warrant that other products will function properly when used with an Arctic Cat Snowmobile or will not damage the Arctic Cat Snowmobile. Arctic Cat does not assume any liability for incidental or consequential damages.

Arctic Cat will repair or replace, at its option, free of charge (including any related labor charges), any parts that are found to be warrantable in material or workmanship. This repair work MUST be done by an authorized Arctic Cat Snowmobile dealer. No transportation charges, rental charges, or inconvenience costs will be paid by Arctic Cat. The warranty is validated upon examination of said parts by Arctic Cat or an authorized Arctic Cat Snowmobile dealer. Arctic Cat reserves the right to inspect such parts at its factory for final determination if warranty should apply.

The warranty periods are as follows:

1. For snowmobiles used for recreational purposes:
  - If purchased between May 1 and November 30, warranty expires ONE (1) YEAR from December 1 of the current year.
  - If purchased between December 1 and April 30, ONE (1) YEAR from the date of sale.
2. For snowmobiles used for commercial purposes (including rental operations), ONE (1) YEAR from the date of invoice and/or 5000 MILES whichever comes first (non-transferable).
3. THIRTY (30) DAYS from date of sale of snowmobile on Arctic Cat supplied batteries.
4. THIRTY (30) DAYS from date of sale for all dealer installed genuine Arctic Cat service parts and accessories.
5. UNTIL EXPIRATION OF THE NEW PRODUCT WARRANTY (paragraphs 1 and 2 above) for all eligible replacement parts on new product.

Exclusions to this warranty include normal wear, abuse (i.e. a track run on marginal snow conditions without proper lubrication or additional idler wheels), and the following parts:

Fuel Filter	Light Bulbs	Windshield	Drive Belt	Torn or Punctured Upholstery
Wear Bars	Brake Pads	Spark Plugs	Drive Clutch/Driven Pulley	Wear Parts
Wear Strips	Shock Absorber(s) - Standard*	Shock Absorber(s) - Rebuildable**		

\* Limited to one (1) year or 1000 miles of "normal" riding conditions - replace for defective or leaking shock, corroded or pitted shaft, peeling chrome.

\*\* Limited to one (1) year or 1000 mile of "normal" riding conditions - rebuild for leaking shock (warranted) - replace for defective shock, corroded or pitted shaft, peeling chrome.

The following will VOID Arctic Cat's warranty:

1. Failure to perform the proper break-in procedure and all related maintenance, storage procedures (if stored for extended periods), and/or service as recommended in the Operator's Manual.
2. Repairs and/or adjustments by anyone other than an authorized Arctic Cat Snowmobile dealer.
3. Use of an improper fuel mixture ratio.
4. Use of improper carburetor main jets.
5. Use of improper gasoline, lubricating oils, or spark plugs.
6. An accident or subjecting the snowmobile to misuse, abuse, or negligent operation.
7. Any modification, addition, or removal of parts unless instructed to do so by Arctic Cat.
8. Use of the snowmobile in any way for racing purposes.
9. Removal of the engine for use in another vehicle.
10. Removal or mutilation of the Vehicle Identification Number or Engine Serial Number.
11. Use of parts not sold or approved by Arctic Cat.
12. Track and tunnel damage resulting from either ice stud or hooker plate installation.
13. Damage due to improper transportation.

In consideration of the foregoing, any implied warranty is limited in duration to the various warranty periods set forth. This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province and country to country. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

## Supplement - Effective June 1, 2010

### ARCTIC CAT ATV MODELS (Except Diesel) - LIMITED WARRANTY

#### Limited Warranty

Arctic Cat Inc. (hereinafter referred to as Arctic Cat) extends a limited warranty on each new Arctic Cat ATV it assembles and on each genuine Arctic Cat ATV part and accessory assembled or sold by an authorized Arctic Cat ATV dealer. Warranty on an Arctic Cat ATV is extended to the original retail purchaser; however, the balance of the unused warranty may be transferred to another party. Warranty coverage is only available in the country in which the original retail purchase occurs to the original retail purchaser resident in that country or to a transferee resident in that country of the balance of the unused warranty.

Arctic Cat warrants only the products it assembles and/or sells and does not warrant that other products will function properly when used with an Arctic Cat ATV or will not damage the ATV. Arctic Cat does not assume any liability for incidental or consequential damages.

Arctic Cat will repair or replace, at its option, free of charge (including any related labor charges), any parts that are found to be warrantable in material or workmanship. This repair work MUST be done by an authorized Arctic Cat ATV dealer. No transportation charges, rental charges, or inconvenience costs will be paid by Arctic Cat. The warranty is validated upon examination of said parts by Arctic Cat or an authorized Arctic Cat ATV dealer. Arctic Cat reserves the right to inspect such parts at its factory for final determination if warranty should apply.

The warranty periods are as follows:

1. Six months from the date of sale — for an Arctic Cat ATV used for recreational purposes.
2. Ninety days from date of invoice — for an Arctic Cat ATV used for commercial purposes, including rental operations (non-transferable).
3. Thirty days from date of sale of ATV on Arctic Cat supplied batteries.
4. Thirty days from date of sale — for all dealer installed genuine Arctic Cat service parts and accessories.
5. Until expiration of the new product warranty (paragraphs 1 and 2 above) — for all eligible replacement parts on new product.

Exclusions to this warranty include normal wear, abuse, or corrosion and the following parts and items:

Tires	CV Boots	Torn or Punctured Upholstery
Oil Filter	Drive Belt	Cracks or Gouges in Body Panels
Air Filter	Brake Pads	Drive/Driven Clutch Wear Parts
Light Bulbs	Spark Plug(s)	

The following will VOID Arctic Cat's warranty:

1. Failure to perform the proper break-in procedure and all related maintenance, storage procedures (if stored for extended periods), and/or service as recommended in the Operator's Manual.
2. Repairs and/or adjustments by anyone other than an authorized Arctic Cat ATV dealer.
3. Use of improper carburetor main jets.
4. Use of improper gasoline, lubricating oils, or spark plug.
5. An accident or subjecting the ATV to misuse, abuse, or negligent operation.
6. Any modification, addition, or removal of parts unless instructed to do so by Arctic Cat.
7. Use of the ATV in any way for racing purposes.
8. Removal of the engine for use in another vehicle.
9. Removal or mutilation of the Vehicle Identification Number or Engine Serial Number.
10. Use of parts not sold or approved by Arctic Cat.
11. Damage due to improper transportation.

In consideration of the foregoing, any implied warranty is limited in duration to the various warranty periods set forth. This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province or country to country. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

## Supplement - Effective June 1, 2010

### ARCTIC CAT ATV DIESEL MODELS - LIMITED WARRANTY

#### Limited Warranty

Arctic Cat Inc. (hereinafter referred to as Arctic Cat) extends a limited warranty on each new Arctic Cat ATV it assembles and on each genuine Arctic Cat part and accessory assembled or sold by an authorized Arctic Cat ATV dealer. Warranty on an Arctic Cat ATV is extended to the original retail purchaser; however, the balance of the unused warranty may be transferred to another party. Warranty coverage is only available in the country in which the original retail purchase occurs to the original retail purchaser resident in that country or to a transferee resident in that country of the balance of the unused warranty.

Arctic Cat warrants only the products it assembles and/or sells and does not warrant that other products will function properly when used with an Arctic Cat ATV or will not damage the ATV. Arctic Cat does not assume any liability for incidental or consequential damages.

Arctic Cat will repair or replace, at its option, free of charge (including any related labor charges), any parts that are found to be warrantable in material or workmanship. This repair work MUST be done by an authorized Arctic Cat ATV dealer. No transportation charges will be paid by Arctic Cat. The warranty is validated upon examination of said parts by Arctic Cat or an authorized Arctic Cat ATV dealer. Arctic Cat reserves the right to inspect such parts at its factory for final determination if warranty should apply.

The warranty periods are as follows:

1. Six months from the date of sale — for an Arctic Cat ATV used for recreational purposes.
2. Ninety days from date of invoice — for an Arctic Cat ATV used for commercial purposes, including rental operations (non-transferable).
3. Thirty days from date of sale of ATV on Arctic Cat supplied batteries.
4. Thirty days from date of sale — for all dealer installed genuine Arctic Cat service parts and accessories.
5. Until expiration of the new product warranty (paragraphs 1 and 2 above) — for all eligible replacement parts on new product.

Exclusions to this warranty include normal wear, abuse, or corrosion and the following parts and items:

Tires	CV Boots
Oil Filter	Drive Belt
Air Filter	Torn or Punctured Upholstery
Brake Pads	Cracks or Gouges in Body Panels
Light Bulbs	Fuel Filter
Drive/Driven Clutch Wear Parts	

The following will VOID Arctic Cat's warranty:

1. Failure to perform the proper break-in procedure and all related maintenance, storage procedures (if stored for extended periods), and/or service as recommended in the Operator's Manual.
2. Repairs and/or adjustments by anyone other than an authorized Arctic Cat ATV dealer.
3. Tampering with the speed governor/torque settings.
4. Use of improper fuel or lubricating oils.
5. An accident or subjecting the ATV to misuse, abuse, or negligent operation.
6. Any modification, addition, or removal of parts unless instructed to do so by Arctic Cat.
7. Use of the ATV in any way for racing purposes.
8. Removal of the engine for use in another vehicle.
9. Removal or mutilation of the Vehicle Identification Number or Engine Serial Number.
10. Use of parts not sold or approved by Arctic Cat.
11. Damage due to improper transportation.
12. Use of starting fuel (ether) for cold starts.

In consideration of the foregoing, any implied warranty is limited in duration to the various warranty periods set forth. This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province or country to country. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

## Supplement - Effective June 1, 2010

### ARCTIC CAT UTILITY (ROV) MODELS - LIMITED WARRANTY

#### Limited Warranty

Arctic Cat Inc. (hereinafter referred to as Arctic Cat) extends a limited warranty on each new Arctic Cat ROV it assembles and on each genuine Arctic Cat ROV part and accessory assembled or sold by an authorized Arctic Cat ROV dealer. Warranty on an Arctic Cat ROV is extended to the original retail purchaser; however, the balance of the unused warranty may be transferred to another party. Warranty coverage is only available in the country in which the original retail purchase occurs to the original retail purchaser resident in that country or to a transferee resident in that country of the balance of the unused warranty.

Arctic Cat warrants only the products it assembles and/or sells and does not warrant that other products will function properly when used with an Arctic Cat ROV or will not damage the ROV. Arctic Cat does not assume any liability for incidental or consequential damages.

Arctic Cat will repair or replace, at its option, free of charge (including any related labor charges), any parts that are found to be warrantable in material or workmanship. This repair work MUST be done by an authorized Arctic Cat dealer. No transportation charges, rental charges, or inconvenience costs will be paid by Arctic Cat. The warranty is validated upon examination of said parts by Arctic Cat or an authorized Arctic Cat dealer. Arctic Cat reserves the right to inspect such parts at its factory for final determination if warranty should apply.

The warranty periods are as follows:

1. Six months from the date of sale - for an Arctic Cat ROV used for recreational purposes.
2. Ninety days from date of invoice - for an Arctic Cat ROV used for commercial purposes, including rental operations (non-transferable).
3. Thirty days from date of sale of ROV on Arctic Cat supplied batteries.
4. Thirty days from date of sale - for all dealer installed genuine Arctic Cat service parts and accessories.
5. Until expiration of the new product warranty (paragraphs 1 and 2) - for all eligible replacement parts on new product.

Exclusions to this warranty include normal wear, abuse, or corrosion and the following parts and items:

Tires	Drive/Driven Clutch Wear Parts
Oil Filter	Drive Belt
Air Filter	Torn or Punctured Upholstery
Brake Pads	Cracks or Gouges in Body Panels
Light Bulbs	Spark Plug(s)
CV Boots	

The following will VOID Arctic Cat's warranty:

1. Failure to perform the proper break-in procedure and all related maintenance, storage procedures (if stored for extended periods), and/or service as recommended in the Operator's Manual.
2. Repairs and/or adjustments by anyone other than an authorized Arctic Cat ROV dealer.
3. Use of improper carburetor jets.
4. Use of improper gasoline, lubricating oils, or spark plug.
5. An accident or subjecting the ROV to misuse, abuse, or negligent operation.
6. Any modification, addition, or removal of parts unless instructed to do so by Arctic Cat.
7. Use of the ROV in any way for racing purposes.
8. Removal of the engine for use in another vehicle.
9. Removal or mutilation of the Vehicle Identification Number or Engine Serial Number.
10. Use of parts not sold or approved by Arctic Cat.
11. Damage due to improper transportation.

In consideration of the foregoing, any implied warranty is limited in duration to the various warranty periods set forth. This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province and country to country. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

## Supplement - Effective June 1, 2010

### ARCTIC CAT SPECIAL SERVICES - LIMITED WARRANTY

#### The warranty periods are as follows:

1. Ninety days from date of sale - for an Arctic Cat ATV/UTV used for recreational purposes.
2. Ninety days - for an Arctic Cat Snowmobile used for recreational purposes.
  - For a snowmobile sold from May 1 through November 30 of a particular year, the 90-day warranty period will begin on December 1 of that year and will expire on February 28 of the following year.
  - For a snowmobile sold from December 1 of a particular year through April 30 of the following year, the 90-day warranty period will begin on the date of sale.

#### Policy

1. Unit (Snowmobile - ATV - UTV) sold to dealer specified at time of sale (with or without warranty).
2. All units must be registered with Arctic Cat.
3. Units (registered) with warranty issues - file a Warranty Claim on Cat Tracker.
4. Units (unregistered) with mechanical issues/failures - contact your Technical Service Representative (1-800-279-2281 - U.S.) or (1-800-210-5368 - Canada).
5. Units with battery issues (missing/bad cells/will not charge) - contact Special Services (1-218-681-9763).
6. Units with missing parts - contact Special Services (1-218-681-9763).
7. Units purchased from a Special Services Sale (with warranty) with damage beyond condition report and photos - contact your Technical Service Representative (1-800-279-2281) with photos of damage to be reviewed for approval of repair.
8. Warranty starts when dealer sells unit and Owner Registration is submitted to Arctic Cat.
9. Units with 100 miles or less - "A" condition only - (crated or uncrated) will be covered.
10. Damage from shipping or self-hauling will not be covered.
11. Oxidation, rust, or corrosion will not be covered.
12. Scratches or scuffs will not be covered.
13. Fading or discoloration will not be covered.
14. Warranty coverage is only available in the country in which the original retail purchase occurs to the original retail purchaser resident in that country or to a transferee resident in that country of the balance of the unused warranty.

#### Procedure

#### ■ NOTE: Warranty will be implemented on all "A" condition products only. "A" condition products are identified as those with 0-100 miles.

1. Vehicles purchased from Special Services must be picked up within two weeks (ten business days).
2. Dealers will be charged a \$10 per day fee on any purchased vehicle remaining at Special Services past two weeks. Purchased vehicles remaining at Special Services for greater than four weeks (twenty business days) will be returned to inventory.
3. Dealers will be charged a \$100 reprocessing fee for any order not completed causing the vehicle to be returned back into Special Services Online inventory. This fee is to cover Arctic Cat expenses incurred during the process of reposting the vehicle to Special Services Online.

Dealers selling warranted product out of Special Services are required to identify those units purchased and sold with warranty coverage.