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## Service Bulletin



**Date:** 10/12/2018

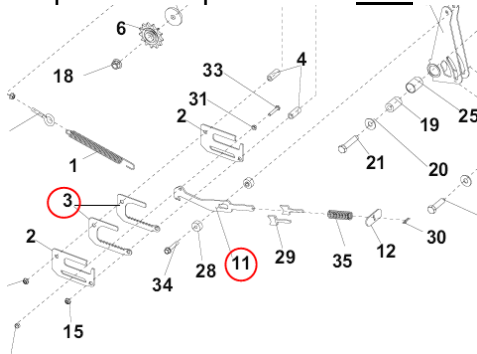
**Bulletin No:** JC-18-15

**Product Type:** Ryan Lawnaire ZTS

**Customer Issue:** Unintentional indexing of the tensioner mechanism could result in higher than desired chain tensions. Continued operation with higher than normal chain tension could result in premature wear of the Auto Chain Tensioner components, or cause damage or breakage to related components.

**Cause:** Auto Chain Tensioner component wear may be expedited by several factors, including component variation, operation technique, operating conditions, maintenance and cleanliness. Therefore, this is NOT a mandatory rework as not all units will encounter these conditions resulting in expedited wear.

**Action Required:** If items 4172453, plate-lock, or 4172454, arm-idler lock, (ref# 3 & 11 below) were to fail, you should not replace these components, instead, use the superseded Kit-Chain Tensioner 970622 as a replacement. This kit replaces components on both sides of the machine.



**Products Involved:** The kit components are getting factory installed on current built units so any unit below these serial numbers would be affected.

554930: <00519, 554930A: <01428, 554930CA: <80101, 554930ACA: <80222

**Warranty:** You may claim up to .50 hour of labor and parts for units covered under this bulletin. Please file warranty using Service Bulletin Number JC-18-15 with one unit per claim. To get reimbursed for standard shipping charges, a copy of the shipping invoice must be attached to the claim document tab of the claim and the amount added to the additional parts and charges section.

If you have any questions, please contact our Customer Service Department at 920-699-2000. This bulletin is relevant to the departments checked below. Please circulate as appropriate.

SERVICE



WARRANTY



SALES



PARTS



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