

## Service Bulletin

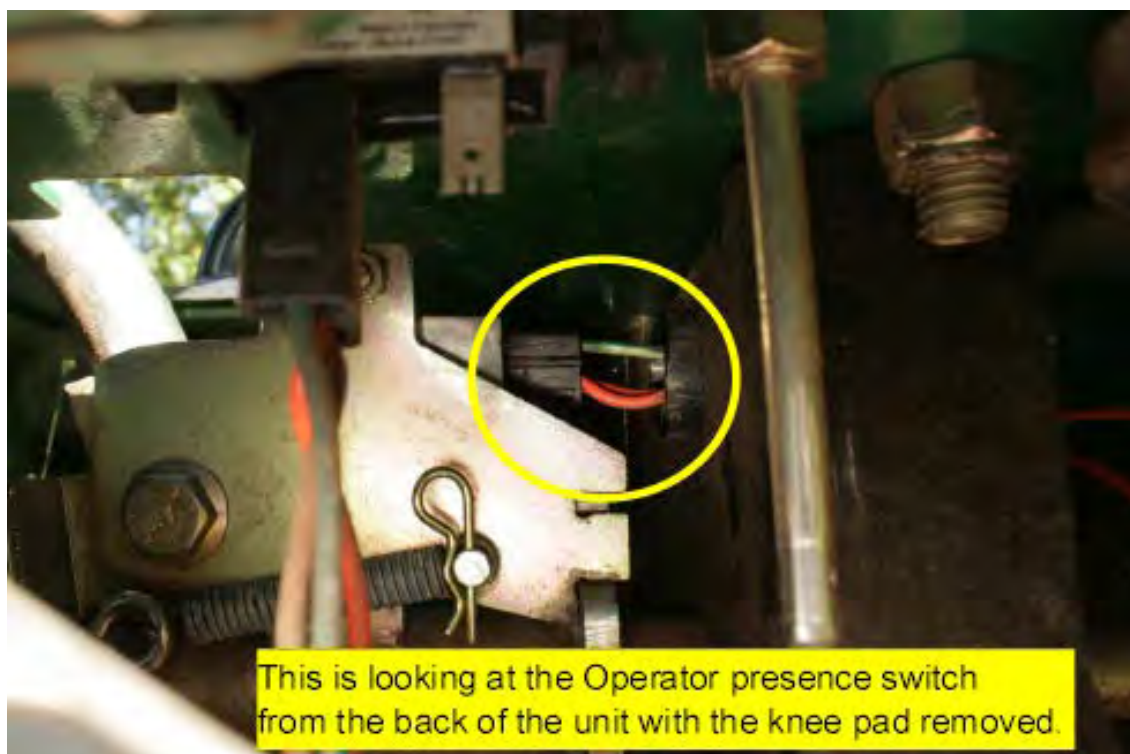
**Date:** September 20, 2016

**Bulletin No:** JC-16-08

**Product Type:** QuickCat Stand-On mower

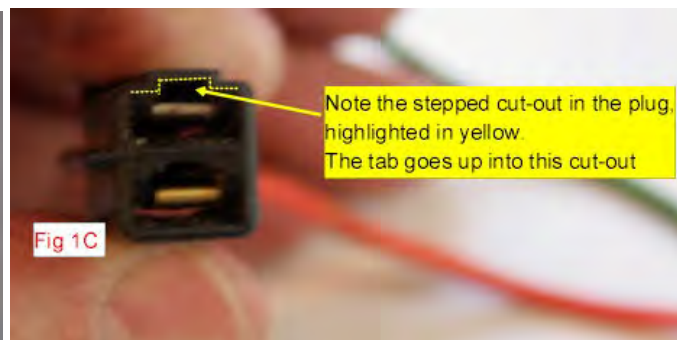
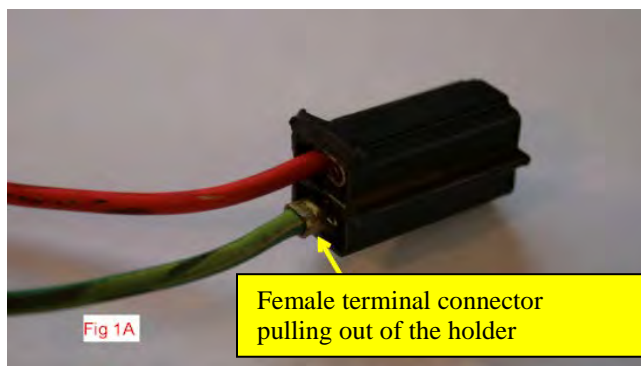
**Customer Issue:** Engine only runs when speed selector is in the "Park" position. Due to the frequency of this occurrence, we are sending this bulletin to simplify trouble-shooting.  
(Can also crank and not fire if orange wire is the culprit)

**Cause:** Wire harness to Operator Presence Switch has slid down and caused tension on the wires going to the safety switch. This can result in broken or pulled out wires to the safety switch. See picture below for location of the wire being referenced:

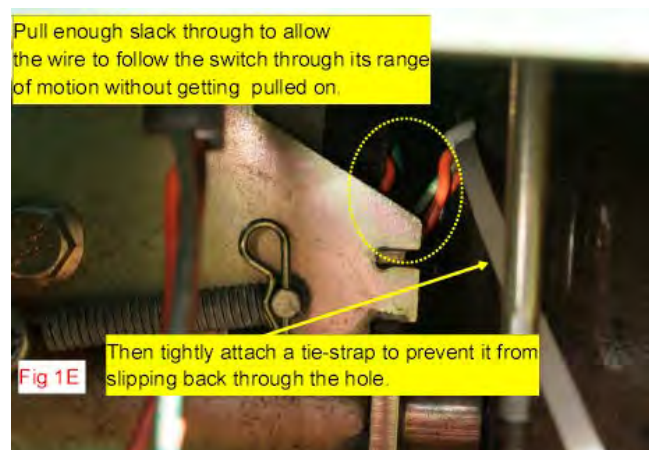
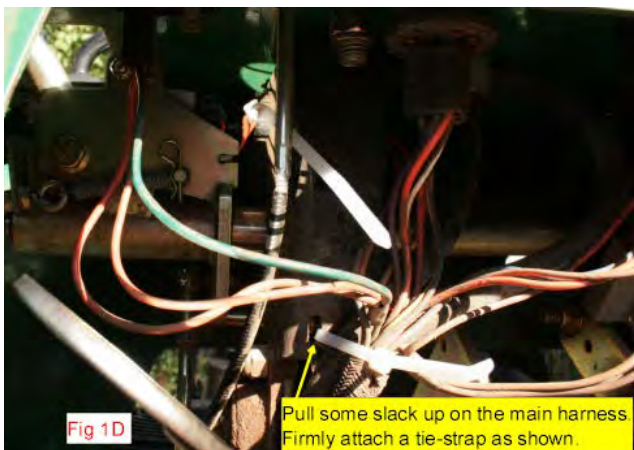


**Action Required:** Diagnose problem per instructions below:

- 1) Make sure wire is not pulled out of connector as shown in Fig 1A below. If the wire is pulled out, this indicates the wire is getting too much stress put on it. Pull the wire all the way out of the holder; slightly bend the locking tab back up on the terminal, see Fig 1B, so it will lock firmly back in the holder when reinserted. Reinsert with the tab in the direction of the stepped cut-out as shown in Fig 1C.



Once the repair is made, you need to prevent it from re-occurring by putting some slack in the wires going to the switch. Pull up the main harness and tie-strap it as shown in Fig 1D. To prevent the wires from sliding back through the hole, pull some slack wire through to the switch and put a tie-strap around the wires as shown in Fig 1E.

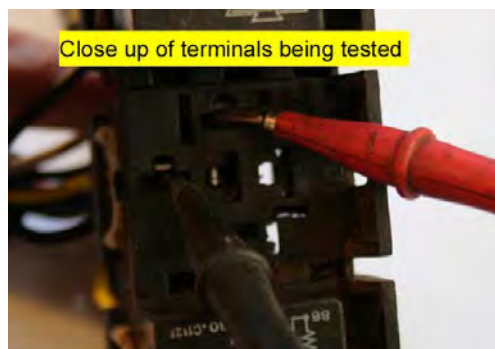


- 2) If neither wire was pulled out of the holder, you need to determine which wire is broken. First do a visual assessment for an obviously broken wire. If the wire is not obviously broken, you need to do two electrical circuit tests to determine which wire or wires are broken internally.

First, remove the relay that has the orange wire going to it. Normally this is the center relay but confirm it is in fact the center relay as the relays can be installed in a different order as they just slide together. Insert the positive and negative leads of your tester into the relay socket as shown in Fig 2A. Turn the key to "Run" and check for power. You should have 12 volts.

**Important!** If you get 12 volts here, move the Operator Presence lever back and forth while observing the volt meter to see if you lose voltage as the wire can be broken inside the insulation, resulting in an intermittent connection.

If you have a consistent 12 volts, go to Step 3. If you do not have 12 volts or have an intermittent 12 volts, the orange wire(s) is broken and the upper harness needs to be repaired or replaced. Typically the break is right at the crimped connector in the Operator Presence plug. To repair the connection, push the terminal out of the plug by inserting a jeweler's screwdriver as shown in Fig 2B.



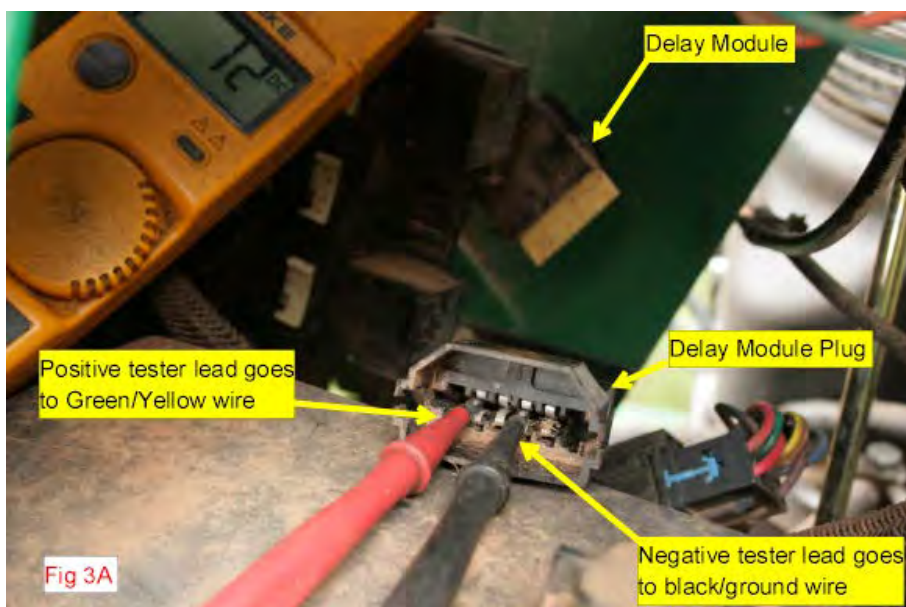




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- 3) If there was 12 volts at Step 2A, you now need to verify there is consistent power at the Green/Yellow wire going into the Delay Module as shown below. To test this wire, you need to pull the plug off the Delay Module and insert test leads as shown in Fig 3A (to avoid a blown fuse, do not allow your test probe to touch two contacts at the same time). Turn the key to the "Run" position and hold the Operator Presence lever down. If you do not have power here, then the green/yellow wire is broken at the Operator Presence lever. Repair or replace upper harness.

**Important!** If you get 12 volts here, move the Operator Presence lever back and forth while observing the volt meter to see if you lose voltage as the wire can be broken inside the insulation, resulting in an intermittent connection.



**Important!** Whether you repair the harness or replace the upper harness, you need to do the steps shown in Fig 1D and Fig 1E to prevent a recurrence.

**Products Involved:** 912480, 912520 and 912610

Serial range: 91248000070-91248000224, 91252000070-00367 and 91261000070-91261000100

**Warranty:** You may claim the appropriate labor and parts for units experiencing this failure.

Labor code QC103 for Wire Harness Upper R&R = 1 hr.

Labor code QC104 for Wire Harness Repair = .7 hr.

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	<input checked="" type="checkbox"/>	WARRANTY	<input checked="" type="checkbox"/>	SALES	<input type="checkbox"/>	PARTS	<input type="checkbox"/>
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