



## SERVICE BULLETIN

April 1, 2010

Bulletin No: JC-008-10

### Correctly Diagnosing a Peerless Gearbox Failure

**Issue:** As a result of receiving misdiagnosed gearboxes under warranty that have resulted in denied claims this bulletin is being sent to aid in determining what is and is not warranty. Our hope is to avoid denied claims for all parties concerned. To be clear, we want to avoid the situation where we recall the gearbox for inspection and find the failure is the result of abuse as outlined below; resulting in the claim being denied.

**Solution:** Before making any commitment to the customer, remove the top of the gearbox and inspect it. The following pages give a complete explanation on the subject, but if in doubt, please feel free to call your distributor service personnel or the service department at Schiller Grounds Care and we'll be happy to assist you in making a correct determination. As far as addressing this with your customer; the following is an excerpt copied from the operator's manual on correct operation:

- To shift into gear or change speeds, depress the operator present controls then raise the traction levers to disengage the drive to both wheels and remove the load from the drive system. Shift to the desired speed.

### **IMPORTANT:**

The peerless Model 700 transmission installed in this machine will provide good service. Like any manual transmission the 700 must be declutched when it is shifted. Failure to declutch the wheel drive with the traction control levers when shifting can cause failure of the shifting mechanism. Such abusive failure is not covered under warranty by either BOB-CAT or Peerless.

- Abusive failure of the shifting mechanism is easy to spot. Units will produce a ratcheting or clicking sound when shifted into gear and the machine will not move. Upon disassembly of the gearbox, shifter keys will show rounded corners, or units will become difficult to shift due to burrs on the shifter keys. Attempts to force the machine to shift may bend the shifter fork assembly.

**Parts Involved:** All Gear-Drive Walk-Behind units

If you have any questions, please contact the Schiller Grounds Care, Inc. Customer Service Department at 920-699-2000.

This bulletin is relevant to the departments shown below. Please circulate as appropriate.

SERVICE

☒

WARRANTY

☒

SALES

☒

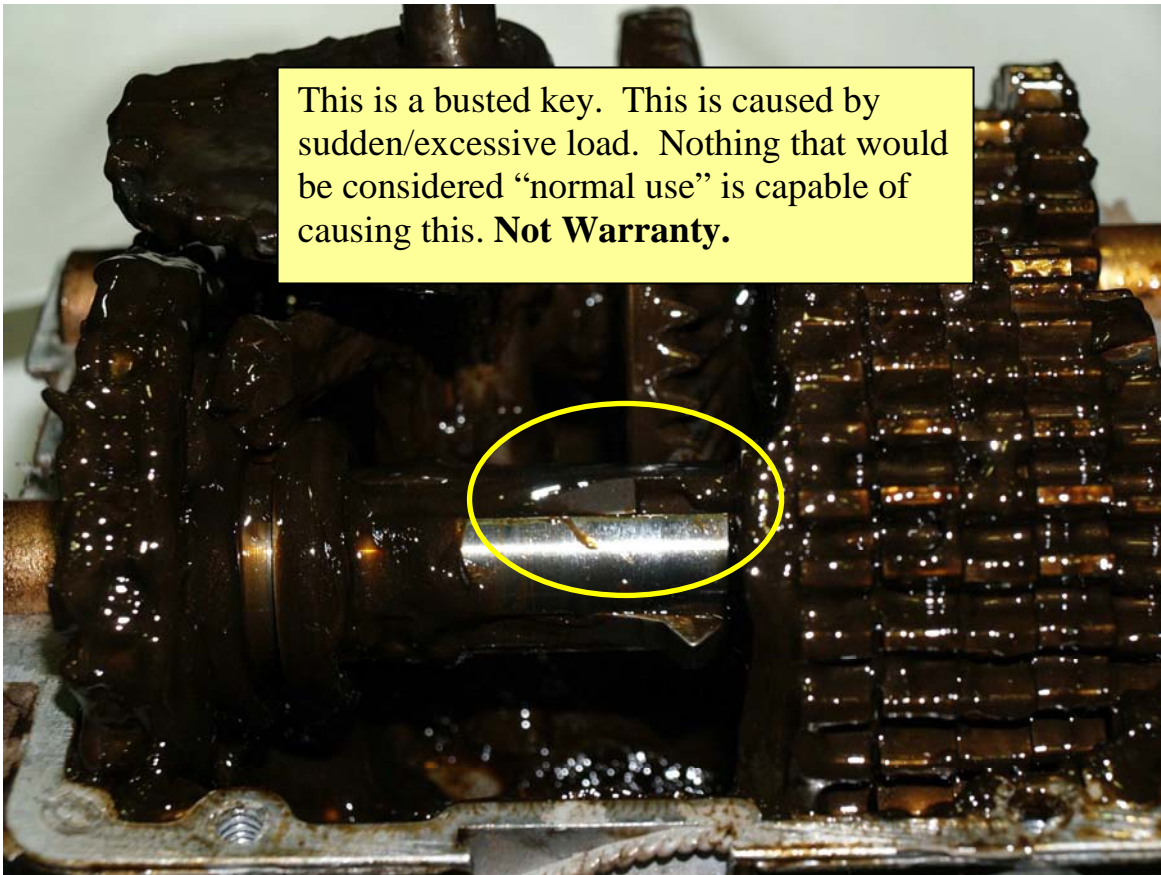
PARTS

☒

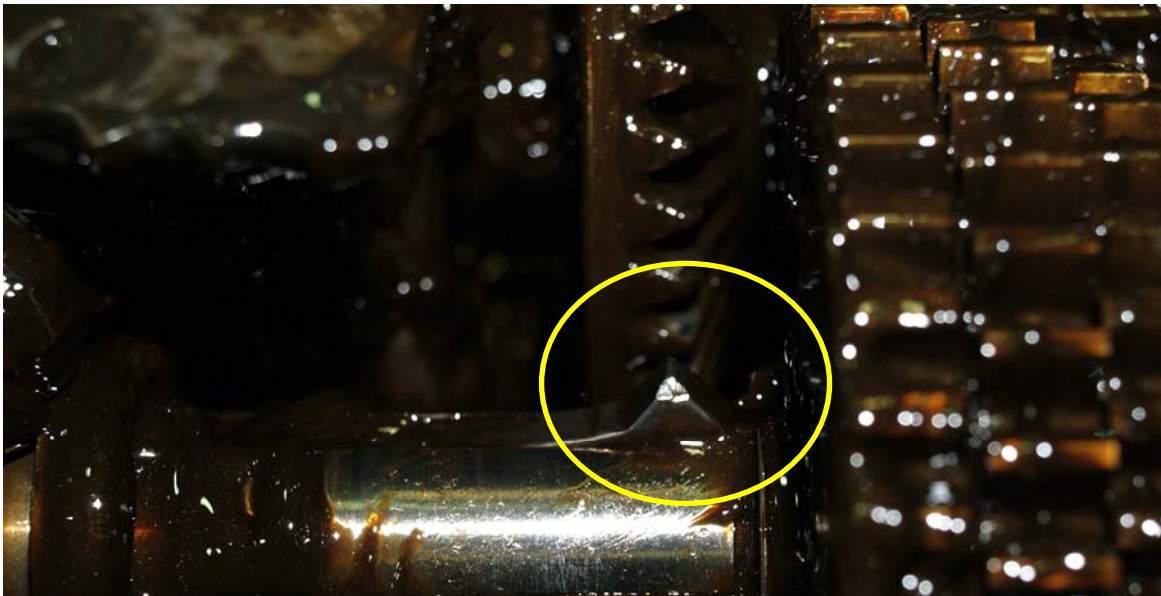
*Schiller Grounds Care, Inc.  
One BOB-CAT Lane, P.O. Box 469  
Johnson Creek, WI 53038*

*Phone: 920.699.2000*

*Fax: 920.699.6836*



This is a busted key. This is caused by sudden/excessive load. Nothing that would be considered “normal use” is capable of causing this. **Not Warranty.**

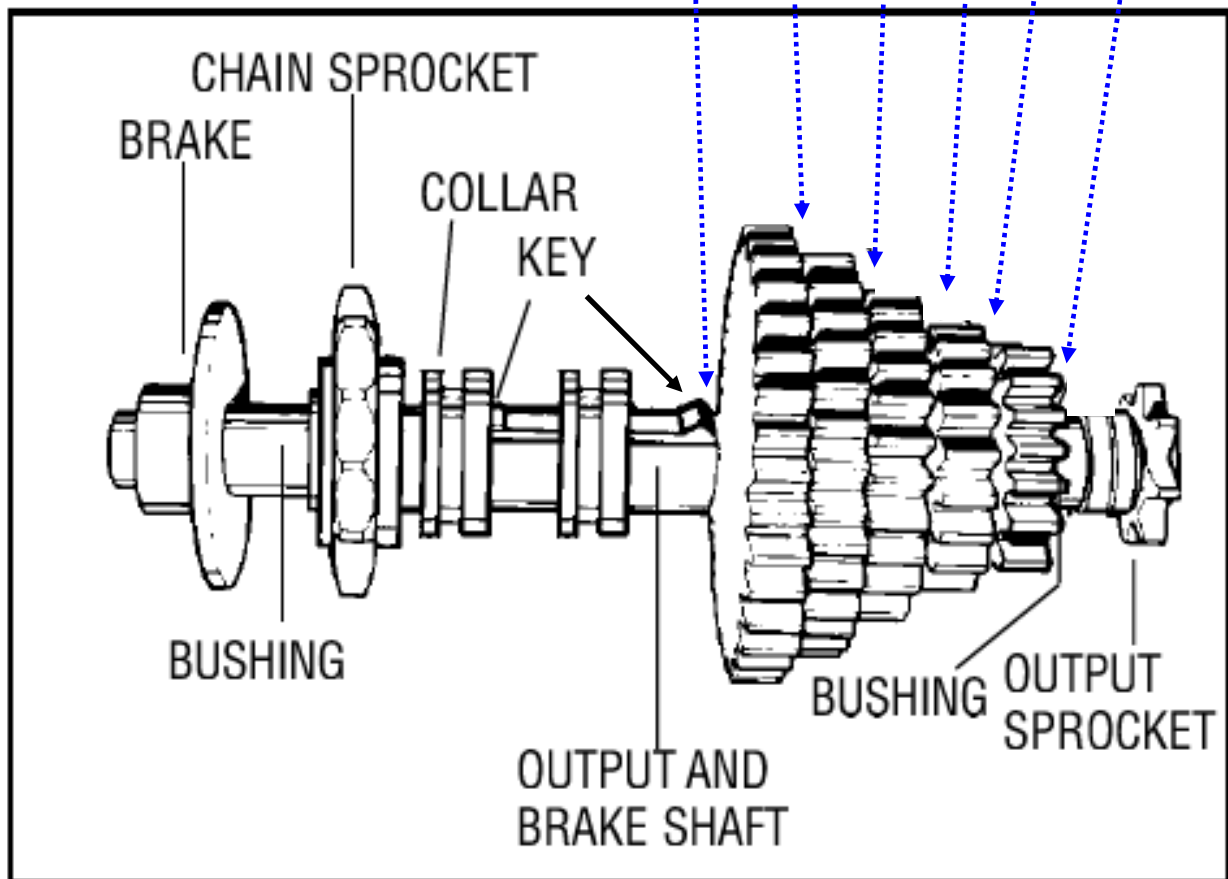
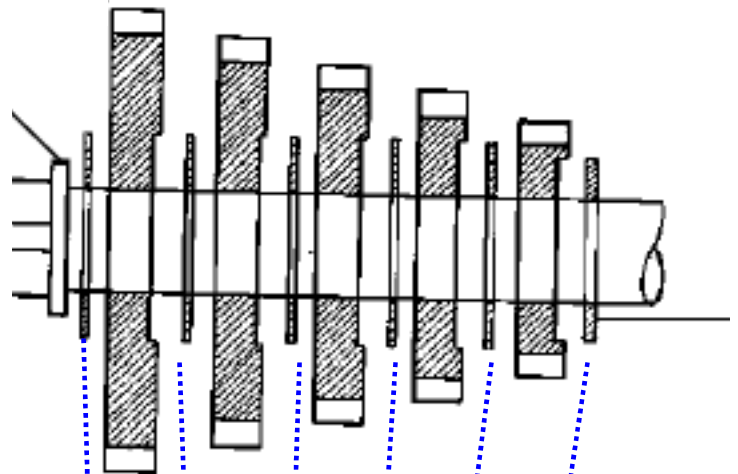


This is a damaged key. This is caused by shifting while still moving under load. Symptoms will be the unit pops out of gear or hard to get into gear because it also damages the gears where the key engages as well as hangs up on the collars between the gears. This will cause a busted shift fork because it no longer has a smooth taper to let it slide under the collar, thus the operator tries to force it into gear. **Not Warranty.**

These collars are between all the gears. Their function is to push the key down so it can enter the next gear. The key does not necessarily enter the gear right at one of the square openings in the gear, but rather pops up into the square opening when it comes around. Therefore when you try to shift while moving under load, it transfer all the power to just the tip of the key as soon as it catches the gear rather than letting it get set completely into the notch as it is designed to do.



COLLARS BETWEEN THE GEARS





# SERVICE WARRANTY POLICY

**PEERLESS®**  
**COMMERCIAL PRODUCTS**

Issued - April 1968  
Revised - June 2004

## **WHAT IS NOT CONSIDERED FAULTY WORKMANSHIP AND/OR MATERIAL UNDER THE LIMITED WARRANTY FOR NEW TECUMSEH AND PEERLESS TRANSMISSIONS, TRANSAXLES & DRIVE PRODUCTS OR PARTS**

Tecumseh's worldwide service organization has been developed to provide you, the customer, with convenient fast service for Tecumseh and Peerless products. If your unit has failed within the warranty period because of faulty workmanship and/or material it will be repaired at factory expense, and we thank you for bringing it to our attention.

There are certain conditions, however, that can damage a complete Tecumseh or Peerless unit or part, which cannot be considered as faulty workmanship and/or material. This damage is the owner's responsibility and any necessary repairs must be borne by the owner. Failure caused by, but not necessarily limited to, the following is not warranty.

- Alterations or modifications of Transmission, Transaxle or Drive Product components.
- Damage resulting from lack of lubrication.
- Damage resulting from accident, abuse, or neglect; such as bent or broken axles and shift keys.
- Damage resulting from improper shifting; such as chipped gears and broken shift forks.
- Failure to follow the Original Equipment Manufacturer's Manual.
- Damage resulting from use of attachments to equipment other than those approved by the manufacturer of the equipment.
- Damage resulting from use of equipment in a manner or for a purpose not originally intended by the manufacturer of the equipment.
- Damage resulting from repairs by an unauthorized service account.
- Damage resulting from shipment after Tecumseh or Peerless unit is installed on the equipment.
- Pick up and delivery charges.
- Damage resulting from improper belt adjustment.
- Warranty repairs to any product manufactured by Tecumseh bearing the name Craftsman, Tecumseh and/or Peerless from a unit bearing the Sears label can be performed ONLY by Sears, Roebuck & Company.

Tecumseh's liability is limited to the Tecumseh or Peerless product itself. Other parts such as wheels, chains, belts, pulleys, etc., and any damage to the Tecumseh or Peerless product itself caused by the failure of any accessory not of Tecumseh or Peerless manufacture, are the responsibility of the respective manufacturer(s) and/or owner.