



One BOB-CAT Lane, P.O. Box 469
Johnson Creek, WI 53038 U.S.A.
(920) 699 2000
Fax: (920) 699 6836

SERVICE BULLETIN

Date: September 21, 2011

Page 1 of 3

Bulletin No: JC-011-11REV1

Product: G Series ProCat and Predator-Pro models.

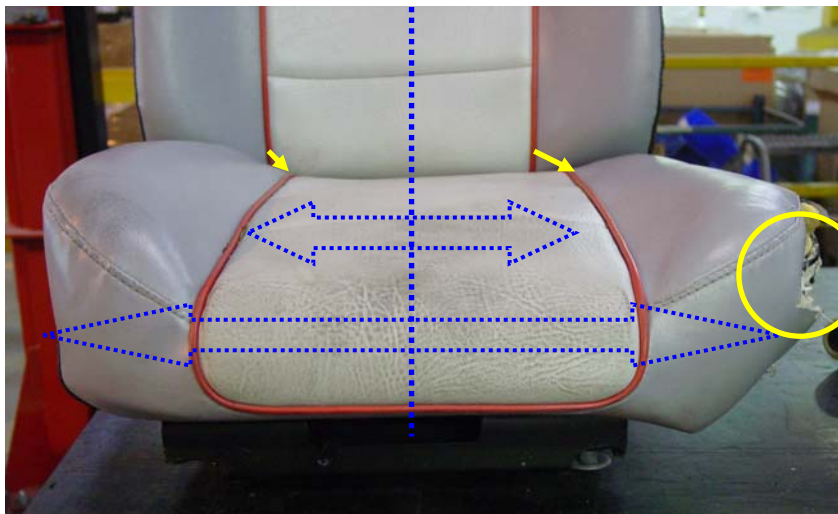
Issue: Lower Seat Cushion Tearing

This bulletin has been revised to provide dealers with updated information on the above referenced issue, its cause and rectification.

Cause #1: The bolt used in production is too long and can tear the seat.

Action Required Cause #1: Turn the bolts around in the control arms to eliminate seat interference and replace the seat cover if torn.

Revision 1: Cause #2- Lower Seat not manufactured to engineering specifications causing misalignment and seat base shifting that can cause seat tearing. See image below.



Notice that the seat base above is off to one side, the red piping on the lower seat cushion does not line up with the piping on the back cushion and the seat base has torn from rubbing against the control arm.

Action Required Cause #2: If you encounter a misaligned **Cause #2** seat with tearing (like shown above), complete replacement of the seat assembly (#4165316) is required. Please order a replacement through your local distributor.

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Page 2 of 3

Products Involved - Cause #2: Units with serial numbers before/lower than the serial numbers listed in the quality control chart below may be subject to shifting. Units with serial numbers at or after the serial numbers listed below would not be suspect as quality control measure had been implemented.

| Cause #2: Quality Control | | |
|---------------------------|-------------------|-----------------------------|
| Models | Prior to Serial # | Description |
| 942500G | 00558 | PROCAT 22HP KAW W/52 SD |
| 942501G | 00208 | PROCAT 26HP KAW W/52 SD |
| 942502G | 00531 | PROCAT 26HP KAW W/61 SD |
| 942504G | 00603 | PROCAT 29HP KAW W/61 SD |
| 942505G | 00256 | PROCAT 27HP KOH W/61 SD |
| 942506G | 00192 | PROCAT 29HP KAW W/52 SD |
| 942507G | 00127 | PROCAT 29HP KAW W/61 RD |
| 942508G | 00159 | PROCAT 29HP KAW W/72 SD |
| 942509G | 00071 | PREDPRO 30HP GEN LP W/61 SD |
| 942510G | 00073 | PREDPRO 30HP GEN LP W/61 RD |
| 942511G | 00106 | PREDPRO 30HP GEN LP W/72 SD |
| 942512G | 00135 | PREDPRO 33HP GEN W/61 SD |
| 942513G | 00106 | PREDPRO 33HP GEN W/72 SD |
| 942514G | 00384 | PREDPRO 34HP KAW W/61 SD |
| 942515G | 00240 | PREDPRO 37HPDFI KAW W/61 SD |
| 942516G | 00181 | PREDPRO 37HPDFI KAW W/72 SD |
| 942517G | 00101 | PROCAT 22HP KAW W/48 SD |
| 942518G | 00124 | PREDPRO 30HP KOH W/72 SD |
| 942519G | 00105 | PRED PRO 34HP KAW W/72 SD |

Warranty: Fix as fail only. In lieu of returning bulky defective seats, we are requesting pictures to validate **Cause #2 (JC-011-11REV1)** warranty claims. The seat assembly cost is over \$500, **prior authorization** from your distributor is required.

Prior authorization will require the following:

1. Mower Serial Number
2. Photo of the seat from a front view (see page 1)
3. Photo of Seat Serial Tag (as shown below)



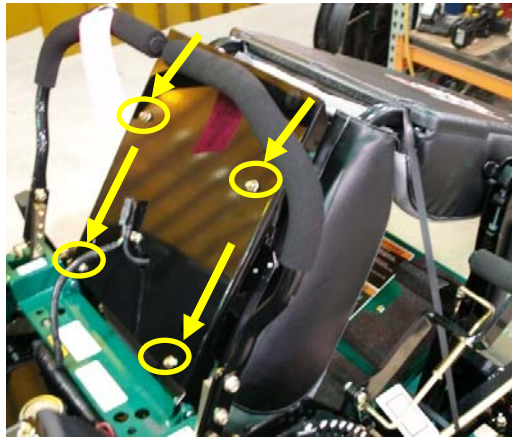
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Page 3 of 3

Note: The serial plate is located on the bottom of the actual seat, not the seat pan you see when you flip the seat forward. Remove the seat from the seat pan to see the serial tag.



Select **JC-011-11REV1** from the labor dropdown box in WarrantySmart™ for the .3hr labor portion of the claim.

If you have any questions, please contact your distributor or 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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