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INFORMATION BULLETIN

Date: March 15, 2013

Bulletin No: JC-13-12

Product Type: Ryan Sod Cutter

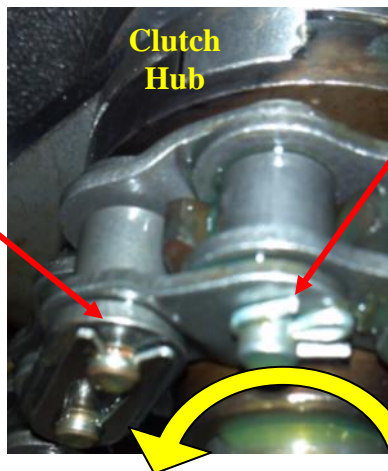
Customer Issue: We have several reports of premature failure of the drive chain after being replaced by a servicing dealer.

Cause: Incorrect installation of the master link & cotter pin during the initial repair has caused premature failure.

Action Required: Please follow the process as outlined below to properly replace the master link on the sod cutter chain.

Below are the detailed instructions on the replacement of the master link which must be followed explicitly. Failure to do so will result in another failure and void warranty reimbursement.

- 1) The clip **MUST** be New – not reused.
- 2) The opening of the Clip **MUST** face the cotter pin as shown.
- 3) The clip **MUST** face away from clutch hub. Otherwise it will force the chain to walk off the sprocket.
- 4) Be sure the clip is fully seated in the grooves of the Master Link. Be careful not to twist or bend it upon installation.



Clutch Hub

It is essential that a **NEW** cotter pin be installed and bent all the way back as shown. The cotter pin breaking will cause a catastrophic failure.

Direction of Rotation

Warranty: Warranty does not apply.

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

