



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

SERVICE BULLETIN

Date: 11/25/2013

Bulletin No: JC-13-25

Product Type: Steiner Snow Blowers - SB448 and SB454

Customer Issue: Premature failure

Cause:

- A.** The skid shoes are moving and wearing out prematurely. They are not holding the cutting edge off of the surface; this allows it to catch on uneven surfaces. The auger shear bolts are breaking prematurely.
- B.** Belts slipping / breaking
- C.** Discharge chute freezes up and will not rotate

Action required:

Dealer inventory (7570666 & 7570667) should be updated with all three kits prior to sale.

Field inventory –

Cause A - Install update kit **970496** to all machines. This kit will be shipped at NO CHARGE but you need to place an order with Barb Pohlman: 920-699-6834 bpohlman@schillergc.com or Kevin Lowrey: 920-699-6852 klowrey@schillergc.com.

- Larger skid shoes
- Added gearbox bracing
- Stronger Shear bolts
- Directions shipped with kits

Cause B - Install update kit **970495** only **if the machine fails** (order kit through your normal parts ordering system).

- Drive system
- Belt tension Idler arm
- Directions shipped with kits

Cause C - Install update kit **970494** only **if the machine fails** (order kit through your normal parts ordering system).

- Chute rotation motor mount
- Directions shipped with kits



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Products Involved:

All snow blowers 75-70666 and 75-70667 **except the serials listed below:**

SB448 serial numbers updated at the factory 7570666...0165, 0166, 0167, 0168, 0169, 0170, 0171, 0179, 0187, 0188, 0190, 0194, 0195, 0196, 0197, 0199, 0201, 0206, 0215, 0216, 0218, 0222, 0223, 0224, 0225, 0226, 0227, 0228, 0229, 0230, 0231, 0232, 0233, 0234, 0235, 0236, 0237, 0238, 0239, 0240, 0241, 0242, 0243, 0244, 0245, 0246, 0247, 0248, 0249, 0255, 0256, 0257, 0260, 0261, 0262, 0263, 0264, 0265, 0266, 0267, 0268, 0269, 0270, 0271, 0272, 0273, 0274, 0275, 0277, 0278, 0279.

SB454 serial numbers updated at the factory 7570667...0189, 0190, 0191, 0195, 0196, 0198, 0200, 0201, 0202, 0203, 0205, 0206, 0207, 0209, 0210, 0211, 0212, 0213, 0214, 0216, 0217, 0218, 0220, 0221, 0222, 0223, 0224, 0225, 0226, 0227, 0228, 0229, 0231, 0232, 0233, 0234, 0235, 0236, 0238, 0239, 0240, 0243, 0244, 0245, 0246, 0247, 0248, 0249, 0251, 0253, 0254, 0256, 0257, 0258, 0262, 0263, 0264, 0265, 0266, 0267, 0269.

Warranty:

You may claim up to the time shown in the below chart for units covered under this bulletin. In the part section of the warranty claim, make sure you enter the kit number that is getting installed. Please file warranty using the service bulletin number (labor code) as shown below with one unit per claim.

Labor Code	Work performed	Time per unit
JC-13-25A	Install update kit 970496	0.5
JC-13-25B	Install update kit 970495	1.0
JC-13-25C	Install update kit 970494	1.0

If you have any questions, please contact our Technical Service Department at 920-699-2000.

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

SERVICE



WARRANTY



SALES



PARTS

