

August 2004

IMPORTANT COMMERCIAL PRODUCT SAFETY RECALL

**TOPIC:
MANDATORY REAR DRIVE WHEEL REPLACEMENT**

COMMERCIAL MODELS & SERIAL NUMBERS AFFECTED:

IS5000Z Commercial Series		
Model No.	Serial No.	Description
IS5000Z/C31D	101-410, 941-955, 1001-1054, 1061-1125	IS5000Z, 31HP Diesel
IS5000Z/C31DCE	956-980, 1055-1060	IS5000Z, 31HP Diesel Export
IS5000ZC31D61CE	981-1000	IS5000Z, 31HP Diesel, Export, 61" Mower Deck
IS5000Z/D34	101-200	IS5000Z, 34HP Gas

IS4000Z Commercial Series		
Model No.	Serial No.	Description
IS4000Z/D31	101-705	IS4000Z, 31HP Diahatsu

SUBJECT:

The commercial mower models and serial numbers listed on page 1 need to have the rear wheels replaced as part of a **PRODUCT SAFETY RECALL**.

The IS5000Z Series Commercial models need to have the rear wheels replaced by Part No. 23363.

The IS4000Z Series Commercial models need to have the rear wheels replaced by Part No. 23365.

For the commercial products subject to this recall, two different conditions may occur to potentially cause the wheel to fail in the field.

1. The center hub of the wheel may experience cracks around the lug hole area and eventually could break out.
2. The lug bolts could become loose and elongate the lug bolt holes and potentially cause wheel failure.

The owners of all such registered commercial units are being contacted via a certified letter. They will be instructed to immediately contact their servicing Ferris Dealer so that an appointment can be arranged for the new rear wheel to be installed. All repairs will be performed at no cost to the customer. In addition, the customer will receive new rear tires free of charge (tires are not being recalled).

Please refer to the attached Service Bulletin for Repair and Administration details and also the "Dealer Checklist" that has been sent to you. **IT IS EXTREMELY IMPORTANT THAT THE REAR WHEEL IS REPLACED**. Ferris has instructed the customer to "**DO NOT OPERATE YOUR MOWER** until you have had the new rear wheel installed by an authorized Ferris Dealer".

It is also very important that you keep complete and accurate records, by using the attached "Dealer Checklist" as to which units are repaired so that we will know when all units are reworked.

Thank you for your cooperation in this matter. If you have any questions, please contact our Service Department at 1-800-933-6175 ext 709.

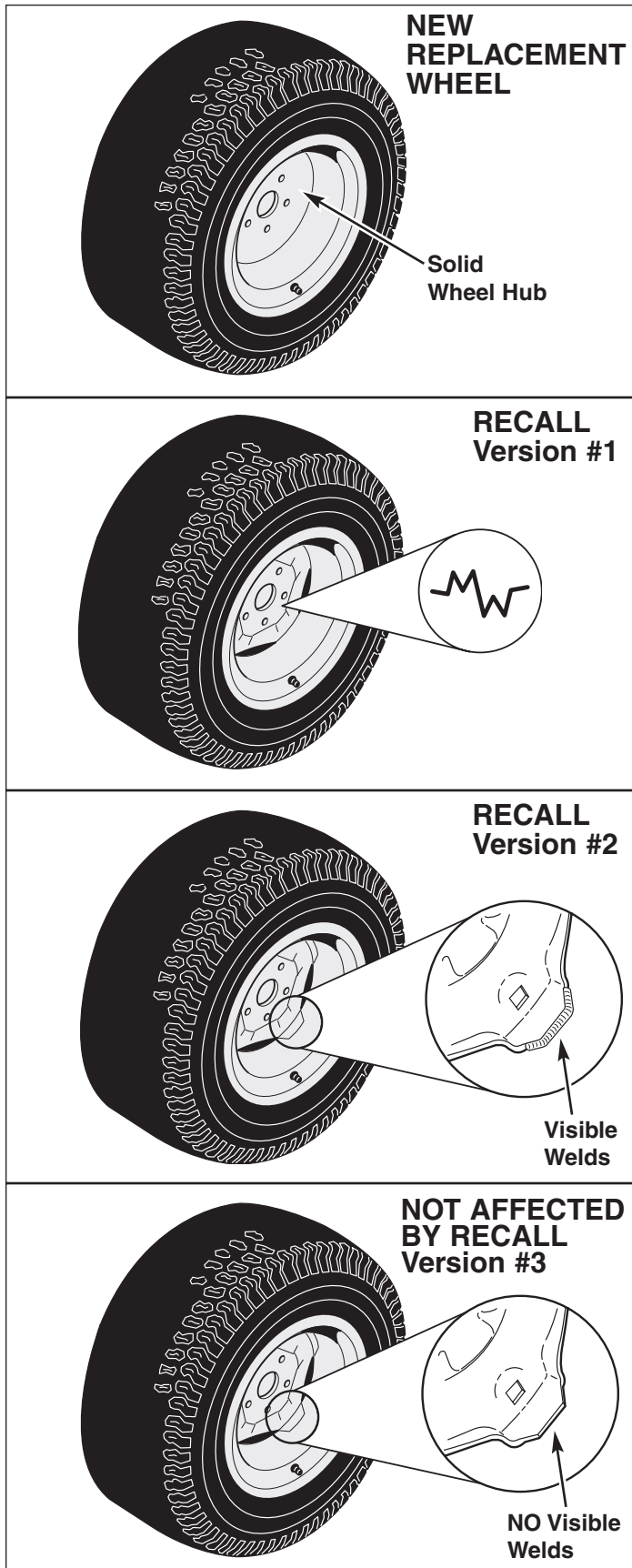


Figure 1. Wheel Assemblies (viewed from valve stem side)

New Wheel Assemblies:

Part No. 23363 - 26x12.00-12 - for IS5000Z Commercial Series

Part No. 23365 - 24x12.00-12 - for IS4000Z Commercial Series

Stamped "MW" on center hub.

Commercial Models Equipped with Version #1:		
Model No.	Serial No.	Description
IS5000Z/C31D	101-410	IS5000Z, 31HP Diesel
IS5000Z/D34	101-200	IS5000Z, 34HP Gas
IS4000Z/D31	101-705	IS4000Z, 31HP Diahatsu

Visible weld seam joining hub to wheel.

Commercial Models Equipped with Version #2:		
Model No.	Serial No.	Description
IS5000Z/C31D	941-955, 1001-1054, 1061-1125	IS5000Z, 31HP Diesel
IS5000Z/C31DCE	956-980, 1055-1060	IS5000Z, 31HP Diesel Export
IS5000ZC31D61CE	981-1000	IS5000Z, 31HP Diesel, Export, 61" Mower Deck

No visible welds.

Commercial Models Equipped with Version #3:
IS5000Z Series, Serial No. 411-940, equipped Version #3 are **NOT** affected by this **PRODUCT SAFETY RECALL**.

CORRECTIVE PROCEDURES:

Notifications & Parts

You will receive a package from Ferris that contains:

- 1) Dealer/Distributor letter and copy of Customer letter.
- 2) Dealer Checklist:
The Dealer Checklist identifies all commercial units sold to your dealership: both unregistered units in your inventory, and registered units sold to customers through your dealership.
- 3) Copy of this Service Bulletin.
- 4) Several copies of Registration Forms:
To register any units sold by your dealership but not registered with the factory.
- 5) A number of quick claim forms:
To be used for reimbursement of repairs.

Upon receiving this package, you must:

- Verify commercial units listed on Dealer Checklist that were sold to your dealership.
- Verify units listed on Dealer Checklist are in your inventory or have been sold.
- Verify any units sold but not registered. Use the Registration Form to register the unit and fax or mail to Ferris or call the Service Dept. at 1-800-933-6715 X 709.
- Fax or mail a copy of the Dealer Checklist back to the Service Dept.

Once the Dealer Checklist is received, Ferris will then ship the required number of new wheel assemblies to your dealership.

Reimbursement

You will need to file a quick claim form to be reimbursed for these repairs.

Unit Disposition	Labor	Pick-Up/Del.
Inventory Units:	1/2 (.5) hour	\$0
Customer Units:\$	1/2 (.5) hour	\$35 (if required)

The repairs outlined in this bulletin can be performed at the customer's location.

Procedure

1. Receive your package of wheel assemblies.
2. Inspect your sales floor and crated inventory, and repair all units that require repair.
3. Contact all customers who purchased an affected commercial unit through your dealership and schedule a repair. All registered owners will receive a Certified Letter from Ferris Industries. Please communicate all customer information for sold units not appearing on your Dealer Checklist to the Service Department.
4. Fill out and fax or mail a quick claim form for every unit repaired immediately after the repair.
5. Mark off repaired units on your Dealer Checklist.

IF YOU CANNOT ACCOUNT FOR ANY UNIT ON YOUR DEALER CHECKLIST, OR IF YOU HAVE SOLD A UNIT NOT LISTED ON YOUR DEALER CHECKLIST, PLEASE CALL THE SERVICE DEPARTMENT AT 1-800-933-6715 X 709.

6. After all repairs are complete, submit a copy of your Dealer Checklist. All repairs must be completed within 30 days.

Summary

For Commercial Units Sold to Customers, Registered with the Factory:

1. Contact the customer to arrange for the repair.
2. Repair the unit.
3. Immediately fax or mail the quick claim form to Ferris.
4. Mark the unit off your Dealer Checklist.
5. After all repairs are complete, submit a copy of your Dealer Checklist. All repairs must be completed within 30 days.

For Commercial Units Sold to Customers, NOT Registered with the Factory:

1. Mail or fax a Registration Form to Ferris or contact the Ferris Service Dept. (1-800-933-6175 X 709) and register the unit with the factory.
2. Contact the customer to arrange for the repair.
3. Repair the unit.
4. Immediately fax or mail the quick claim form to Ferris.
5. Mark the unit off your Dealer Checklist.
6. After all repairs are complete, submit a copy of your Dealer Checklist. All repairs must be completed within 30 days.

For Commercial Units in Your Inventory:

1. Repair the unit.
2. Immediately fax or mail the quick claim form to Ferris.
3. Mark the unit off your Dealer Checklist.
4. After all repairs are complete, submit a copy of your Dealer Checklist. All repairs must be completed within 30 days.

Rear Drive Wheel Replacement

WARNING

Before beginning any service work turn off the PTO, set the parking brake, turn off the ignition, and disconnect the spark plug wire(s).

1. Park the machine on a flat, level surface. Disengage the PTO, apply the parking brake, turn engine off and remove ignition key.
2. Chock the front wheels to prevent the machine from rolling.
3. Jack up the rear end of the machine and secure with jack stands or blocks of wood.
4. Remove the lug bolts and remove the wheel assembly.
5. Install the new wheel assembly. Reinstall the lug bolts and **torque to 90 ft/lbs (122 Nm)**.
6. Repeat steps 4-5 for other side of machine.
7. Jack up the rear of the machine to remove the jack stands or block of wood and lower the jack slowly.