



SERVICE BULLETIN

Date: 9/6/2005

Number: SB0508

Subject: Parker pumps used on X-treme 48, 52, and 60 below serial # 51798.



Details:

Parker Hannifin HPM has identified a potential failure of the nut fastener of the RTN (Return to Neutral) assembly. The threaded portion of the trunion arm, in which the fastener is attached, has been found to break after initial installation. This failure has been identified to occur over a short period of time after the assembly process when the RTN is fastened onto the pump. The break occurs at the threaded area of the trunion arm and is visibly noticeable. This failure is random and does not occur across all parts.

A field check may be performed on any unit in question by using a ½ inch wrench and tightening the RTN nut ¼ turn. This applies a torque of 12-15 ft-lbs to the trunion arm if the nut remains stable. It also indicates that the RTN will stay intact. Any trunion arm failures will be replaced by Parker using the following suggested method:

- 1) Notify Encore so that an ATR (authorized to return) number may be issued for discrepant pump.
- 2) Provide Encore with date code of pump.
- 3) Remove pump from mower unit.
- 4) Parker will accept labor charges for the removal and installation of pump up to a total of 3 hours per pump.
- 5) Pump is to be delivered to **Encore** at the address below. Please identify container with ATR number on a minimum of three sides. Encore and Parker will accept standard freight charges.
- 6) Parker will evaluate and issue warranty credit. Disposition will be determined by Encore.

Respectfully,

Andrew Novak
Division Quality Control Manager

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