



Ariens Company
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Service Campaign

Product Family: Gravely Pro-Turn 200 Series with ZT-5400 Transaxles

Subject: ZT-5400 Hydro-Gear Axle-Shaft Retaining Ring

Dealer Action: SALES HOLD – Do not sell units listed below until inspection and/or repair is complete

SAFETY NOTICE: SALES HOLD

Hydro-Gear has notified Ariens Company that it has found some incidents of axle-shaft retaining rings not being fully seated in some ZT-5400 transaxles. This condition can cause disengagement of the axle shaft and a free-wheel condition in the affected transaxle.

Please do not retail any of the models listed below until the unit has been inspected and repaired if necessary.

Model	Description	Serial Number Range
992184	Pro-Turn 252	000101 – 142, 000155 – 160, 000173 – 211, 000214 – 255, 000259, 000263 – 265, 000267, 000270, 000357, 000365, 000379, 000386 – 388, 000392, 000439
992185	Pro-Turn 260	000101 – 154, 000170, 000172 – 178, 000185 – 190, 000218 – 307, 000309 – 327, 000332 – 334, 000347 – 348, 000395, 000526, 000528, 000605 – 606, 000608 – 609, 000611, 000636 – 637, 000639 – 641, 000643 – 644, 000790, 000924
992186	Pro-Turn 266	000101 – 104, 000106 – 107, 000114, 000126 – 137, 000515
992187	Pro-Turn 260	000101 – 120, 000122 – 128, 000131 – 171, 000191, 000193 – 213, 000223, 000226 – 291, 000295 – 296, 000298 – 302, 000343, 000414, 000571

Hydro-Gear has developed Service Bulletin SB-0008_P1 which details the inspection steps to follow to determine if the retaining rings are properly seated and the repair steps to perform if the retaining ring is found to be improperly installed. The document is available for download at this link:

http://apache.ariens.com/manuals/SB-0008_P.1pdf

Inspection

Before delivering any of the models in the above-listed serial number ranges to customers, dealers must check the Hydro-Gear serial numbers on both of the transaxles. **Hydro-Gear serial numbers beginning with the number 0 (zero) are not affected by this service bulletin and no further inspection is required. Serial numbers beginning with the number 9 (nine) need to be inspected.** It is possible to have one, both or neither transaxle on each unit affected by this Service Bulletin.

Dealers that have sold units affected by this Service Bulletin should contact their customers and make arrangements to have the inspection performed on these machines as soon as possible.

On transaxles that have serial numbers beginning with the number 9 (nine):

1. Remove the four hex bolts retaining the protective plate at the rear of the unit and remove the plate.
2. Drain the fluid from the transaxle.
3. Remove the filter cover and oil filter. Discard the filter.
4. Inspect the axle shaft retaining ring for proper positioning per the instructions provided in Hydro-Gear Service Bulletin SB-0008_P.
5. Determine if the retaining ring is correctly seated.

Retaining Ring Correctly Seated

Upon completion of inspection, units with correctly seated retaining rings can be returned to service:

1. Record the Hydro-Gear model and serial number of the affected transaxle.
2. Replace the oil filter (p/n 21548300). Do not reuse old filter.
3. Install new O-ring on filter cover. A new O-ring is included with the filter.
4. Install filter cover and tighten to 480 – 540 in-lbs.
5. Install drain plug.
6. Remove the top oil fill vent port plug.
7. Refill unit with 20W50 engine oil through the expansion tank/fill port until oil the oil reaches the oil fill vent port.
8. Replace the vent port plug.
9. Repeat steps 2 – 8 for other transaxle if necessary.
10. Replace the protective plate.
11. File a warranty claim with Ariens Company:
 - Dealers who record the Hydro-Gear serial numbers and find that **no further inspection** is necessary will be reimbursed .25 hour of labor at their standard posted shop labor rate.
 - Dealers who perform the inspection procedure on **one** affected transaxle that does not require repair will be reimbursed .75 hour of labor at their standard posted shop labor rate.
 - Dealers who perform the inspection procedure on **two** affected transaxles that do not require repair will be reimbursed 1.0 hour of labor at their standard posted shop labor rate.

Retaining Ring Incorrectly Installed

Units that are found to have improperly seated retaining rings must be taken out of service until repairs are completed or the transaxles are replaced.

1. Follow the **Replace Instructions** detailed in Hydro-Gear Service Bulletin, SB-0008_P.
2. Complete the warranty claim process using established Hydro-Gear procedures and guidelines.

Hydro-Gear ZT-5400 Service and Repair Manual

Click the link below to download the Hydro-Gear ZT-5400 Service and Repair Manual:

http://apache.ariens.com/manuals/5400_BLN-0014_P2.pdf

For more information about this issue, please contact Ariens Technical Service.