



Customer Service Bulletin Commercial Business Group

Date: August 31, 2006

Toro® Commercial Grounds Maintenance Products with Steering Wheels

<u>Model/Serial Range:</u>	<u>Model Number:</u>	<u>Serial Numbers:</u>
	See attached Model/ Serial No. List	250000101-260000999

Subject: Check Steering Wheel for Loose Condition

The Steering Wheel (98-1471) may be loose due to an incorrectly machined hub. Steering wheels with incorrect hubs may allow the splined steering column shaft to protrude too far through the wheel and prevent the steering wheel from being properly retained to the column shaft. Only a few of steering wheels within the listed Model / Serial number range have incorrect hubs.

Process to check the steering wheel for a loose condition:

1. Remove the Center Cover; using a flat blade screwdriver from underneath the steering wheel, on each spoke of the steering wheel push the retaining tabs to the side releasing the cover.
2. Lift up and push down on the Steering Wheel. Look for movement of the steering wheel independent of the steering wheel retaining nut. Turn the Steering Wheel abruptly in both directions. Again, look for movement of the steering wheel independent of the retaining nut.

Note: a slight knocking or clicking sound will be heard during this evaluation; it is caused by the play normally found in the steering shaft bearings and the splines where they engage with the steering valve. This sound does not indicate any problem with retention of the steering wheel.

3. If looseness or independent movement of the steering wheel relative to the retaining nut assembly is observed during either test, immediately contact your local distributor for further assistance.

Assistance with locating your nearest Toro Commercial Products Distributor is available by using the dealer locator found at <http://www.toro.com/>.

Model/Serial Number List

For Service Bulletin General Info/Admin 10-02

Hardware Reference	Model	Serial Number Range	Description
A	03428	250000246 - 250000370	RM2000-D
A	03431	260000101 - 260000531	REELMASTER 2000-D
E	03550	250000360 - 260000324	RM5500-D
E	03551	250000501 - 260000286	RM5500D 4WD
E	03706	250000111 - 260000125	REELMASTER 4000-D
E	03707	250000135 - 260000125	REELMASTER 4000-D 4WD
E	03806	250000501 - 260000353	RM 6500-D 2WD
E	03807	250000501 - 260000391	RM 6500-D 4WD
E	03808	250000501 - 260000349	RM 6700-D 4WD
C	07264	260000101 - 260000598	WORKMAN 1110
C	07277	250000390 - 260000739	WORKMAN 2110
C	07280	250000170 - 260000466	MID-DUTY ELECTRIC WORKMAN
B	07360	250000225 - 260000331	WORKMAN 3200 GAS 2WD
B	07361	250000701 - 260000560	WORKMAN 3200 GAS W/BED A
B	07362	250000298 - 260000356	WORKMAN 3300D
B	07363	250000296 - 260000414	WORKMAN 3100 ACG
B	07364	250000186 - 260000340	WORKMAN 4300 LCD 4WD
B	07365	250000701 - 260000323	WORKMAN 4200 LCG 4WD
B	30307	250000182 - 250000220	GROUNDMASTER 3320-G
B	30308	250000284 - 250000463	GROUNDMASTER 3280-D 2WD
B	30309	250000314 - 250000544	GROUNDMASTER 3280-D 4WD
B	30343	260000101 - 260000135	GROUNDMASTER 3320
B	30344	260000101 - 260000244	GROUNDMASTER 3280-D 2WD
B	30345	260000101 - 260000237	GROUNDMASTER 3280-D 4WD
D	30410	250000501 - 260000629	GROUNDMASTER 4000-D
D	30411	250000301 - 260000596	GROUNDMASTER 4100-D
E	30582	250000295 - 260000205	GROUNDMASTER 580-D
E	30583	260000101 - 260000136	GROUNDMASTER 580-D 4WD
E	30856	250000501 - 260000670	GROUNDMASTER 4500-D
E	30868	250000501 - 260000614	GROUNDMASTER 4700-D
E	41177	260000101 - 260000369	MULTI PRO 1250
B	07264TC	260000101 - 260000242	WORKMAN 1110 - INTERNATIO
B	07277TC	250000416 - 260000480	WORKMAN 2110
B	07280TC	250000250 - 260000382	E-WORKMAN - INTERNATIONAL
B	07361TC	250000701 - 260000312	WORKMAN 3200
B	07362TC	250000298 - 260000331	WORKMAN 3300 D-INTERNATIO
B	07364TC	250000186 - 260000319	WORKMAN 4300-D 4WD - INTE



August 31, 2006

This is a copy of the letter we are mailing to all registered owners of the affected products for service bulletin General Info/Admin 10-02. Please provide a copy of this letter to any customer in your area that is not included on the registration list sent to service managers (under separate email.)

INTERNATIONAL DISTRIBUTORS:

Product registration records are not available at the Toro Company for your market. Please use the exact text from this letter, translated when appropriate, to inform your dealers and customers.

SUBJECT: Check Steering Wheel for a Loose Condition

Dear TORO® Owner,

Our Records indicate that you are the owner of a Toro Commercial product that was produced in 2005 or 2006. This letter is being sent to advise you of a possible loose steering wheel condition which may affect the safety of the unit. A list of the affected units is on the reverse side of this letter.

A limited number of units may have steering wheels which were incorrectly manufactured. Please have your maintenance personnel examine models with Steering Wheels, and use the following process to check for a loose condition:

1. Remove the Center Cover. Using a flat blade screwdriver from underneath the steering wheel, on each spoke of the steering wheel push the retaining tabs to the side releasing the cover.
2. Lift up and push down on the Steering Wheel.
 - Look for movement of the steering wheel independent of the steering wheel retaining nut.
 - Turn the Steering Wheel abruptly in both directions. Again, look for movement of the steering wheel independent of the retaining nut.

Note: a slight knocking or clicking sound will be heard during this evaluation; it is caused by the play normally found in the steering shaft bearings and the splines where they engage with the steering valve. This sound does not indicate any problem with retention of the steering wheel.

3. If looseness or independent movement of the steering wheel relative to the retaining nut is observed during either test in step 2, immediately contact your local distributor for further assistance.

Assistance with locating your nearest Toro Commercial Products Distributor is available by using the dealer locator found at <http://www.toro.com/>.

We thank you for your prompt attention to this matter and apologize for any inconvenience this situation may cause.

Commercial Technical Assistance Center
Commercial Products Division
The TORO Company