



Scraper Tool Availability

Product: ProCore® Processor

January 22, 2009

Affected Units:

Models:

Serial Numbers:

ProCore Processor

09749

280000101-280000148

Subject:

The scraper tool was not included with the Core Processor.

Situation:

The first 48 units were shipped with out the scraper tool and associated mounting hardware. The tool was originally intended to be an optional item, but was later included with the core processor. The Toro Company has made these parts available at no cost to ensure that all ProCore processor customers have this tool to easily and efficiently maintain their machine.

Coupled with correctly adjusted brush engagement with the turf, proper cleaning of the brush chamber with this scraper tool will help achieve long brush life. Review your Operator's Manual for complete detail on cleaning and proper adjustment of your ProCore Processor.

Correction:

All customers having registered units within this serial range will be shipped the tool and hardware; for units still in inventory, these parts will be shipped to distributors. The mounting hardware can be installed at the time of unit set-up. Mounting hardware installation instructions are attached to this bulletin.

If you own a ProCore Processor within the listed serial range and have any questions about this bulletin, or have not received the scraper tool and mounting hardware by February 15th, 2009, contact your local Toro Commercial Products Distributor for more information to resolve this issue.

Reference Toro Commercial Service Bulletin Specialty #01-02 when making your inquiry.

Toro Letterhead

Date

Customer address

Dear valued Toro customer,

We want to thank you for your decision to purchase the Toro ProCore® Processor.

As the premier core processing device currently available, we trust it has surpassed your expectations for aeration core processing needs. This letter is to inform you that we are providing a scraper tool that was put into production as a standard item included with this product. Your machine was built prior to the implementation of this decision. We want to provide you with this tool, and the means to store it on the machine.

The tool was designed late in the development process and was not yet available for the initial production runs of the Core Processor. Our development testing indicates that it is extremely important to keep the chopper and brush chamber surfaces routinely clear of accumulated soil to ensure top performance of the device. This tool is designed for that specific application to optimize access to all areas of the chambers. If these areas are not kept clear of soil, especially in moist soil conditions, machine performance degradation and premature wear of the chopper blades and pick-up brush can occur.

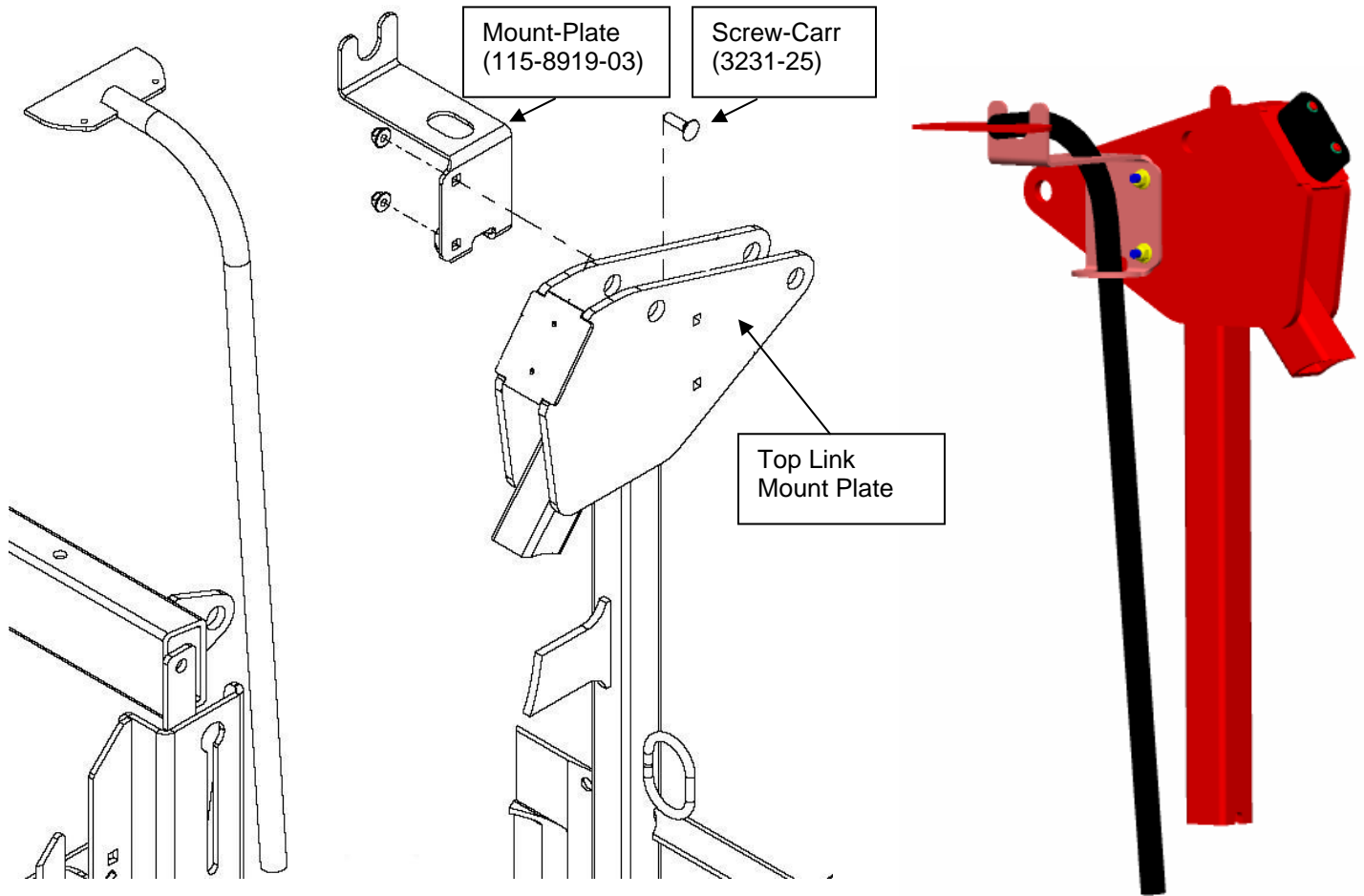
Please install the mounting hardware supplied to keep the tool readily accessible on the Processor per the attached instruction. It is recommended that you retain the installation instruction with the parts catalog for the machine, as this document contains the part number information for the tool and its mounting hardware should they ever require replacement. If you have any questions about the installation or use of this tool, please contact your local Toro Commercial Products Distributor Service staff for assistance. Reference Toro Commercial Products Service Bulletin Specialty Equipment #01-02 when making your inquiry.

Thank you again for your core processing purchase decision; we appreciate your choice of Toro Commercial Products and look forward to providing your turf care solutions in the future.

Sincerely,

The Toro Company, Commercial Products Group

Scraper Tool Installation Instructions



1. Verify that you have all parts required for the installation:

One of Scraper Tool (115-8915-03)

One of Mount Plate (115-8919-03)

Two of Screw-Carr (3231-25)

Two of Nut-Flange (104-8301)

2. Lower the Core Processor to the ground, set the parking brake on the tow vehicle and remove the ignition key from the Core Processor and the tow vehicle. If the unit is not connected to a tow vehicle, verify that the storage pins are placed to engage the lift frame assembly in the forward holes.
3. Insert the two Screw-Carr (3231-25) into the square holes in the left vertical plate of the top link tower assembly of the Core Processor with the heads on the inside of the top link plate; align the Mount Plate (115-8919-03) fastener holes with the frame holes.
4. Install the two Nut-Flange on the Screws and torque the fasteners to 16 ± 2 ft/lbs. (22 ± 3 Nm)
5. Insert the Scraper tool (115-8915-03) as shown in the left diagram.