



## Service Bulletin

**DATE:** March 21, 2016

**Model:** X3 Blower - select units from model year 2014

**Quantity affected:** 235

**Serial Numbers:** 14338 through 14572

**Description:** The affected units were constructed using a 1 1/8" (1.125") diameter crankshaft on the Kohler® engine with full impeller engagement of the shaft. Subsequently, Hurricane upgraded to a 1 7/16" (1.438") diameter crankshaft due to torque load on the crankshaft. While unlikely, it is possible for the torsional torque of the impeller to facilitate a fatigue crack in the 1.125" shaft at the start of the keyway slot. Hurricane is offering a voluntary field upgrade for the affected units.

**What is involved:** The dealer will order an upgrade kit (PN X3-CH740) from the distributor. The cost of the kit is \$200, which will be reimbursed after installation. The dealer will remove the impeller and engine, replace the crankshaft and seals (following supplied Kohler removal and installation instructions), add oil, and install a new impeller.

**Warranty claim & reimbursement:** After completing the repair, the dealer will submit a separate warranty claim for each unit repaired, including the Hurricane unit serial number, the engine serial number, parts cost of \$200, and labor cost of \$350. Upon receipt, review, and approval of the claim, the distributor will issue a \$550\* credit to the dealer's account.

**\*Limits:** This is an optional upgrade, but participation is encouraged. Claims submitted prior to and including October 1, 2016 will receive the full \$550 parts and labor credit for each approved claim. As the warranty period for these units ends prior to October 1, the warranted kit program will not extend beyond October 1, 2016.

**Warranty Note:** This does not affect, extend, or alter the standard Hurricane product warranty, which is a two-year product warranty from date of purchase, excluding wear items as noted in the warranty policy or usage as rental equipment.

**We thank you for your continued support of Hurricane Power and the commitment to provide the best product possible to the end-user, our mutual customer.**