

## **Service Management Bulletin**

**Date: June 2016**

**Brands: Weed Eater**

**Product: WE W25CBK trimmers**

**Dates Produced: January 14, 2016 to June 7, 2016**

### Warranty Reporting

Perform service/update through warranty process using only this information:

Component code: 622 – Cutting head

Defect code: 19 – Loose

Warranty type: If unit has been sold to a customer use 1 – warranty

If unit has not been sold to customer use 04 – requested by factory

Text: Reference **SMB# M160002A**

Time units (6 minutes): 1 units

Affected market(s): North America and Canada only

### Description/Background:

The trimmer head has been seen to come off the end of the lower end shaft during unit start-up and shut down. This bulletin is created to help inform internal service technicians on how to correct this issue for the customer.

### Affected models:

Brand	Market	Part Number	Model Name
Weed Eater	North America	967633502	W25CBK
Weed Eater	North America/Canada	967053901	W25CBK

### Affected Serial Number(s):

Only those models listed above, built from January 14, 2016 to June 7, 2016.

For example, serial numbers with this date code range: **16014NXXXXXX – 16159NXXXXXX**.

### Parts Ordering Information:

- Loctite Threadlocker Blue #242 or similar thread locking adhesive
- An adjustable oil filter wrench
- An adjustable wrench or channel locks

Parts Involved:

Lower shaft assembly with dust cup:



Dust cup PN: 581747601



Loctite Threadlocker Blue #242, #243 or similar thread locking adhesive:



Action To Be Taken:

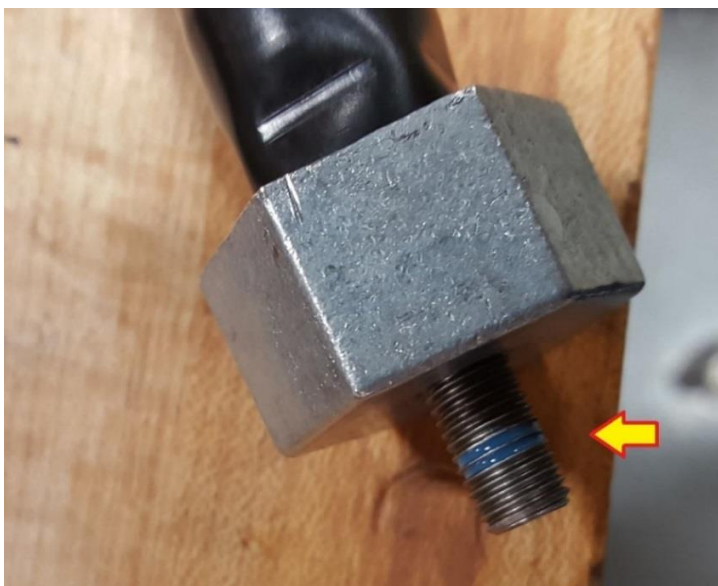
Step 1: Remove line trimmer head. See figure 1.

Figure 1.



Step 2: Apply Locktite (or thread locking adhesive) to threads. Ensure that the adhesive covers the threads all the way around 360 degrees. See figure 2.

Figure 2.



Step 3: Re-install the trimmer head until hand tight.

Step 4: While holding the nut with a wrench, continue to turn trimmer head  $\frac{1}{4}$  -1/2 turn.

**\*Note: Allow 24 hours for adhesive cure time before using.**

Revision history

06-2015      Rev1 – Created Service Bulletin M160002A