

SERVICE BULLETIN

<input checked="" type="checkbox"/>	Action Required:	<input type="checkbox"/>	Sold	<input checked="" type="checkbox"/>	Not Sold
<input checked="" type="checkbox"/>	Only If Encountered				
<input type="checkbox"/>	Information Only				

To: All Dealers and Customers
Bulletin Number: B170040A-14
Date: 29-Aug-2017
Brands: PoulanPro
Product: Gas-powered trimmers/pole saw
Dates Produced: 1-Mar-2017 to 20-Jul-2017
Affected Market(s): North America

Background:

A component in the starting system (starter pawl) may move out of place and/or break while starting or running the trimmer. This may cause problems starting and running the engine.

Service Bulletin Directions:

- Action Required: For affected units in your inventory not sold to a consumer, service is required.
- Only If Encountered: For affected units sold to a consumer, service is required only if needed.
- Service includes installing a new starter pawl/bridge assembly.
- Check for damage on other components in the area of failure and replace all damaged parts.

Warranty Reporting:

Service must be performed through Husqvarna's warranty process using only this information:

- Component code: **226 – starter pawls**
- Defect code: **92 – Part exchange on request by Husqvarna**
- Warranty type (sold, in warranty): **1 – Warranty**
- Warranty type (sold, outside warranty): **6 – Goodwill**
- Warranty type (inventory not sold): **04 – Requested by factory**
- Units of labor allowed: **3 (18 minutes)**

Parts to Order:

- For each product, 1 bridge starter pawl assembly part number **503873305** is required.

Tools and Servicing Details:

- Order piston stop service part number 504910605 (or use something similar that should fit a 14mm spark plug hole) to be inserted through spark plug hole to aid in stopping piston movement.
- Install bridge starter pawl assembly using 10mm socket with 7-8 Nm (60-70 in-lbs) of torque.
- Tighten existing top 2 starter housing screws using T25 bit with 4-6 Nm (35-55 in-lbs) of torque.
- Tighten existing bottom 1 starter housing screw using 1.1-2.2 Nm (10-20 in-lbs) of torque, using a slow rpm (300 Max) tool, or tighten by hand.

Affected Serial Number Range:

- 17060NXXXXX to 17201NXXXXX (Serial number format: **17** = Year produced, **060** = Consecutive day of the year (060/365) – 1-Mar-2017, **201** = Consecutive day of the year (201/365) – 20-Jul-2017)

Note: If product is inside serial number range and outer box has green dot or marking, product has already been serviced.

Models Affected:

Brand	Model Name	Model Number
PoulanPro	PR28PS	967089801
PoulanPro	PR28CD	967105601
PoulanPro	PR28SD	967105701