



Driveline Noise When Changing Direction

Product: Workman® HDX Automatic

September 22, 2016

Affected Units:

Models:

Serial Numbers:

07390

314000101-315009999

07390H

314000101-315009999

07390TC

314000101-315009999

Situation:

Complaints of a noise or “clunk” have been reported in the vehicle driveline during gear engagement or when shifting between reverse and forward gears. A secondary, but related complaint of harsh or jerky acceleration off idle has also been reported.

Machine factors to verify first are;

- Correct low idle engine speed; 2014- 2015 units – 1100 +/- 50 rpm, 2016 units and up- 1300+/- 50 rpm.
- The machine must never be shifted while rolling or in motion. Come to a full stop before actuating the shift lever.
- Correct gear shift cable adjustment, the shift lever on the gearbox must land in the center of each gear position detent.

If these above items are correct, the likely root cause of the noise complaint can be related to the design of Cam Assembly (130-4056). A slot feature was eliminated in an update to that part for late 2015 and later production. The updated design of Cam Assembly (133-0571) eliminates the slot feature that can allow additional free play of the Secondary Clutch. The free play is most apparent when changing vehicle direction, customers describe as a knock sound.

Instructions:

Contact your local Toro Commercial products distributor for more information on this issue and to obtain Cam Assembly (133-0571). Please reference Commercial Service Bulletin Vehicles 09-21, “*Driveline Noise When Changing Direction*”, dated 9/22/2016, when making your inquiry.