



## Customer Service Bulletin Commercial Business Group

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### Greensmaster<sup>®</sup> Products

Date: November 2, 2004

<b><u>Model/Serial Range:</u></b>	<b><u>Model Number:</u></b>	<b><u>Serial Numbers:</u></b>	
	04352-04383	90101-230099999	(1989-2003)

**Subject: Steering Wheel May Come Loose**

The nut retaining the steering wheel may become loose over time. Tightening the nut again will not prevent the condition from recurring. A loose nut condition could potentially lead to a loss of steering control of the tractor, although we have had no reported accidents or injuries.

All units identified in this bulletin should be inspected for this condition and corrected through one of the following actions. The nut mentioned in item 2 is available at no charge through your Toro Commercial Products Distributor.

1. Use a thread-locking compound such as Loctite<sup>®</sup> 242 or equivalent to retain the original steering Nut. The correct torque specification for the original Nut is 17-23 lbs.-ft. (23-31N·m).  
**NOTE:** This is a temporary measure to allow the machine use until a new replacement nut is installed.
2. Replace the original Non-Locking Nut with Locking Nut (107-2561 or 107-2562). See the attached reference chart for the correct part to use and installation torque for your particular model.



## Customer Service Bulletin Commercial Business Group

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### Reelmaster® Products

Date: November 2, 2004

<u>Model/Serial Range:</u>	<u>Model Number:</u>	<u>Serial Numbers:</u>
	03200-03201	90101-230099999 (1999-2003)
	03550-03551	200000101-240099999 (2000-2004)
	03600-03603	00101-899999 (1990-1998)
	03700-03707	60101-230099999 (1986-2003)
	03800-03808	60101-230099999 (1986-2003)

**Subject: Steering Wheel May Come Loose**

The nut retaining the steering wheel may become loose over time. Tightening the nut again will not prevent the condition from recurring. A loose nut condition could potentially lead to a loss of steering control of the tractor, although we have had no reported accidents or injuries.

All units identified in this bulletin should be inspected for this condition and corrected through one of the following actions. The nut mentioned in item 2 is available at no charge through your Toro Commercial Products Distributor.

1. Use a thread-locking compound such as Loctite® 242 or equivalent to retain the original steering Nut. The correct torque specification for the original Nut is 17-23 lbs.-ft. (23-31N·m).

**NOTE:** This is a temporary measure to allow the machine use until a new replacement nut is installed.

2. Replace the original Non-Locking Nut with Locking Nut (107-2561 or 107-2562). See the attached reference chart for the correct part to use and installation torque for your particular model.



## **Groundsmaster® Products**

**Date: November 2, 2004**

<b><u>Model/Serial Range:</u></b>	<b><u>Model Number:</u></b>	<b><u>Serial Numbers:</u></b>
	30450-30455	20101-230099999 (1992-2003)
	30580-30582	90101-240099999 (1989-2004)
	30821-30868	200000101-240099999 (2000-2004)

**Subject: Steering Wheel May Come Loose**

The nut retaining the steering wheel may become loose over time. Tightening the nut again will not prevent the condition from recurring. A loose nut condition could potentially lead to a loss of steering control of the tractor, although we have had no reported accidents or injuries.

All units identified in this bulletin should be inspected for this condition and corrected through one of the following actions. The nut mentioned in item 2 is available at no charge through your Toro Commercial Products Distributor.

1. Use a thread-locking compound such as Loctite® 242 or equivalent to retain the original steering Nut. The correct torque specification for the original Nut is 17-23 lbs.-ft. (23-31N·m).  
**NOTE:** This is a temporary measure to allow the machine use until a new replacement nut is installed.
2. Replace the original Non-Locking Nut with Locking Nut (107-2561 or 107-2562). See the attached reference chart for the correct part to use and installation torque for your particular model.

November 2, 2004

## PRODUCT ALERT

Dear Maintenance Supervisor or Equipment Manager:

Let us first take this opportunity to thank you for choosing Toro products for your turf applications. Toro records indicate that you are an owner of one or more of the Toro Products listed on the chart printed on the back of this letter. If you no longer own one of these machines, or transferred it to another party, please forward this letter to that party or notify your Toro distributor.

Ongoing continuous improvement efforts have shown that the Steering Wheel Nut (either 47-6990 or 94-9952) supplied as the original part on your equipment, or purchased as spare parts, was not a locking-type fastener, and therefore, may not remain tight. Because this involves a potential safety concern, we are strongly recommending all owners of the listed products obtain a new steering wheel nut, and check your equipment for loose steering wheel connections.

If the steering wheel nut is loose, use a thread-locking compound such as Loctite® 242 or equivalent to retain the original steering nut until the new locking type nut (either 107-2561 or 107-2562) is obtained. The correct torque specification for the original nut is 17-23 lbs.-ft. (23-31 N·m). **Note:** This is a temporary measure to allow the machine to be used until a new replacement nut is installed.

Please contact your local Toro Distributor for no charge replacement steering wheel nuts for the equipment you may have, regardless of its condition. The replacement Steering Wheel Nut (either 107-2561 or 107-2562) has locking features to prevent the nut from loosening or coming off.

We thank you for your prompt attention to this matter and apologize for any inconvenience this may cause.

Again thank you for choosing Toro for your turf equipment needs, and we look forward to serving you in the future.

Sincerely,



Greg Hollahan  
Manager, Customer Care  
The Toro Company

# Steering Nut Reference Chart

Product	Model Number	Serial Range	Original Nut	New Nut	Torque Specification
RM 3100-D	03200	90101-230099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	03201	90101-230099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
RM 335-D	03600	10101-39999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	03601	10101-39999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
RM 3500-D	03602	50101-79999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
RM 450-D	03700	60101-49999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	03701	00101-39999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	03702	30101-79999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
RM 4500-D	03703	30101-69999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	03704	30101-69999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	03705	30101-59999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GR 3100	04352	20101-59999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	04353	10101-20009999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	04354	40101-20009999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	04356	200000101-230001700	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GR 3000-D	04375	90101-69999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GR 3200	04380	50101-99999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GR 3200-D	04381	50101-99999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	04382	60101-69999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GR 3250-D	04383	20000101-230099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GM 455-D	30450	20101-230099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	30455	20101-230099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GM 3500-D	30821	200000101-230099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
GM 580-D	30580	90101-79999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
	30581	80101-220099999	47-6990	107-2561	29-35lbs-ft (39-47 N·m)
RM 4000-D	03706	80101-240099999 *	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03707	80101-240099999 *	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
RM 5500-D	03550	200000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03551	200000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
RM 6500-D	03800	60101-89999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03801	60101-89999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03803	80101-210099999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03804	80101-210099999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03806	210000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03807	210000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03808	210000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
RM 6700-D	03802	60101-89999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03805	80101-210099999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	03808	210000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
GR 3150	04357	220000101-230099999	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
GM 580-D	30581	230000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
	30582	240000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
GM 4500-D	30856	220000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)
GM 4700-D	30868	220000101-240099999*	94-9952	107-2562	20-26lbs-ft (27-35 N·m)

Note: \* = addition of 2004 Serial Number