

## SB, Missing alignment hole in straight shaft tube, Edger Accessory Attachment, 2020-11

### Affected models

Model	PNC	Serial Range	
		Start	End
HES-EX850	967925602	201950XXXX1	202043XXXX1
ESA850	967925604	201949XXXX1	202043XXXX1
ESA850	967925601	201947XXXX1	202043XXXX1

### Affected markets

All.

### Description

Some products were shipped missing the pre-drilled alignment hole that the tube uses as an aid for aligning and constraining the edger head in the proper location. If the tube assembly was provided without this pre-drilled hole, a replacement tube assembly may be needed for correction.

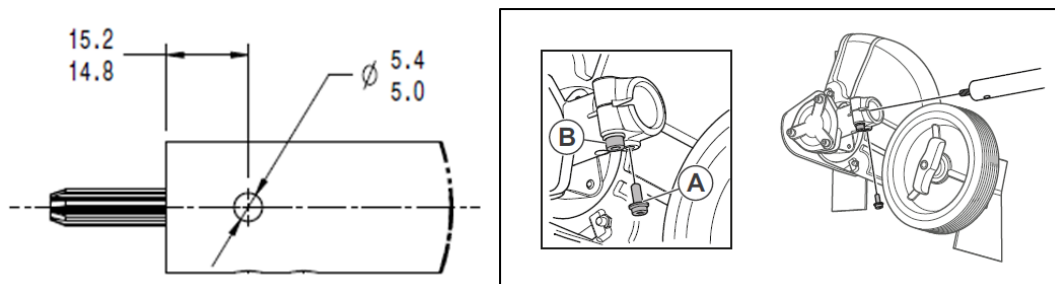


Figure 1:

Note: As indicated in figure 2, this set hole is in line with the rectangle slot in the opposite end. Also, note, there are 2 holes in line from each other, rotated 90° from this expected position.

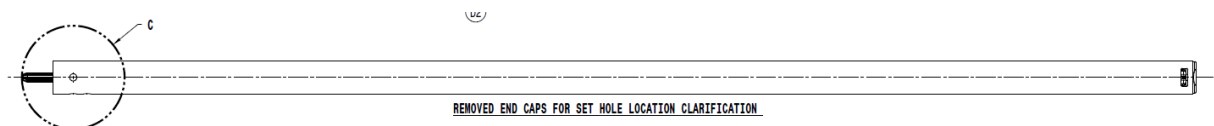


Figure 2:

### Action

	Product sold to end user	Residual inventory not yet sold
What is required:	Service is required.	Inspection is required.
When to do:	Only if encountered.	At pre-delivery inspection.
What to do:	Follow instructions below when encountered.	
How to do:	Order a replacement tube assembly and replace.	

### Parts information

New part no.	Part description	Quantity	Old part no.
588 82 30-03	Shaft Assembly	1	Same

### Warranty reporting information

Normal warranty rules apply. A warranty claim must be filed for each unit serviced, even if service is labor only. Please include full serial number. All claims must be sent through our warranty process using only the information listed below:

Field	Selection or Entry
Claim type (inventory)	4 - Requested by Factory
Claim type (end users)	1 – Warranty
Failure description	B2201007A-07
Component code	456 Tube (brushcutter)
Defect code	30 Incorrectly assembled
Labor allowance	3 units (18 minutes)

### Additional information

#### Revision History

Rev.	Date	Order id.	Description
A	2020-11	SB-6198	Created