



1293 Glenway Drive
Statesville, NC 28625
T: 800-633-5206

July 19, 2024

Technical Service Bulletin:
PG25WDO-T4F Wheel lug nut torque inspection

TSB Number: 12-24-9

Class (AA-Safety Mandatory, A-Mandatory, B-Non-mandatory, Product Improvement, Information Only):
AA-Safety Mandatory

Models Affected: PG25WDO-T4F

Serial Numbers Affected:

Starting Serial Number	Ending Serial Number
515588UAAIK38	517350UEAIK38

Audience:

Dealers, National Rental Accounts

Issue:

The wheel lug nut torque on the selected serial number range of portable generator model PG25 may not meet engineering specifications. Wheel lug nuts (p/n 35315274) that are not to the proper torque specification may cause vibration, tire wobble, or the wheel(s) could come off during towing, resulting in a crash.

Solution:

Immediately stop towing the affected equipment. Follow below instructions to inspect and torque wheel lug nuts properly.

Scenario 1: Unit Has Not Been Towed

Properly torque the wheel lug nuts to the correct specification using the star pattern method (see Figure 1). The lug nuts should be torqued between 105 ft-lbs – 115 ft-lbs.

Scenario 2: Unit Has Been Towed

Remove the wheels and inspect wheel studs and mount holes in wheel for damage.

- **If no damage is observed**, reinstall the wheel and torque the lug nuts between 105 ft-lbs – 115 ft-lbs using the star pattern method (see Figure 1).
- **If damage is observed**, further inspect the area around the wheel for additional damage (for example, the wheel hub, leaf springs, etc.) and take clear



1293 Glenway Drive
Statesville, NC 28625
T: 800-633-5206

photographs of all damaged components. Call 1-800-633-5206 Option #2 to consult with a Bobcat Factory Technician for guidance on part replacement.

After repair, instruct owner to re-check wheel lug nut torque again after 20 miles of towing.

Reminder: The Operation and Maintenance manual advises to **CHECK** Wheel Lug Nut torque on a Monthly basis.

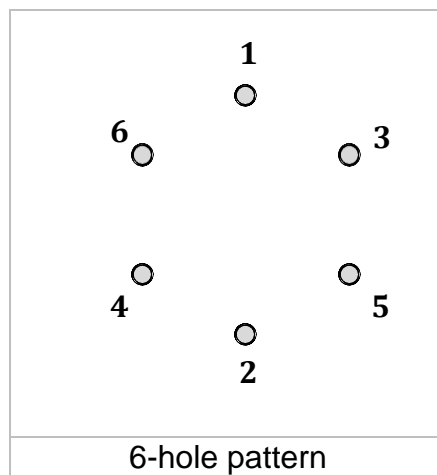


Figure 1 – Star pattern method - torque sequence

Warranty:

Campaign 12-24-9 is active in the warranty system for each potentially affected machine.

Scenario 1 repair: 1 hour (single axle) labor plus travel time/mileage will be accepted per claim.

Scenario 2 repair: Labor time of repair, plus parts (if required), plus travel time/mileage will be accepted per claim. Attach photos of damaged/replaced parts to the warranty claim. All damaged/replaced parts shall be disposed of to prevent reuse.

All claims must be submitted as claim type = “Field Modification”.

The causal part = 35315274

Campaign will be valid until August 1, 2026