

**Bulletin Number** : SFI-A-15-024  
**Date of Issue** : July 2015  
**Replacement SB No.** : N/A  
**KTA Reference No.** : AG15-15  
**Author** : C. Chapman

(Authorised by)  
**C. NIELSEN**

<b>SUBJECT:</b>	BX24/25 Seat nut torque check
<b>MODEL:</b>	BX24, BX25, BX25D & BX25D-1
<b>SERIAL No. AFFECTED:</b>	BX24: 50001 – 64781 BX25: 50001 – 67205 BX25D: 10001 – 17269 BX25D-1: 20001 – 23263

**REASON FOR ISSUE:**

It was found that the BX24/25 Seat has the potential to come loose during operation if the Top Nut and Bottom Nut that hold the Seat in place are not torqued correctly.

This bulletin is to request Dealers to check inventory machines and to contact customers who purchased machines, if the customer reports the seat is loose then instruct the customer not to operate the machine and make an appointment for repair.

**REMEDY:**

**Inventory Machines;** Please check the nuts for correct torque immediately and ensure it is done prior to retail sale. See page 2 for Service Information.

**Customer Machines;** Please check the nuts for correct torque.

If the Dealer can confidently confirm with the customers that the seat nuts are secure by using information on page 4 > 5, Dealers can check the nut torque during routine maintenance and or repairs and or take measures to repair if the seat is loose. A letter will be sent by KTA to the last known address of existing customers.

Machines sold to closed Dealers will be allocated to the closest Kubota Dealer

**MANDATORY CAMPAIGN LEVEL 1 "Recall - Action Immediately"**

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**KUBOTA, OCEANIA REGION**

Distributors: Kubota Tractor Australia Pty Ltd – Oceania Region  
 CB Norwood Distributors Ltd – New Zealand

Dear Kubota Customer,

Kubota would like to inform you that through an internal investigation we have reviewed the assembly process for seat securement of a nut and jam nut. To confirm your product meets Kubota's requirements, it is subject to a Kubota Service Action, and will be inspected by your Certified Kubota Dealership at your next scheduled maintenance or repair.

**WARNING: IF YOUR PRODUCT EXPERIENCES A LOOSE SEAT, DO NOT OPERATE THE MACHINE UNTIL REPAIRED. PLEASE CONTACT YOUR SELLING AUTHORISED KUBOTA DEALER TO SCHEDULE AN APPOINTMENT FOR IMMEDIATE REPAIR.**

**Why have you received this Service Action Notice?**

This Service Action Notice is to advise you of Kubota's findings and to make you aware that Kubota will be inspecting your compact tractor at its next scheduled maintenance or repair. Kubota will confirm your product meets Kubota's requirements. Note that a loose seat must be taken seriously and repaired by a certified Kubota dealership.

**What to do?**

In addition to advising you of Kubota's findings, and to make you aware that Kubota will be inspecting your compact tractor at its next scheduled maintenance or repair, Kubota has also included Inspection Instructions for immediate review of your seat securement.

If you do not feel confident with this Customer Inspection Process please contact your Kubota Dealer.

In the event that you no longer own this unit, we ask that you provide this letter to the current owner and that you provide us with the current owner's name, address and telephone number. Please send this information using the attached change of ownership or no longer the current owner to:

Attention: Quality Assurance / Warranty Manager

Kubota Tractor Australia Pty Ltd;

25-29 Permas Way, Truganina 3029, Victoria, Australia.

warranty@kubota.com.au

Kubota apologises for your inconvenience caused by this Service Action Notice.

Sincerely,

Kubota Tractor Australia Pty Ltd.

**CHANGE OF OWNER OR ADDRESS**

Please complete the form below and send to: Kubota

Tractor Australia Pty Ltd  
25-29 Permas Way  
Truganina VIC 3029

Locked Bag 36  
Tullamarine Vic 3044  
Tel: (03) 9394 4400  
Fax: (03) 9394 4460  
Free call 1300 KTA KTA – 1300 582 582  
warranty@kubota.com.au

Warranty Registration & Service Log Book Number.....

- I am still the current owner, however my address has changed
- There is a new owner and the address has changed
- The machine is no longer in my possession and I do not know the owners contact details

**Customers Details**

Name:.....

New Address:.....

State:.....Post Code:.....Phone:.....

Mobile:.....Email:.....

**Machine Details**

Model:.....Serial No:.....

Signature:.....Date:.....

**KUBOTA, OCEANIA REGION**

**[CUSTOMER PROCEDURE]**

**Warning: Avoid personal injury:**

- 1) Read all instructions and safety instructions in this bulletin and on your machine safety decals.
- 2) Clean the work area and machine.
- 3) Park the machine on a firm and level ground and set the parking brake.
- 4) Lower any implements to the ground.
- 5) Stop the engine and remove the key.

**Step 1:**

With the seat in the lowered, operation position (*Figure 1*), safely apply a lateral side-to-side force to the seat, making note for excessive movement.

NOTE: The seat is designed to rotate, but excessive side-to-side or fore-aft movement should not occur.



*Figure 1*

**Step 2:**

Safely lift the Seat to locate the Jam Nut (*Figure 2*).



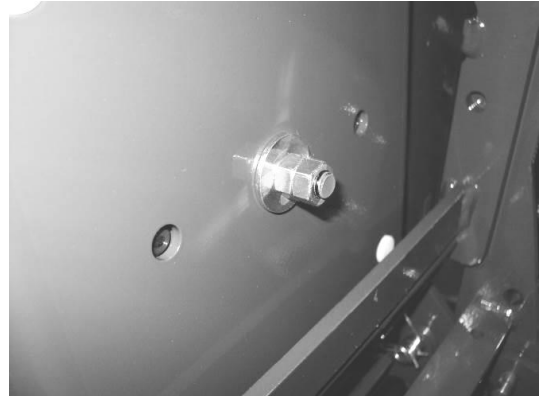
*Figure 2*

**Step 3:**

Once the Seat has been lifted, locate the Jam Nut on the bottom portion of the Seat (*Figure 3 & 4*).



*Figure 3*



*Figure 4*

**Step 4:**

Visually confirm the following three items (*Figure 4*):

- Two nuts are installed (Top Nut and Bottom Jam Nut)
- The Bottom Jam Nut is secure against the Top Nut
- The Top Nut is secure against the Washer

**Warning: IF YOUR PRODUCT EXPERIENCES A LOOSE SEAT, AND/OR THE LISTED THREE ITEMS CAN NOT BE CONFIRMED, do not operate the machine UNTIL repaired. Please CONTACT your authorised selling Kubota DEALER TO SCHEDULE AN APPOINTMENT FOR REPAIR.**