



To: All Servicing Dealers  
From: Paul Doney / Senior Service Manager  
Subject: MTD Engine / Evaluation Address Change  
Date: September 26, 2008

We are about to enter into our fourth year with the MTD Engine. This engine has been well accepted and embraced by both consumers and many major retailers throughout the country. Since the first introduction back in 2006 when we only had one style of engine available for mowers, we have now expanded our product offering into log splitters, chipper/vacs, tillers and snow throwers.

We are please to announce that there are no changes in the warranty policy regarding any of the MTD Engines in the family. The MTD manufacturer's limited warranty will continue to provide for a "Complete Engine Replacement" when repairs are extensive and/or cost prohibitive. This approach may differ from other engine manufacturers warranty policies that you are normally familiar with.

The list of parts that constitute a "Complete Engine Replacement" include, but are not limited to items such as, **short blocks, crankshafts, crankcases, cylinder heads, valve kits, or complete gasket kits**. All other related engine parts, components and assemblies are considered warrantable replacement parts and should be handled accordingly.

In the event a failure takes place under the warranty policy and requires a "Complete Engine Replacement", proper documentation must be provided to your parts source before replacement approval is granted. Once approved, an engine will be shipped directly to you from your supplier "No Charge". In such cases, labor only need be submitted for warranty processing and reimbursement.

Proper documentation shall consist of model and serial number of the failed unit, model and serial number of the engine and the nature of the failure. All engines are equipped with a separate model and serial number and can be found on the engine emissions label and/or the engine block. Engine block numbers are located just in front of the fuel tank on the various lawn mower engines.

Example of **mower** Model and Serial number: 12A-18MC056 1B148K10123  
Example of **engine** Model and Serial number: 1P70M0/05101400003

**\* IMPORTANT NOTICE      ADDRESS FOR RETURNED ENGINE HAS CHANGED**

**EFFECTIVE IMMEDIATELY**

**See Page 2 for detailed Engine Warranty Replacement Process**

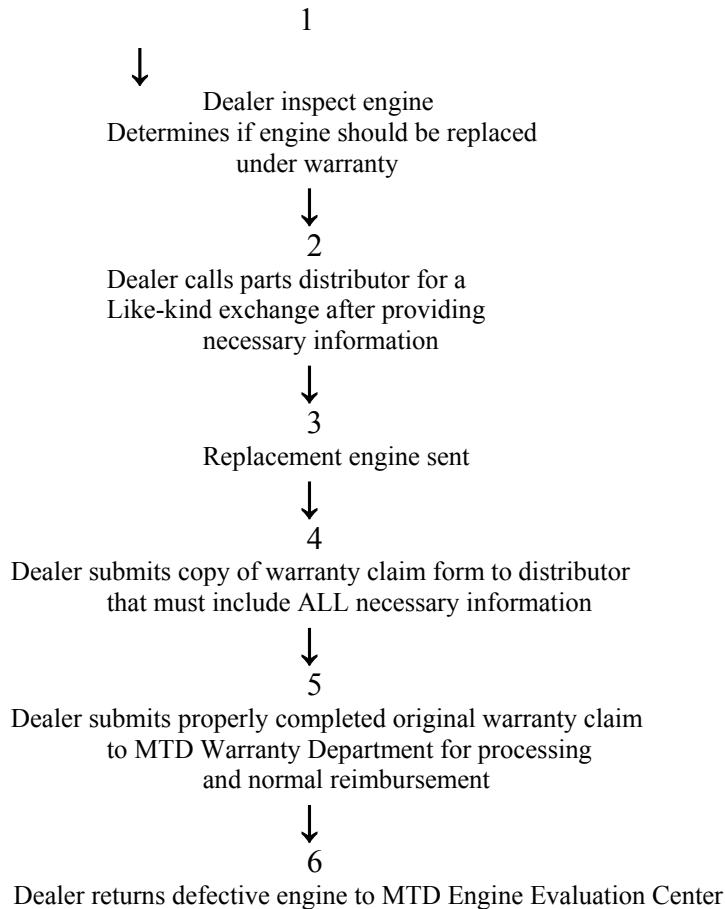
**ALL** "Complete Engine Replacements" performed under warranty circumstances **MUST BE** returned to the factory for final evaluation and warranty reimbursement to the following address:

**MTD PRODUCTS CUSTOMER SUPPORT CENTER  
MTD ENGINE EVALUATION DEPT.  
5965 Grafton Rd.  
Valley City, Oh 44280**

**ATTN: ENGINE WARRANTY REPLACEMENT PROGRAM**



## Engine Warranty Process MTD Service Centers



**MTD PRODUCTS CUSTOMER SUPPORT CENTER**  
**MTD ENGINE EVALUATION DEPT.**  
**5965 Grafton Rd.**  
**Valley City, Oh 44280**

### **PROCESS STEP EXPLANATION**

1. The dealer must make a thorough inspection using specific diagnostic techniques to determine whether the engine must be replaced.
2. The Central Distributor will gather the claim number from the dealer and attach it to the replacement order. Each Central is responsible for maintaining an available supply of engines to be used for warranty repairs.
3. Engines will be shipped immediately to maintain service level expectations
4. The dealer **MUST** submit a copy of the properly completed warranty claim form to the Central Distributor. Each Central will need this information so that the Customer Service Center can create a replenishment order. Any copy of a claim form received without **COMPLETE** information will be returned to the Central Distributor without a re-order placed.
5. The dealer will submit the properly completed warranty claim form to MTD per the standard warranty procedure. Claims received with incomplete information will be returned unpaid.
6. **ALL** defective engines must be returned to MTD Evaluation Center accompanied with a copy of the warranty claim.

☀ Note—Dealer should use the same carton for return of defective engine