



Dealer Bulletin

Product Family: Ariens and Gravely

From: Ariens Customer Support Department

Distribution: Ariens Dealers (US & CAN), Gravely Dealers (US & CAN), RM's, DM's, Sales Partners, Tech Service, Customer Service

Subject: Ariens Razor/Gravely XD3 Engine

Dealer Action: Notification

Ariens Company will be the **engine service agent** for parts and warranty issues related to the AC 159cc engines used on Ariens Razor™ [911173, 911175, 911177 and 911179] and Gravely XD3™ push model [911172].

Below is information that will assist dealers in offering support on these engines:

Engine Parts Information:

Exploded views of the engines will appear in the Ariens and Gravely parts manuals of the model mower on which the engine is used. This information will also appear in Partsmart and PartsRadar parts look-up services.

Engine Model and Serial Number:

Currently only one model of the engine is in use: 1P65FC. The model number and the serial number of the engine appear on an engine decal and are etched into the engine crankcase.

Ordering Engine Parts:

All parts for engines used on the Ariens Razor and Gravely XD3 models are available from Ariens Company and can be combined with other Ariens or Gravely parts shipments. These engines rely on a small number of engine parts kits to simplify service and parts stocking.

Engine Warranty Statement:

The engines carry a Three Year Consumer warranty. A copy of the warranty statement is included in the owner's manual packet with each machine. The warranty statement can also be downloaded at this link:

<http://apache.ariens.com/manuals/04579300.pdf>

Filing Engine Warranties:

Warranty claims on the engines can be filed in the same way as other Ariens or Gravely warranty claims using the dealer extranet site or by submitting a paper claim. Warranty claims for engine repairs must be filed separately from equipment warranty claims even if the repairs are done at the same time. On engine warranty claims, the engine model number and serial number must be included in the designated fields of the online claim form.

Engine Technical Service:

The Ariens/Gravely Technical Service team will provide technical service and warranty assistance to dealers on the engines. Engine service manuals will be made available for dealers to download from the All Product Manuals section of the dealer extranet site.