



TUFF TORQ
Service Bulletin Notification
TTC SB-031918

Date: 3/19/18

Created By: Derrick L. Dalton (TTC Service Dept.)

Subject: Pedal sticking in uphill climb (slope). Control Lever Drag/Stroke hang-up.

Suspect Units: Tuff Torq model = *K574C 787Q0324030*

Specific serial number ranges:

- 10/28/16: *574C-005474 ~ 574C-005604*
- 1/24/17: *574C-005605 ~ 574C-005702*

Models affected: K574C Tuff Torq transaxles on Ariens/Countax machines.

Description of Failure (Complaint): Operator experiences Rider that will continue to move forward on an uphill slope. Condition usually shows up within 20-30 hrs. of operation from the original purchase. The operator will be able to tap the pedal and the unit will stop.

Warranty: Ariens/Countax Service center will contact the nearest TTC EU Distributor: For Replacement unit. *Warranty must be filed to TTC thru the TTC Distributor*

The following information will be required.

- Confirm that Technician set neutral, but issue of stroke hang-up still exists:
- Transaxle Part #:
- Transaxle SN #:
- Warranty Failure Code: (Primary) Neutral, (Secondary) Drag/Stroke Hang-up
- Rider Model:
- Rider SN:
- Address of Ariens/Countax Service Center:
- Contact name
- Phone #:
- Email:

Warranty Period: 2 Years after date originally put into service.



Repair Type: (Fix as Fail) Full unit replacement.

Time Allowed for Repair: TTC will award 3 hours max based on normal repair time.

Reimbursement: Reimbursement per agreement with TTC Distributor.

Ariens/Countax Repair Center: Coordinate with TTC distributors in Europe. Claims to be filed back thru TTC distributors in Europe only.

Ariens/Countax Repair Center: Destroy unit after replacement... scrap at Ariens/Countax dealer. DO NOT REUSE PARTS UNDER ANY CIRCUMSTANCES DUE TO FAILURE MODE.

Ariens/Countax Repair Center: Include picture of destroyed unit and bar code label. Include with claim.

[See attached TTC Distributor list below](#)

Australia

Power Equipment Pty. Ltd.

Distributor

10-12 Commercial Drive

Lynbrook Victoria 3975

Contact: Jason Hodder

e-mail: jason.hodder@powerequipment.com.au

Telephone: 61-03-9709-8544

Fax: 61-03-9709-8544

Web site: www.powerequipment.com.au

Countries Served: Australia



Canada

Equipments ESF Inc.

Distributor

6500 Armand-Viau

Quebec City Quebec G2C2J6

Contact: Martine Giroux

e-mail: martine.giroux@esfdirect.com

Telephone: 418-845-2318 ext: 2228

Fax: 418-845-5252

Web site: www.esfdirect.com

Countries Served: Canada

Netherlands

Motor Snelco International BV

Distributor

Bedrijfsweg 130

AA Emmeloord 8304

Contact: Jan van den Bosch

e-mail: info@motorsnelco.nl

Telephone: 31-527-615151

Fax: 31-527-699121

Web site: www.motorsnelco.nl

Countries Served: Belgium, Luxemburg, The Netherlands

Italy

Demal S.N.C.

Distributor

Borgo Padova 16-19

Castelfranco Veneto 31033

Contact: Lino Mazzocca

e-mail: demal@demal.com

Telephone: 39-0423-491670

Fax: 39-0423-498531

Web site: www.demal.com

Countries Served: Albania, Italy, Bosnia, Bulgaria, Croatia, Greece, Herzegovina, Hungry, Macedonia, Montenegro, Serbia, Slovakia, Switzerland



Germany

Endress Doberschuetz GmbH

Distributor

An der Muehle 3

04838 Doberschuetz 04838

e-mail: mueller@endress-gmbh.de

Telephone: 49-3-4244-5330

Fax: 49-3-4244-50368

Web site: www.endress-gmbh.de

Countries Served: Austria, Czech Republic, Estonia, Germany, Latvia, Lithuania, Poland, Russia

Germany

Joist GmbH

Distributor

Frauenberger Strasse 170

Euskirchen 53879

Contact: Gregor Koll

e-mail: gkoll@joist.de

Telephone: 49-2251-106-106

Fax: 49-2251-106-120

Web site: www.joist.de

Countries Served: Austria, Germany, Switzerland

Germany

Lehmann Handelsgesellschaft mbH

Distributor

Sauerbruchstrasse 3

25479 Ellerau Contact: Claus Lehmann

e-mail: info@lehmann-et.de

Telephone: 49-4106 62880

Fax: 49-4106 6288100

Web site: www.lehmann-et.de

Countries Served: Austria, Germany



Ireland

Southern Machinery Ltd.

Distributor

Downings South

Prosperous Co. Kildare Contact: Gordon Tutty

e-mail: gtutty@eircom.net

Telephone: 353-45-860031

Fax: 353-45-860974

Web site: www.southernmachinery.ie

Countries Served: Ireland

France

Crosnier SA

Distributor

Route de Boullion

Bonnelles 78830

e-mail: info@crosnier.eu

Telephone: 011-33-1-308848

Fax: 011-33-1-30413159

Web site: www.motoculture-crosnier.com

Countries Served: France, Portugal, Spain

United Kingdom

Uni-Power

Distributor

Unit 8, Fritch Industrial Estate

Great Dunmow Essex CM6 1XJ

e-mail: info@uni-power.co.uk

Telephone: 01371 875331

Fax: 01371 874777

Web site: www.uni-power.co.uk

Countries Served: United Kingdom



Denmark

Elano Odense A/S

Distributor

Holkebjergvej 67

Odense SV DK-5250 Contact: Jan Thormose

e-mail: jth@elano.dk

Telephone: 45-66175253

Web site: www.elano.dk

Countries Served: Denmark

Norway

Ariens Scandinavia AS

Distributor

Industriveien 51

Rygge N-1580 Contact: Andreas Kauczynski

e-mail: andreas@ariens.no

Telephone: 47-69264750

Web site: www.sovde.no

Countries Served: Norway

Finland

Finmotor Oy

Distributor

Palvitie 3

Vantaa FI-01390 Contact: Ismo Hiltunen

e-mail: ismo.hiltunen@finmotor.fi

Telephone: 358-98-70-09-70

Web site: www.filmotor.fi

Countries Served: Finland

New Zealand

BE Pressure Supply Ltd.

Distributor

8 Percio Place

Saint Andrews Hamilton 3200

e-mail: jhlahman@bepressure.co.nz

Telephone: 64-7-849-0000

Fax: 64-7-849-4849

Web site: www.bep.kiwi

Countries Served: New Zealand



Iceland

Hvellur-G TA-Masson EHF

Distributor

Smidjuvegur, Kopavogur IS-200 Contact: Gudmundur Tomasson

e-mail: hvellur@hvellur.com

Telephone: 354-5776400

Web site: www.hvellur.com

Countries Served: Iceland

Sweden

Swedmotor AB

Distributor

RA-RVA GEN 11

Jordbro (Ind. Omr.) S-13650 Contact: Mikael Johnsson

e-mail: mikael.johnsson@swedmotor.se

Telephone: 46-850012140

Web site: www.swedmotor.se

Countries Served: Sweden

Gardner Connell

125 Constitution Blvd.

Franklin, MA 02038

Telephone 800-456-5691

johng@gardner-connell.com

Website: <https://www.gardnerinc.com/dealers>

Countries Served: United States

Gardner Inc.

3641 Interchange Road

Columbus, OH 43204

Telephone 614-456-4000

Website: <https://www.gardnerinc.com/dealers>

Countries Served: United States



Gardner Of Florida

12740 Kenan Drive
Building 100, Suite #4
Jacksonville, FL 32258
Telephone: 888-889-3010
markl@GardnerInc.com

Website: <https://www.gardnerinc.com/dealers>

Countries Served: United States

Servantage Dixie Sales

5920 Summit Ave
Browns Summit, NC 27214
Telephone: 336-375-7500

Website: <https://www.gardnerinc.com/dealers>

Countries Served: United States