

**SERVICE****BULLETIN**

**SB #:** F191  
**DATE:** APRIL 2023  
**TO:** ALL AUTHORIZED FERRIS DEALERS  
**SUBJECT:** DUAL FUNCTION HOUR METER  
 SERVICE PART ASSIGNMENT

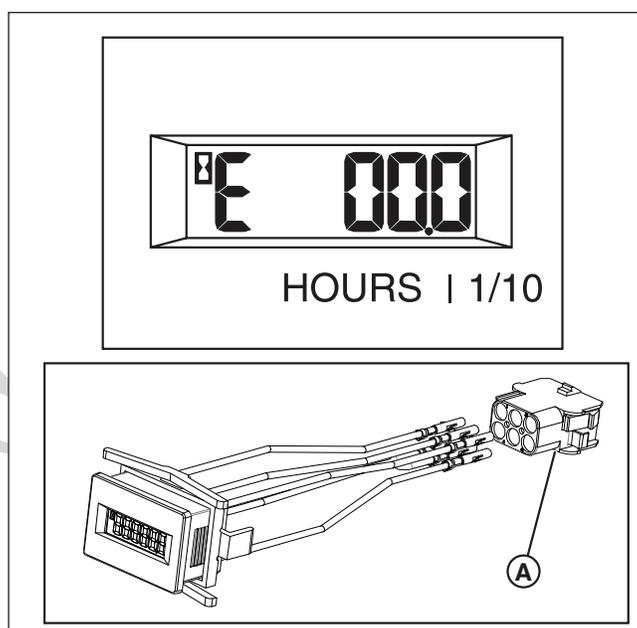
**BRANDS:**

<input type="checkbox"/>	- ACTION REQUIRED
<input type="checkbox"/>	- IF ENCOUNTERED
<input checked="" type="checkbox"/>	- INFORMATION ONLY

### AFFECTED MODELS

All Ferris units built with the dual function hour meter.

The dual function hour meter can be identified by looking at the face of the hour meter. A dual function hour meter will feature both numbers and letters on in the display screen as shown in **Figure 1**. If the screen is damaged or blank you can identify a dual function hour meter by the number of wires coming out of the back of the hour meter. A dual function hour meter has a six (6) pin connector and a single function hour meter has two (2) individual wires.



**Figure 1. Hour Meter Identification**

### DESCRIPTION

Ferris has created a service sellable part number for the dual function hour meter used on many Ferris commercial mowers. It is no longer necessary to order dual function hour meters by calling the Ferris Service Department. All dual function hour meters are orderable through your normal parts source by ordering part number **84008510** Dual function hour meter. All IPL's have also been updated to include this part number.

### CORRECTION PROCEDURE

1. In the event that the dual function hour meter fails on any Ferris mower, proper troubleshooting should be completed to diagnose the failure prior to replacing any parts. If the hour meter has been deemed defective, a new meter should be ordered through your normal Ferris parts source, replaced, and a warranty claim filed through the Ferris PowerPortal. Some units may need the instrument panel hour meter opening enlarged prior to installation of the new hour meter. It is recommended that you use a metal file to slightly enlarge the opening, very minimal enlargement is necessary, do not over enlarge the opening. In the event that a new retainer clip is needed, the part number is **84008688**.

**WARRANTY:**

Warranty coverage of this bulletin coincides with the unit's standard warranty period. When filing the warranty claim, it is mandatory that the current unit hours be entered into the claim. Many fuel injected engines are able to be plugged into a laptop computer to view engine hours as recorded by the engine computer. If the unit does not store the engine hours, then the hours should be estimated based on age and weekly usage.

File for warranty reimbursement using e-Claim at [www.ThePowerPortal.com](http://www.ThePowerPortal.com). Use the values listed below when filling out the claim. The information in the "Brand" block indicates which tab the claim should be filed under. *Note: File only one unit per claim form.*

<b>Brand</b>	Ferris
<b>Control/Evaluation Number</b>	F191
<b>Customer Experience Category (Symptoms)</b>	Other Product Performance
<b>Product Category</b>	COM Commercial Equipment
<b>Key Part Identification Category</b>	Service Bulletin
<b>Key Part Identification Code</b>	F191
<b>Condition Code</b>	Special Program
<b>Tech Comments</b>	F191
<b>Pick-Up &amp; Delivery</b>	N/A
<b>Labor Required (1/4 hours):</b>	0.25 hours (15 minutes)
<b>Repair Parts Used</b>	84008510 - Qty (1)

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Distribution Sales & Customer Support

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