



**REFERENCE NUMBER: HMT-0109-00-E**

**SUBJECT: Hydro Mobile F100, F200 & F300 series shock absorber lower pivot recall**

**EFFECTIVE DATE: May 27<sup>th</sup>, 2009**

**APPLICABLE SERIES: F2**

**APPLICABLE SERIAL NUMBERS: ALL before F100-0014, F200-0074, F300-0070**

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As you all know, user safety and customer satisfaction are Hydro Mobile's primary concerns. Further to some tests that were carried out, it was recently brought to our attention that the shock absorber lower pivot in the F2 Series overspeed safety device (safety brake) system must be replaced.

In fact, it appears that due to the nitriding surface treatment (nitric oxide) applied to it, the lower pivot does not meet our safety standards. While this does not affect user safety in any way, the lower quality of the pivot could cause damages in the event of a drop of the platform and incur unnecessary repair expenses.

Enclosed is a description of the work to be performed and a list of serial numbers for the units we have identified you have purchased. The work must be performed **immediately** on all the Hydro Mobile F2 Series motorized units concerned by the recall.

Authorized Hydro Mobile dealers will be allocated a 1 ½ hour labor compensation for each recall performed on F200 and F300 units, and a ¾ hour labor compensation for each recall performed on F100 units. Travel expenses within a maximum 250-mile (400-km) radius will also be reimbursed to authorized Hydro Mobile dealers. Travel expenses and labor compensation are reimbursed at rates determined by Hydro Mobile's warranty policy. It is important to note that traveling time and down time are not admissible for reimbursement, as per Hydro Mobile's warranty policy.

We truly regret any inconvenience this situation may have caused. We would appreciate any comments or questions you may have regarding this recall. Our Customer Service representatives can be reached toll free at 1-888-484-9376.

A handwritten signature in black ink that reads "Daniel Champagne".

Daniel Champagne  
Operations Director

**SUBJECT:** Replacement of shock absorber lower pivot  
**LAST UPDATE:** May 26<sup>th</sup>, 2009  
**APPLICABLE SERIES:** F100, F200, F300, F100H, F200H, F300H  
**APPLICABLE SERIAL NUMBERS:** All before F100-0014, F200-0074, F300-0070

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## SCOPE OF PROCEDURE

- This is a step by step guide leading to the replacement of the shock absorber lower pivot on all units bearing the applicable serial numbers. The replacement procedure is the same on F100, F200 and F300 units. The only exception is that the replacement procedure must be performed only on one side of the mast on F100 units and on both sides of the mast on F200 and F300 units.

## WARNING

- Failure to perform the replacement of the shock absorber lower pivot according to this procedure may lead to equipment damage, personal injuries or even death.

## TOOLS REQUIRED

- 9/16" wrench
- 1 ½" wrench
- 1/8" Allen wrench
- Multipurpose grease
- Punch and hammer ( zip gun makes it easier)

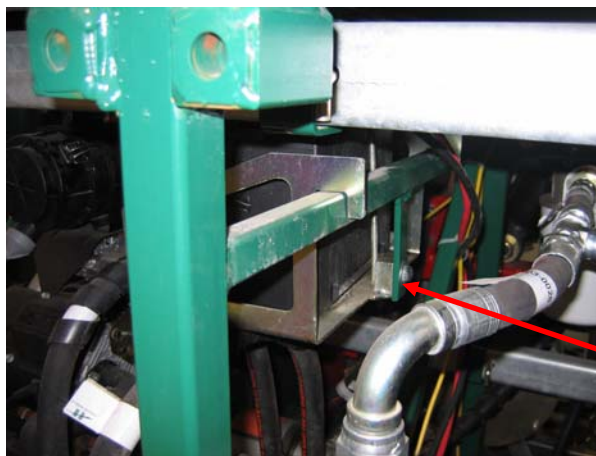
## PARTS SUPPLIED

- New shock absorber lower pivot shaft ( with R stamp on the end)
- Installation sleeve
- New nylon lock nut
- New flat washer

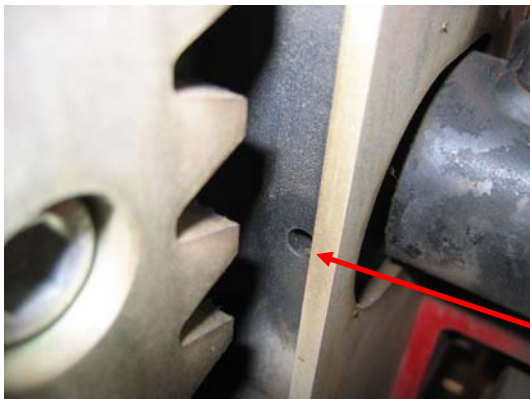
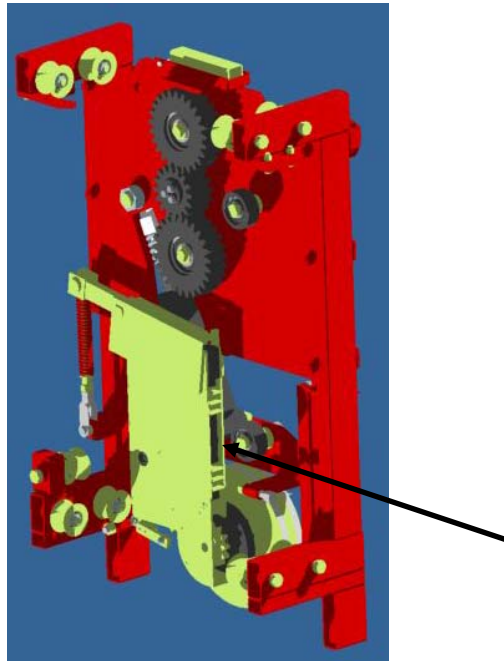
## PROCEDURE EXPLANATION

### Removing the lower pivot

1. Disconnect the battery quick connect cable and remove the battery rack from the main frame.  
Use a 9/16" wrench to remove the bolt.



2. Loosen the lower pivot locking set screw using a 1/8" Allen wrench.





3. Punch the shaft and nut to lock the nut on the lower pivot shaft. Using a zip gun facilitates this step.



4. Unscrew the lower pivot from the brake box housing using a 1 1/2" wrench. If the nut turns and unscrews from the lower pivot shaft, repeat step #3. If step #3 is still unsuccessful, the nut will need to be welded to the shaft for removal. **If welding is necessary, it is mandatory to remove the pressure transducer from the main hydraulic distribution block.**

New lower pivot installation



New revision of lower pivots are stamped with the letter **R** at one end. It is also important to note that the threads at each end are of different length. The **R** marking is always on the side with the longest thread.

1. Twist the shock absorber to insert the new lower pivot in the lower mounting sleeve.
2. Apply grease to the lower pivot and insert it into the shock absorber with the end with the **R** marking (longest thread) facing outward, away from the brake box.
3. Align the lower pivot with the brake box and screw the lower pivot into the brake box (using the installation sleeve and nut).
4. Insert the lower pivot completely and make sure it is completely screwed into the brake box using a 1 1/2" wrench.

5. Tighten back the locking set screw onto the lower pivot.
6. Loosen and remove the nut to remove the installation sleeve.
7. Install the flat washer.
8. Install and tighten the nylon lock nut completely.
9. Install the battery and the battery support using a 9/16" wrench and connect the battery quick connect plug.

As required, repeat the installation procedure on the other side of the mast.

Once removed, the lower pivot shaft must be disposed of permanently and must not to be used again.



# RECALL COMPLETION FORM

www.hydro-mobile.com  
1-888-484-9376

## OBJECT OF RECALL: F100, F200, F300 SHOCK ABSORBER LOWER PIVOT

This confirms that the recall for the shock absorber lower pivot has been performed on the F100, F200, F300 motorized unit(s) listed below:

Unit model (F100, F200, F300) \_\_\_\_\_

Unit serial number \_\_\_\_\_

Distributor \_\_\_\_\_

Unit owner \_\_\_\_\_

Recall performed by \_\_\_\_\_

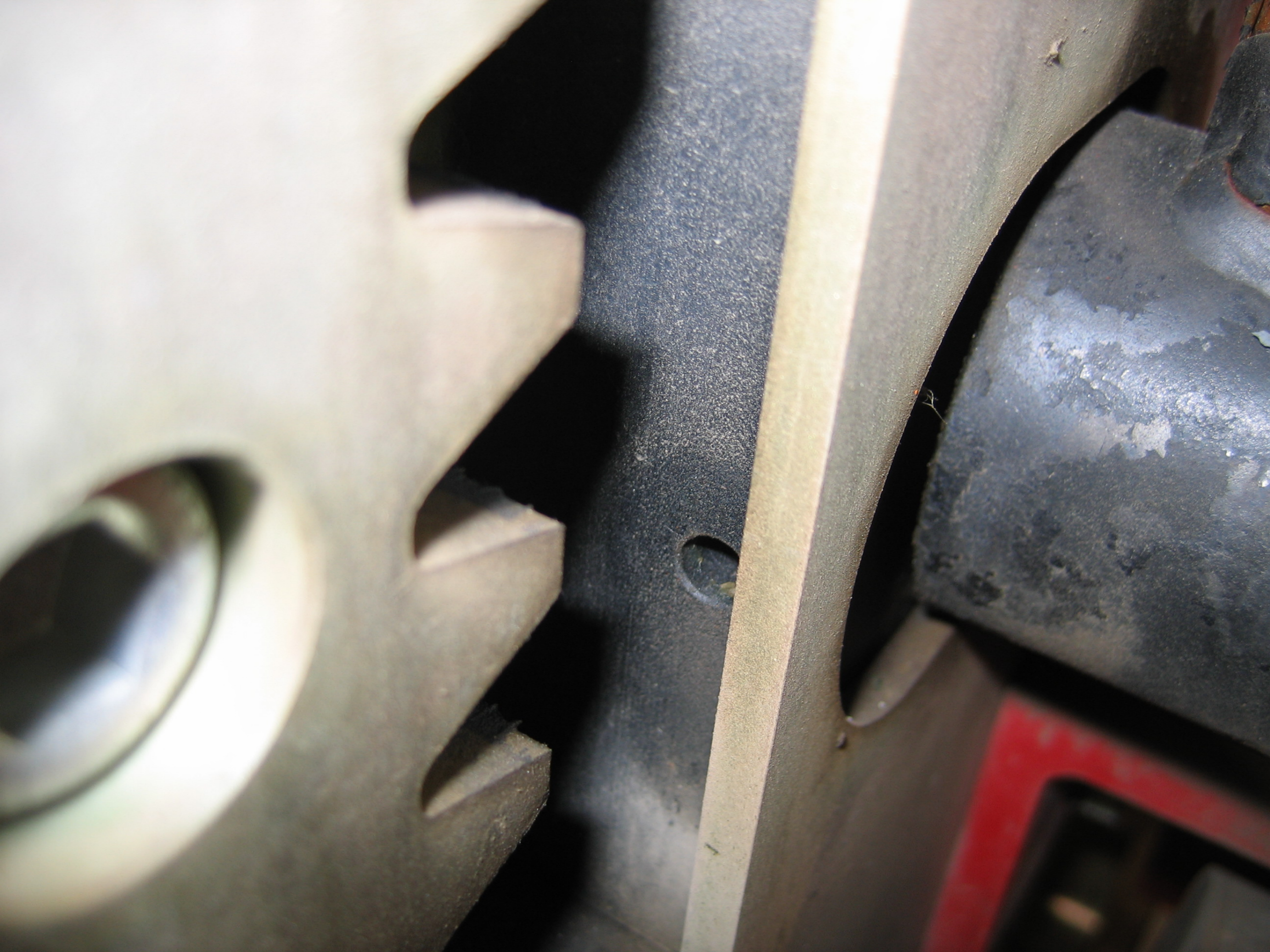
	Yes	No
The shock absorber lower pivot shaft(s) has(have) been replaced	<input type="checkbox"/>	<input type="checkbox"/>
The shock absorber lower pivot shaft(s) has (have) been disposed of and/or destroyed	<input type="checkbox"/>	<input type="checkbox"/>
Travel mileage to perform recall (250 miles radius maximum)	<input type="text"/>	

NOTE: This Recall Completion form must be filled out and returned to Hydro Mobile offices attn Manon Larrivée by email: [ML@hydro-mobile.com](mailto:ML@hydro-mobile.com), by Fax: 450-589-2732 or by mail

















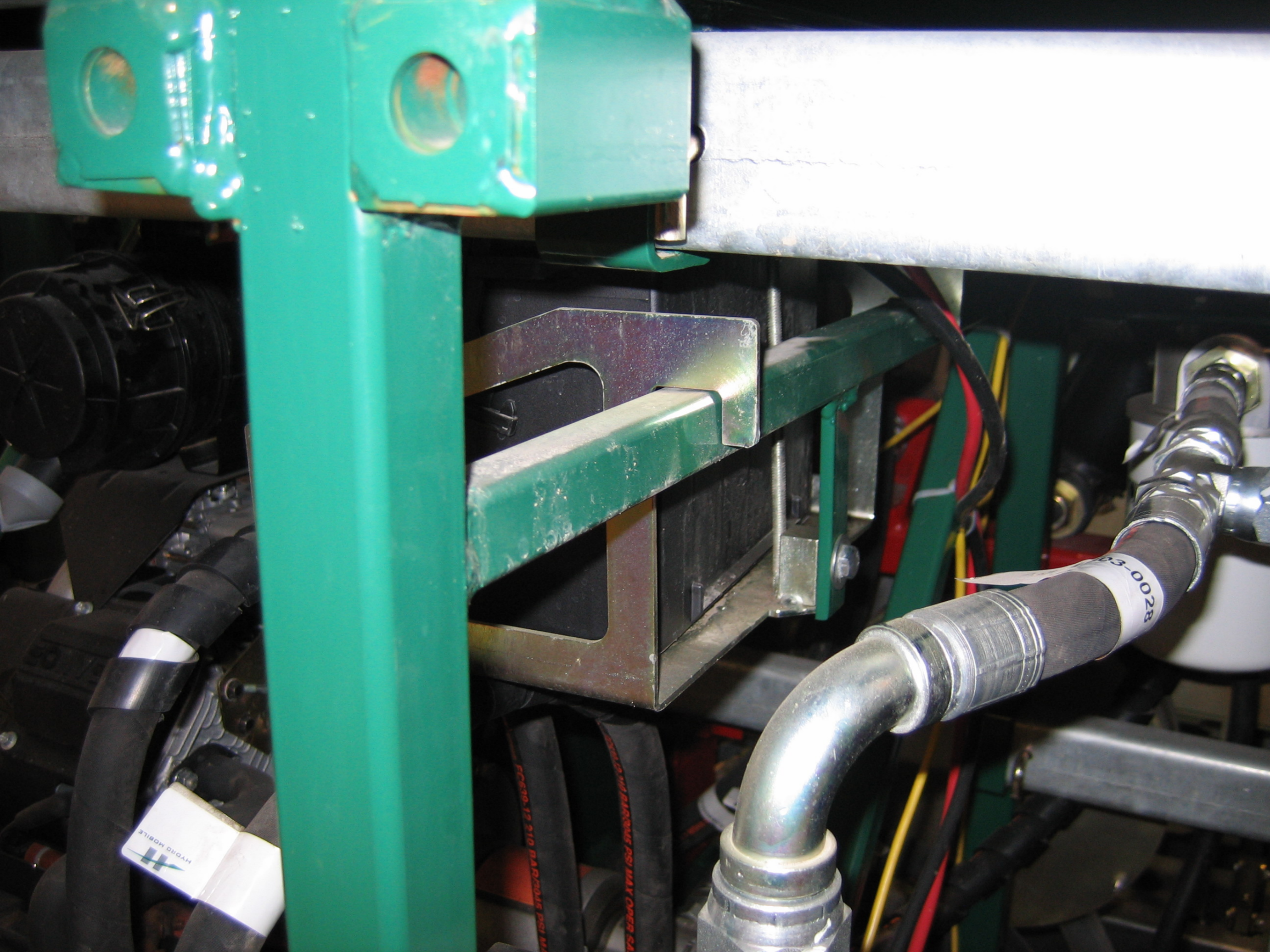












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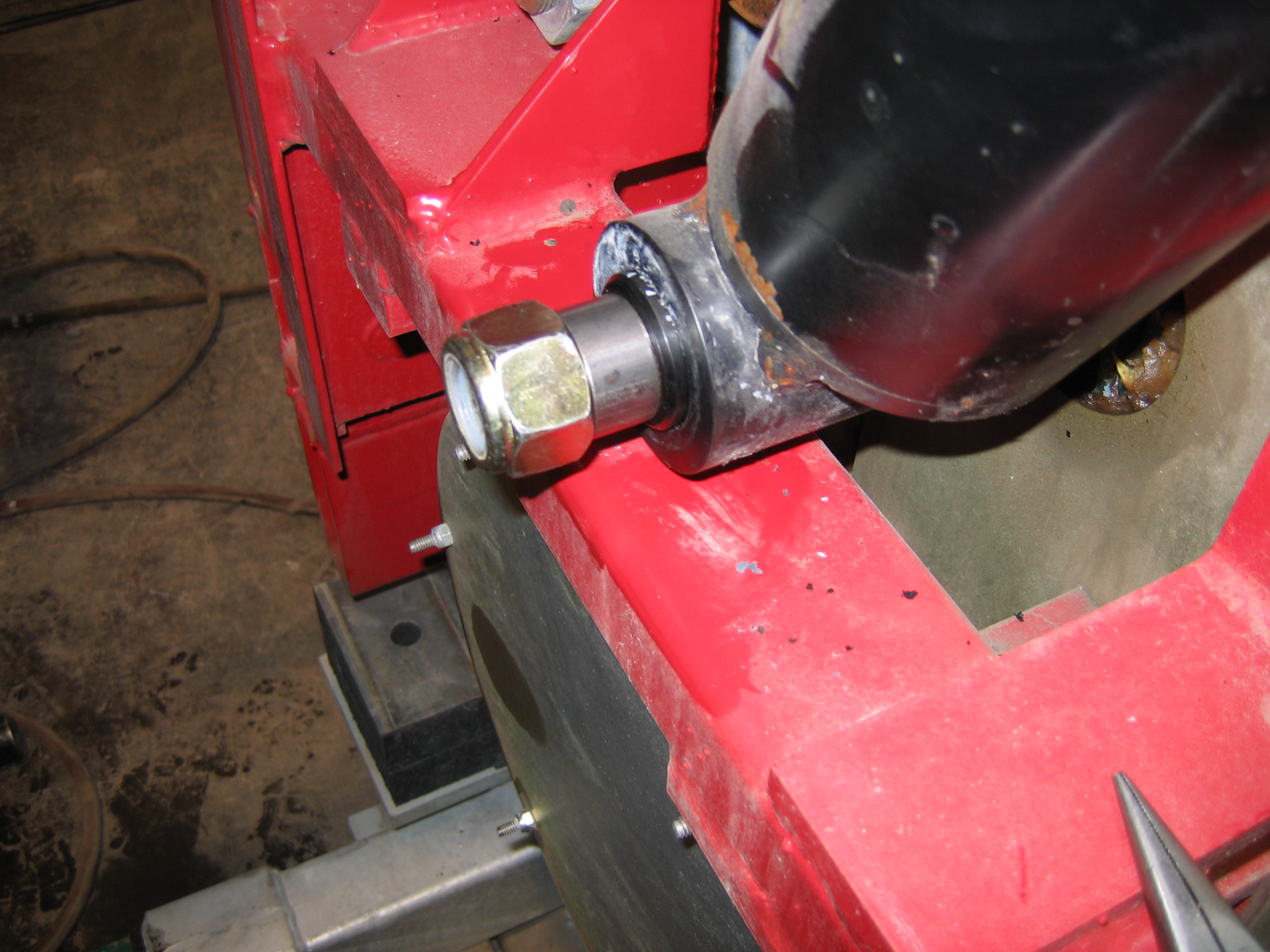
HYDRO MOBILE

MAX PSI 1000  
SA  
PSI 1000





































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