

**2-Bag Bagger
For 38-Inch and 42-Inch Mower Decks**

OMGX10632 K1

OPERATOR'S MANUAL

North American Version
Litho in U.S.A.



S E L F



0 M G X 1 0 6 3 2 K 1

INTRODUCTION

Thank You for Purchasing This Product

We appreciate having you as a customer and wish you many years of safe and satisfied use of your machine.

IMPORTANT: Avoid damage! This text is used to tell the operator of actions or conditions that might result in damage to the machine.

Using Your Operator's Manual

This manual is an important part of your machine and should remain with the machine when you sell it.

Reading your operator's manual will help you and others avoid personal injury or damage to the machine. Information given in this manual will provide the operator with the safest and most effective use of the machine. Knowing how to operate this machine safely and correctly will allow you to train others who may operate this machine.

This manual and safety signs on your machine may also be available in other languages (see your John Deere dealer to order).

Sections in your operator's manual are placed in a specific order to help you understand all the safety messages and learn the controls so you can operate this machine safely. You can also use this manual to answer any specific operating or servicing questions. A convenient index located at the end of this book will help you to find needed information quickly.

The machine shown in this manual may differ slightly from your machine, but will be similar enough to help you understand our instructions.

RIGHT-HAND and LEFT-HAND sides are determined by facing in the direction the machine will travel when going forward. When you see a broken line arrow (----->), the item referred to is hidden from view.

Before delivering this machine, your dealer performed a predelivery inspection to ensure best performance.

Special Messages

Your manual contains special messages to bring attention to potential safety concerns, machine damage as well as helpful operating and servicing information. Please read all the information carefully to avoid injury and machine damage.

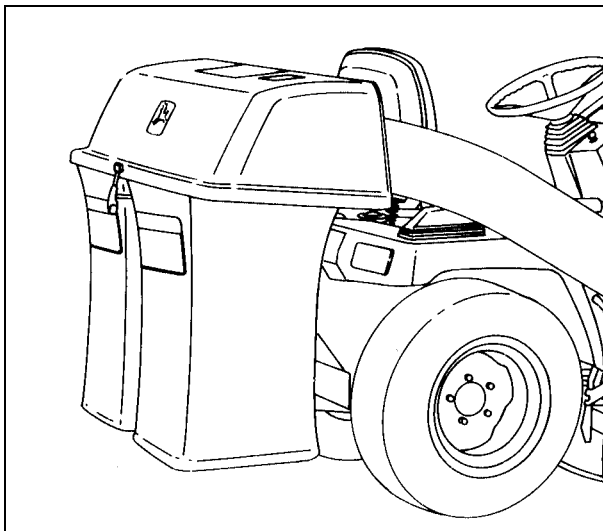


CAUTION: Avoid injury! This symbol and text highlight potential hazards or death to the operator or bystanders that may occur if the hazards or procedures are ignored.

PRODUCT IDENTIFICATION

Record Purchase Information

Record your purchase information in the spaces provided below.



DATE OF PURCHASE:

DEALER NAME:

DEALER PHONE:

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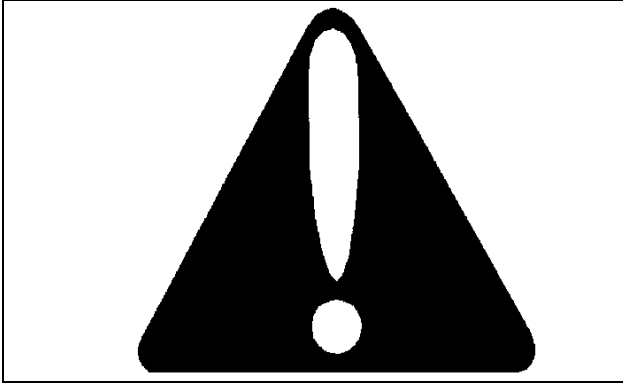
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OMGX10632 K1 - English

SAFETY

Understanding The Machine Safety Labels

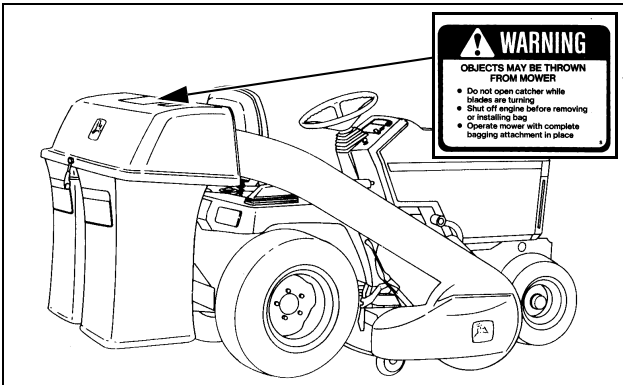


The machine safety labels shown in this section are placed in important areas on your machine to draw attention to potential safety hazards.

On your machine safety labels, the words DANGER, WARNING, and CAUTION are used with this safety-alert symbol,. DANGER identifies the most serious hazards.

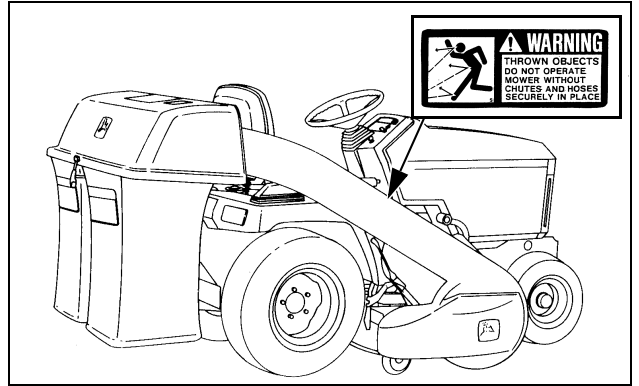
The operator's manual also explains any potential safety hazards whenever necessary in special safety messages that are identified with the word, CAUTION, and the safety-alert symbol,.

WARNING: Objects May Be Thrown From Mower



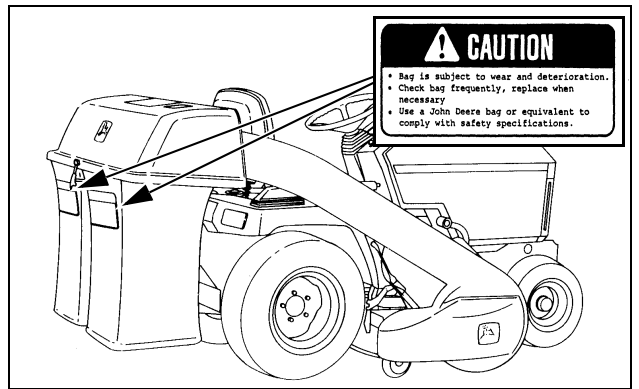
- Do not open catcher while blades are turning.
- Shut off engine before removing or installing bag.
- Operate mower with complete bagging attachment in place.

WARNING: Thrown Objects



- Do not operate mower without chutes and hoses securely in place.

CAUTION

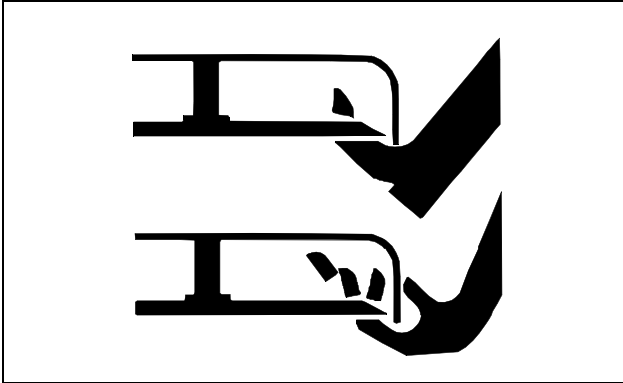


- Bag is subject to wear and deterioration.
- Check bag frequently, replace when necessary.
- Use a John Deere bag or equivalent to comply with safety specifications.

SAFETY

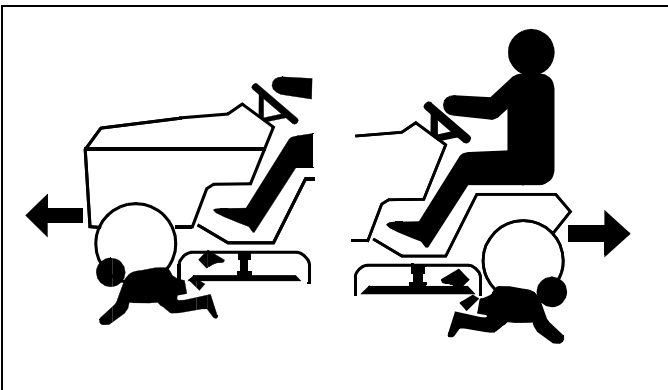
Rotating Blades are Dangerous

Help Prevent Serious Or Fatal Accidents:



- Rotating blades can cut off arms and legs.
- Keep hands, feet and clothing away from mower deck when engine is running.
- Be alert at all times, drive forward carefully. People, especially children can move quickly into the mowing area before you know it.
- Before backing up, shut off PTO and look down and behind the machine carefully, especially for children.
- Do not mow in reverse.
- Shut off blades when you are not mowing.
- Do not operate machine if you are under the influence of drugs or alcohol.
- Park machine safely before inspecting or unplugging mower or bagger.

Protect Children:



- Never assume that children will remain where you last saw them. Children are attracted to mowing activity, stay alert to the presence of children.
- Keep children indoors when you are mowing. Turn the machine off if a child enters the mowing area.

- Use extra care when you come to blind corners, shrubs, trees, or other objects that may block your vision.
- Do not let children or an untrained person operate the machine.
- Do not carry or let children ride on any attachment or machine even with the blades off. Do not tow children in a cart or trailer.

Wear Appropriate Clothing



- Wear close fitting clothing and safety equipment appropriate for the job.
- Always wear safety goggles or safety glasses with side shields when operating the mower.
- Wear a suitable protective device such as earplugs. Loud noise can cause impairment or loss of hearing.
- Do not wear radio or music headphones. Safe service and operation requires your full attention.

Practice Safe Maintenance



- Understand service procedure before doing work. Keep area clean and dry.
- Never lubricate, service, or adjust machine while it is

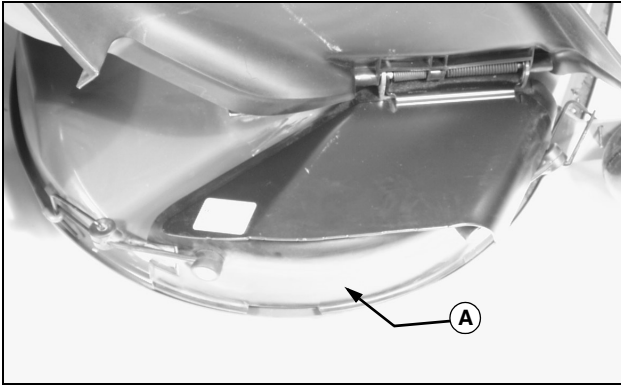
SAFETY

moving. Keep safety devices in place and in working condition. Keep hardware tight.

- Keep hands, feet, clothing, jewelry, and long hair away from any moving parts, to prevent them from getting caught.
- Lower attachments to the ground before servicing machine. Disengage all power and stop the engine. Lock park brake and remove the key. Let machine cool.
- Disconnect battery or remove spark plug wire before making any repairs.
- Before servicing the machine, carefully release pressure from any components with stored energy, such as hydraulic components.
- Keep all nuts and bolts tightened, especially blade attachment bolts.
- Securely support any machine elements that must be raised for service work.
- Never run engine unless park brake is locked.
- Keep all parts in good condition and properly installed. Fix damage immediately. Replace worn or broken parts. Replace all worn or damaged safety and instruction decals.
- To prevent fires, remove any buildup of grease, oil, or debris from the machine, especially the engine compartment.
- Charge batteries in an open, well-ventilated area, away from sparks. Unplug battery charger before connecting or disconnecting from the battery. Use insulated tools.
- Do not modify machine or safety devices. Unauthorized modifications may impair its function and safety.
- Do not wear radio or music headphones while servicing the machine. Safe service requires your full attention.

PREPARING VEHICLE

Remove Mulch Kit



M96105

The mulch cover (A) or mulch plug kit is not compatible with the installation of the 2-Bag Bagger. If mulch cover or mulch plug kit is installed on your mower, you must remove. See the installation instructions shipped with your Mulch Plug Kit.

Standard Blades:

- For mulching and side discharging.

Install Proper Ballast



CAUTION: Avoid injury! To maintain steering control and stability always use the recommended ballast.

Install the proper front ballast to help counter-balance the total weight of the material collection system. Remove ballast when the material collection system is removed. This will ensure proper operation of the machine when not bagging. See your authorized service center for recommended weights on your tractor.

Install Proper Mower Blades

IMPORTANT: Avoid damage!

- When replacing mower blades we recommend genuine John Deere Service Parts.
- For best performance, always use correct mower blade for job being performed.
- Always follow safety and service instructions in the tractor Operator's Manual when changing mower blades.

For maximum bagging performance, install the correct blades for your mower deck. Determine the correct blades for your application as follows.

High-Lift Blades:

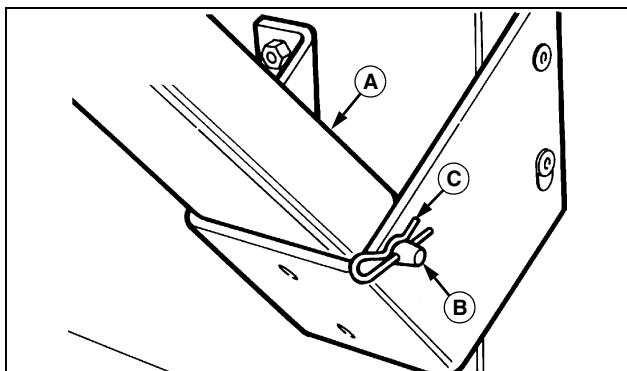
- For side discharging and bagging.

INSTALLING

Installing 2-Bag Bagger

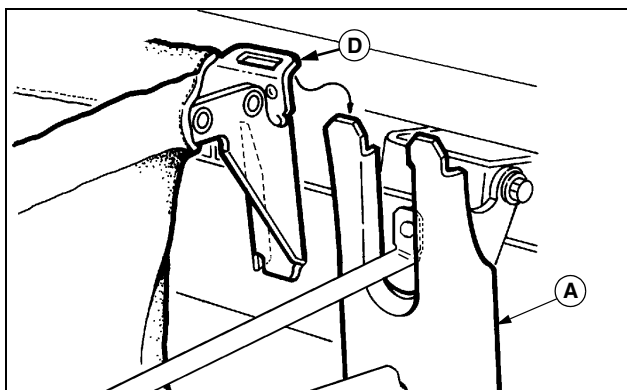
Installing Support Post and Bags

CAUTION: Avoid injury! To prevent injury from thrown objects, do not operate mower without complete bagging attachment securely in place.



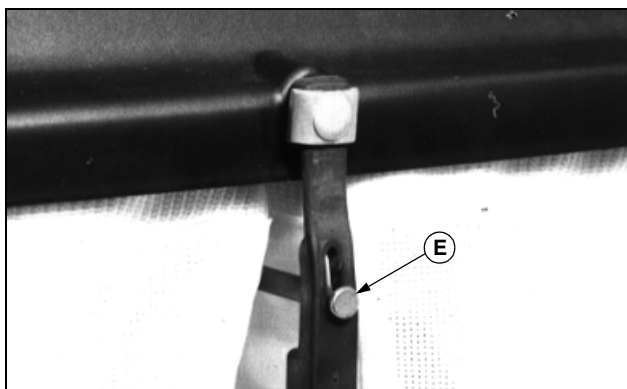
M96097

1. Install support post (A) in mounting bracket.
2. Fasten with drilled pin (B) and spring locking pin (C).



M93583

3. Install left and right bags (D) on bag support post (A).

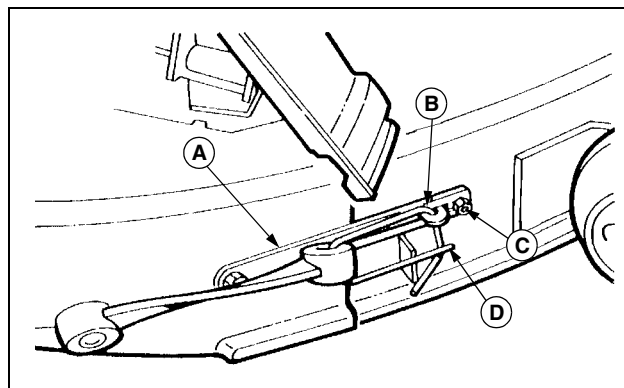


M70254

4. Close hopper top and fasten rubber hold-down over latch rod (E).

Installing Chute

38-Inch Mower Decks



MX0063

1. Put retaining strap (A) over tab (B).
2. Tighten chute against mower by sliding adjusting hardware (C) against tab (B). Tighten hardware.
3. Hook rubber strap latch (D) in hole of tab (B).

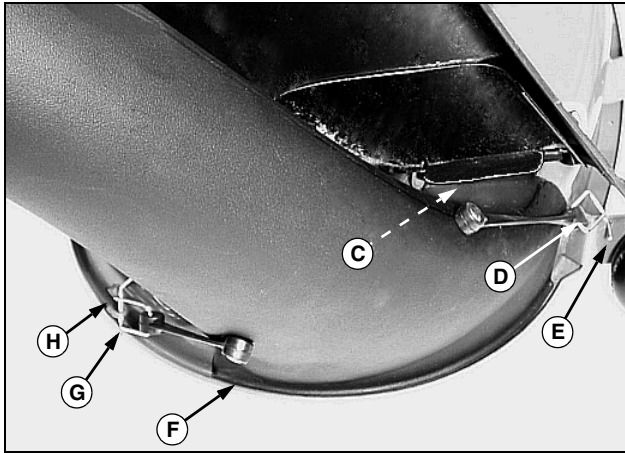
42-Inch Mower Decks



M96104

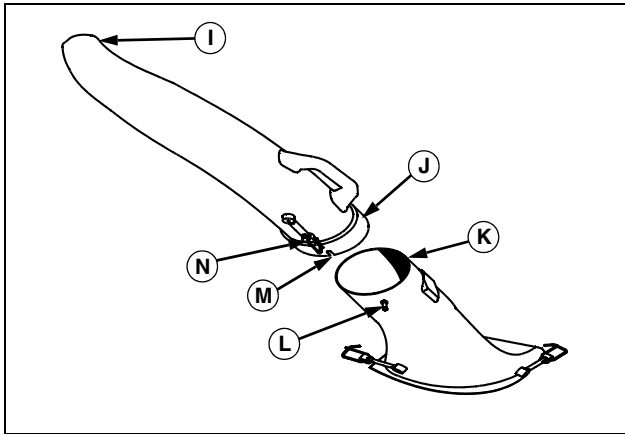
1. Hold plastic discharge chute (A) open.
2. Grasp rear corner of metal deflector (B), pull outward to release and swing upward.
3. Clean U-channel of mower discharge opening to ensure bagger chute maintains a good seal.

INSTALLING



MX7758

4. Hold mower discharge chute deflectors up while you install top lip (C) of lower bagger chute between metal deflector bracket and hinge rod. Bottom lip (F) of chute must rest in U-channel of mower.
5. Hook front rubber strap latch (D) through hole of gage wheel bracket (E).
6. Hook rear rubber strap latch (G) over mower welded hook (H). Be sure chute has tight seal and is seated properly in U-channel.



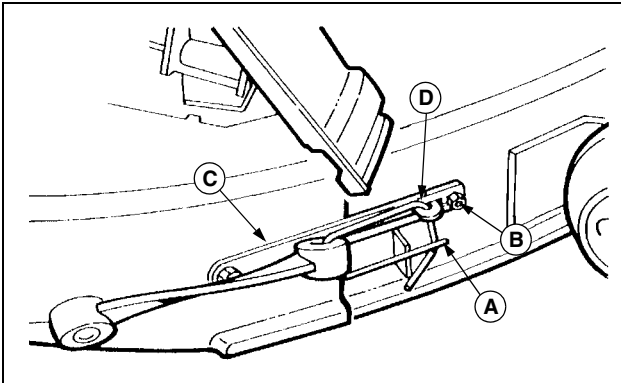
M93590

7. Slide top (I) of upper chute into hopper top opening.
8. Install bottom end (J) into lower chute opening (K), aligning notch (M) with anchor (L).
9. Hook rubber strap latch (N) onto anchor (L).

REMOVING

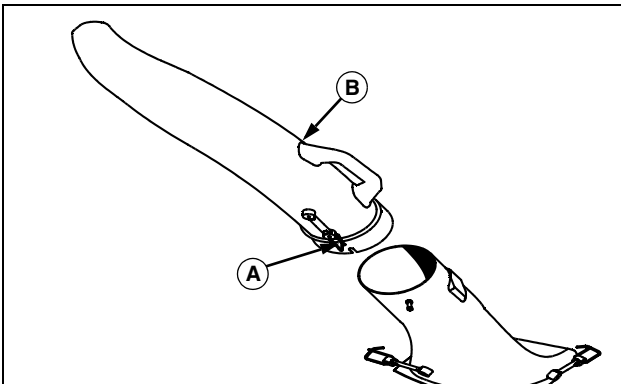
Removing 2-Bag Bagger

38-Inch Mower Decks

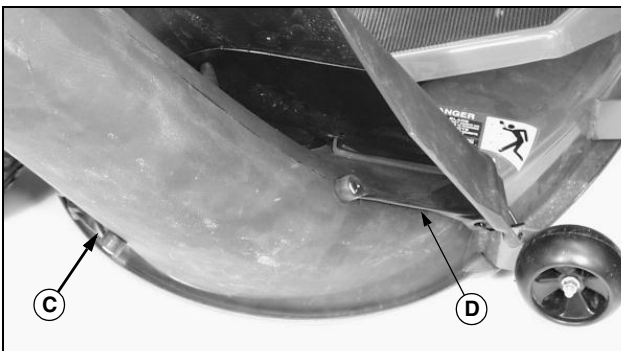


1. Unhook rubber strap latch (A).
2. Loosen nut (B) and remove retaining strap (C) from tab (D).
3. Remove chute from mower.

42-Inch Mower Decks

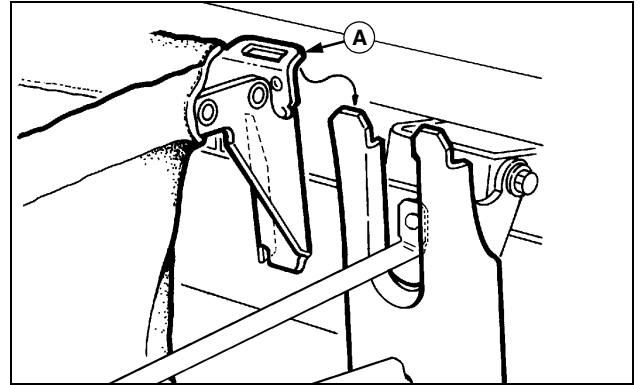


1. Unhook rubber strap latch (A) connecting upper chute to lower chute. Remove upper chute (B).



2. Unhook rubber strap latches (C and D).
3. Hold discharge chute deflector up and remove lower chute from mower.

Removing 2-Bag Bagger

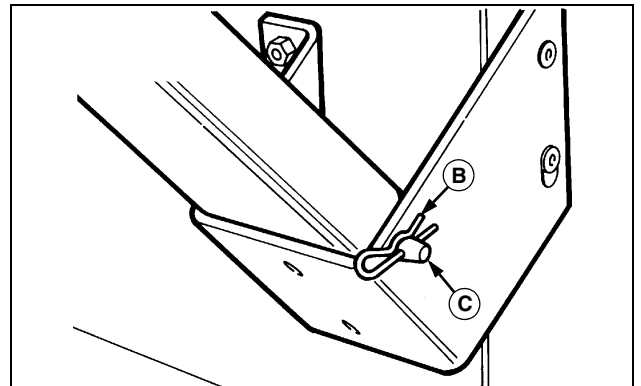


1. Open hopper top and remove both left and right bags (A).
2. If necessary, empty all debris from bags.



CAUTION: Avoid injury! To prevent injury from thrown objects, inspect bags frequently for wear and deterioration. Check bags frequently and replace when necessary.

3. Inspect bags for wear and deterioration, replace when necessary.



4. Remove spring locking pin (B) and drilled pin (C).
5. Remove 2-bag bagger from mounting bracket.

OPERATING

Airflow For Bagger

Bagger needs strong airflow from mower to bags for best performance. Follow these suggestions to help airflow:

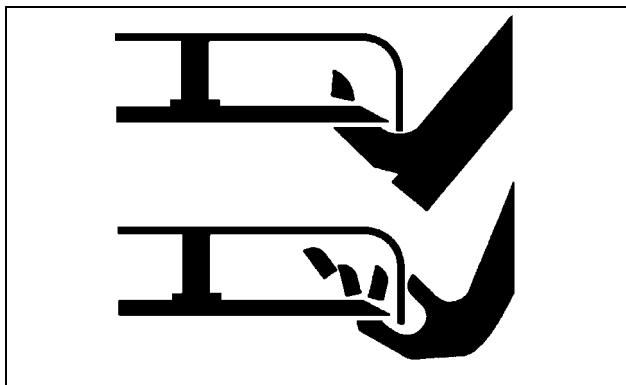
- Keep bagger chute, hopper top, screen, bags and underside of mower clean.
- Keep throttle lever at fast position but travel slow.
- Level mower front-to-rear so rear of mower is no more than 13 mm (1/2 in.) higher than front of mower.
- Operate mower in higher cutting positions.
- Replace worn or damaged mower blades.
- Attach optional lips (if available).

Checking For Plugging While Bagging



CAUTION: Avoid injury! To help prevent injury from mower blades, do not try to unplug discharge chute while engine is running.

If there is a trail of clippings behind mower, check for plugged chute or full bags.

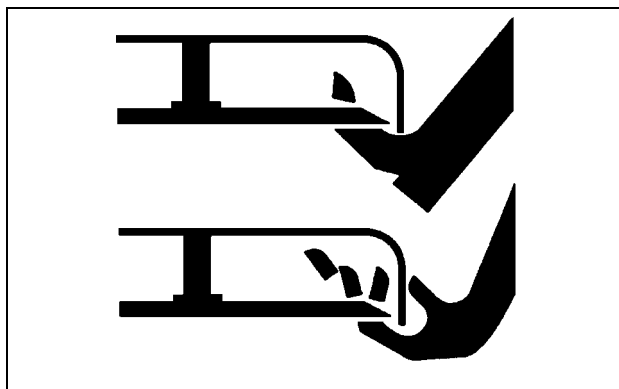


If grass builds up in front of discharge chute outlet, check for plugged bagger chute.

Inspect And Unplug Chute Or Bagger



CAUTION: Avoid injury! To help prevent injury from mower blades, do not try to unplug discharge chute while engine is running.



Remove debris from the following inspection:

1. Park tractor safely.
2. Open hopper top. Check chute outlet.
3. Remove chute from mower deck. Check chute inlet.
4. Check under mower deck for debris.

Filling Bags



CAUTION: Avoid injury! To prevent injury from thrown objects, do not open catcher while blades are turning. Shut off engine before removing or installing bag.

Check level of clippings often.



M62321

When clippings are up to window of hopper top, empty bags or you may plug bagger chute.

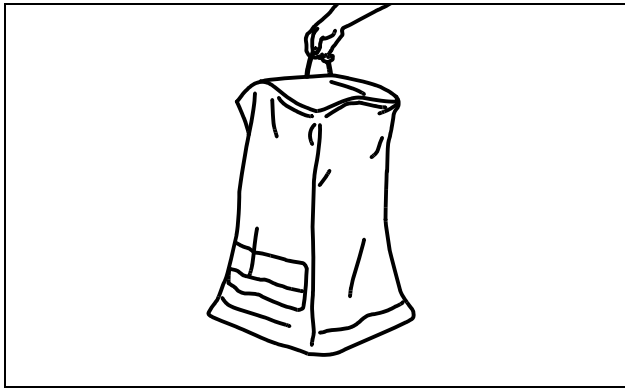
Left bag normally fills first.

Right bag may not fill completely when you are cutting thin stand of grass. Bag will fill if you slow engine to reduce airflow.

Fill bags 1/2 full when operating on slopes to avoid tipping.

OPERATING

Bagging Tips



M93577

Run engine at full speed. If engine slows down, reduce travel speed.

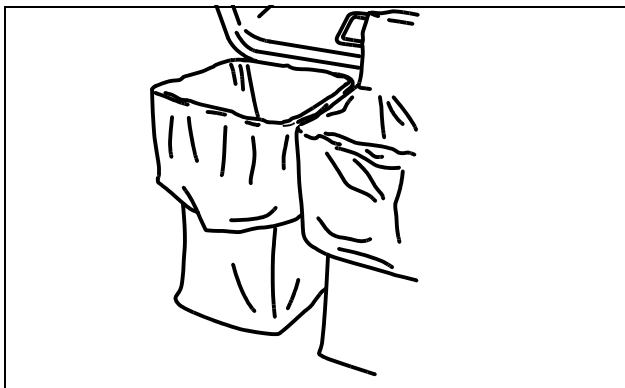
Bag grass only when grass is dry: Wet grass will plug chute and bagger.

Keep hopper top closed.

Pick up all rocks, stones, twigs and other debris before mowing and bagging. Cut grass higher than desired the first time so mower will clear unseen obstructions that could cause damage to the mower or bagging attachment.

IMPORTANT: Avoid damage! Do not leave clippings in bags:

- Moisture may damage bags.
- Damp clippings are a fire hazard.



M93578

Never leave grass or leaves in the bags overnight or for long periods of time. Dampness from leaves or grass will cause deterioration of the bags. Also, damp leaves or grass when contained in the bags are combustible and can create a fire. For this reason, never store garbage bags of leaves or grass bagging attachment with full or partially filled bags in a garage or other enclosure. Grass clippings make excellent compost. Clippings can be used also as mulch between garden rows or around flowers, shrubs and trees.

Plastic lawn and leaf or garbage bags can be placed inside

the cloth bags to facilitate disposal of grass or leaves. Use 33 gallon size lawn and leaf bags.

NOTE: Be sure to drape enough of the plastic bag over the outside of the cloth bag on all four sides so the bags can easily be tied shut after filling.

To remove plastic bags, first tie the bag shut. Then remove cloth bag with plastic bag from support. Lay bag on its side on ground. Hold cord on bottom of bag and shake material out of bag to empty.

IMPORTANT: Avoid damage! Bagger may extend beyond machine or mower. Be careful not to hit tree or building, etc., with hopper when you make short turn.

REPLACEMENT PARTS

Service Literature

If you would like a copy of the Parts Catalog or Technical Manual for this machine call:

- **U.S. & Canada:** 1-800-522-7448.
- **All Other Regions:** Your John Deere dealer.

Parts

We recommend John Deere quality parts and lubricants, available at your John Deere dealer.

Part numbers may change, use part numbers listed below when you order. If a number changes, your dealer will have the latest number.

When you order parts, your John Deere dealer needs your product serial number. This is the number that you recorded in the Product Identification section of this manual.

Part Numbers

Item	Part Number
High Lift Blade:	
• 38-Inch Mower Deck	M83459
• 42-Inch Mower Deck	M139803
Grass Bags:	
• 38-Inch Mower Deck	M124053
• 42-Inch Mower Deck	AM122416

(Part numbers are subject to change without notice. Part Numbers may be different outside the U.S.A.)

SERVICE

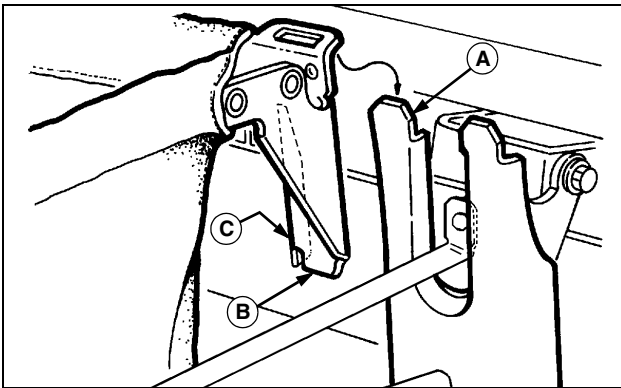
Adjusting Bagger Level



CAUTION: Avoid injury! To prevent injury from thrown objects, do not open catcher while blades are turning.

IMPORTANT: Avoid damage! Bag frames must be level horizontally or hopper top will not seal properly.

NOTE: Prior to adjusting bags for level, check tractor for level: proper tire inflation and parked on a level surface.



M96100

1. Install left and right bags on bag mounting bracket (A).
2. Adjust left and right bags for level:
 - Adjust for Front-to-Rear level, by bending tab (B).
 - Adjust for Side-to-Side level, by bending tab (C).

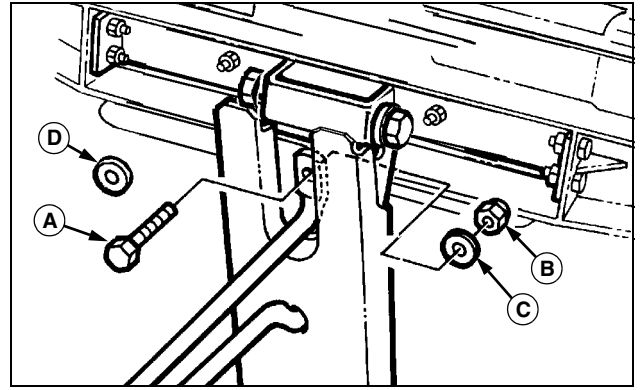
Adjusting Hopper Top Latch



CAUTION: Avoid injury! To prevent injury from thrown objects, do not open catcher while blades are turning.

NOTE: Prior to adjusting hopper top latch, make sure bags are level.

1. With bags installed, close hopper top and fasten rubber hold-down over latch rod.
2. Rubber hold-down should stretch 19-25 mm (3/4-1 in.) when fastened.



M96098A

3. Adjust latch rod:

- Remove lock nut (B), flat washer (C) and cap screw (E).
- Add additional flat washer (D) between latch rod and bag mounting bracket.
- Install and tighten cap screw (A), flat washer (C) and lock nut (B).

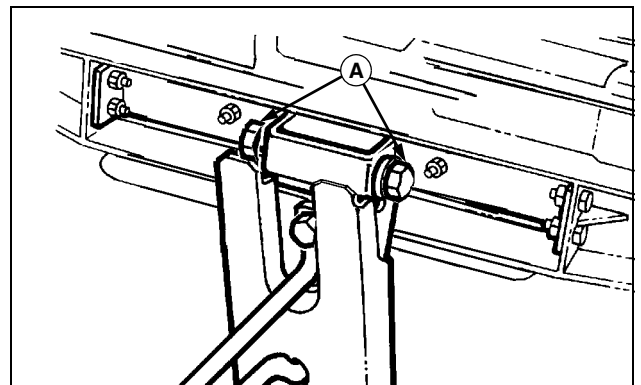
Adjusting Hopper Top Hinge Tightness



CAUTION: Avoid injury! To prevent injury from thrown objects, do not open catcher while blades are turning.

NOTE: Prior to adjusting hopper top hinge tightness, make sure bags are level.

1. With bags installed, fully open and close hopper top several times.



M96098B

2. Tighten or loosen hardware (A) to adjust hopper top hinge tightness.

TROUBLESHOOTING

Using Troubleshooting Chart

If you are experiencing a problem that is not listed in this chart, see your John Deere dealer for service.

When you have checked all the possible causes listed and you are still experiencing the problem, see your John Deere dealer.

IF	CHECK
GRASS NOT BEING PICKED UP COMPLETELY	Mow grass only when dry. Reduce mower ground speed. Empty 2-Bag Bagger. Clean screen in hopper top. Unplug chute. Check cutting edge of mower blades. Increase engine speed to full throttle. Check for worn or slipping belt.
COLLECTION CHUTE PLUGGED	Mow grass ONLY when dry. Empty bags. Clean screen in hopper top. Reduce mower ground speed. Stop mower when bags are full, monitor bags/hopper more frequently.
GRASS BLOWS OUT BETWEEN HOPPER TOP AND BAGS	Adjust bagger level for better sealing. Adjust hopper latch for better sealing.
HOPPER TOP IS TOO TIGHT OR TOO LOOSE	Adjust hopper top hinge

STORAGE

Storage

1. Remove the material collection system.
2. Empty and clean the hopper, chute and bags.
3. Remove any ballast used during bagging. This will ensure proper operation of the mower when the material collection system is not used.
4. If you are using a special mower blade for bagging, remove it and use the correct mower blade. See the Preparing Vehicle section
5. Replace missing or damaged parts. Make sure all hardware is secure.
6. Paint scuffed metal surfaces to prevent rust.
7. If possible, store the material collection system in a cool, dark place. If it must be stored outside, put a weather-proof cover over it.

Removing From Storage

1. Remove bagger from storage and clean if necessary.
2. Install bagger.
3. Install the proper ballast.
4. If you are using a special mower blade for bagging, make sure it is installed.

ASSEMBLY

Identify Parts

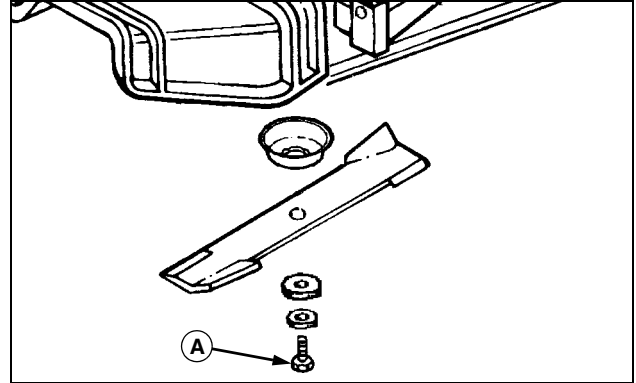
Qty.	Description
1	Mounting Bracket
1	Left Bag
1	Right Bag
1	Latch Rod
1	Support Post
1	Hopper Top
1	Upper Chute Assembly
1	Lower Chute Assembly
1	Hopper Top Screen
4	5/16 in. Hex Nuts
2	5/16 x 3/4 in. Socket Head Cap Screws
1	Pin, Drilled
1	Spring Locking Pin
3	M8 x 25 Cap Screws
3	M8 Lock Nuts
4	Spring Washers
1	M8.4 Flat Washer
3	Tie Straps
2	5/16 x 3/4 in. Hex Bolts
2	High Lift Blades
On 38-Inch Mower Decks Only:	
2	3/8 in. Shoulder Bolts
2	13/32 in. Flat Washers
2	3/8 in. Lock Nuts
1	1/4 in. Lock Nut
1	1/4 x 5/8 in. Carriage Bolt
1	9/32 in. Flat Washer

Prepare Tractor

Before installing 2-bag bagger on tractor, see the Preparing Vehicle section.

Install High Lift Mower Blades

CAUTION: Avoid injury! Be careful, sharp edges on mower blades. Always wear gloves when handling mower blades.

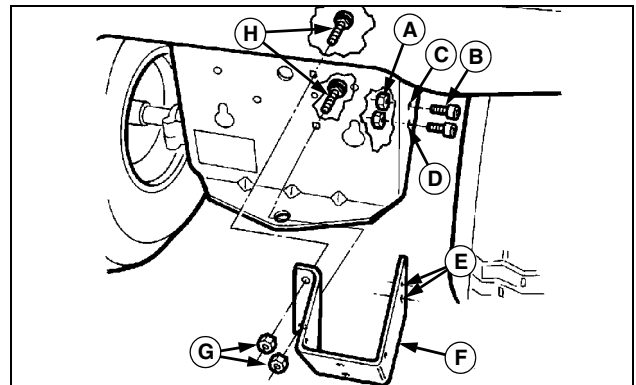


M88119B

1. Thoroughly clean the top and underside of the mower deck.
2. Remove mower blades. See your tractor's Operator's Manual.
3. Install new high lift mower blades.
4. Tighten blade hardware (A) to 56 N•m (41 lb-ft).

Install Mounting Bracket - Gear Models

NOTE: Due to the limited working space, installation of hex nuts (A) can be made easier by taping them inside a box wrench, then install them onto the socket head cap screws.



M96095

1. Install and tighten two 5/16 x 3/4 in. socket head cap screws (B) and two 5/16 in. hex nuts (A) in frame holes (C and D).
2. Install mounting bracket (F) on frame. Holes (E) in mounting bracket fit over socket head cap screws (B) in frame.

ASSEMBLY

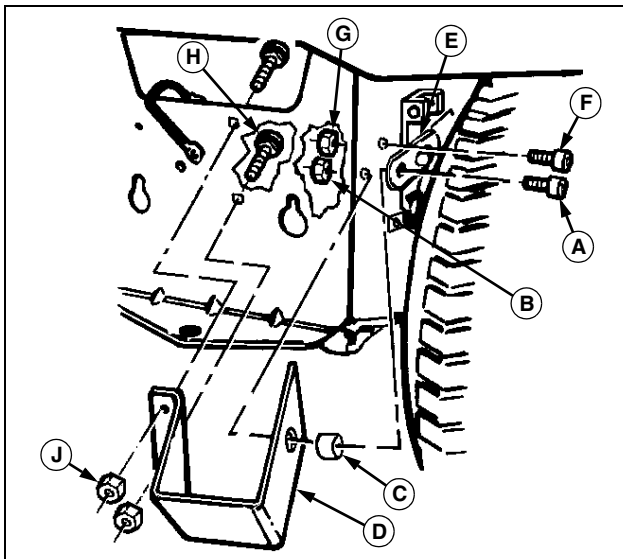
3. Install two 5/16 x 3/4 in. hex bolts (H) in rear frame square holes from inside of frame, one from above and one from below battery base.
4. Fasten mounting bracket to frame with two 5/16 in. hex nuts (G) and tighten.

Install Mounting Bracket - Automatic Models



CAUTION: Avoid injury! Always remove negative (-) battery cable first, and install it last, to prevent electrical short circuit to chassis.

1. Remove the battery from tractor. Follow the instructions provided in your tractor operator's manual.

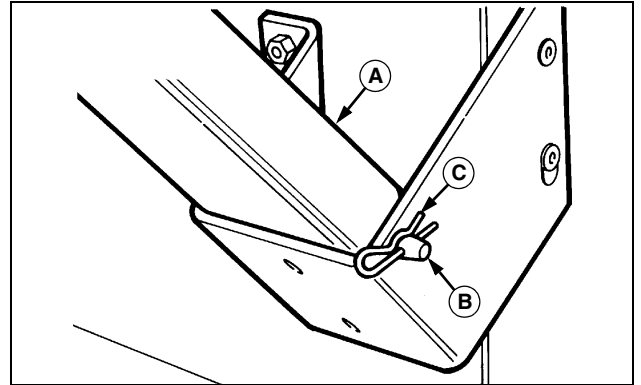


M96096

2. Remove existing 5/16 in. bolt (A), flange nut (B) and spacer (C).
3. Hold spacer (C) in lower hole of mounting bracket (D), slide mounting bracket between neutral return strap (E) and frame.
4. Install original 5/16 in. bolt (A) through neutral return strap, spacer (and mounting bracket), and frame.
5. Install flange nut (B).
6. Install 5/16 x 3/4 in. socket head cap screw (F) from outside.
7. Install and tighten 5/16 in. hex nut (G).
8. Install two 5/16 x 3/4 in. hex bolts (H) in rear frame square holes from inside of frame, one from above and one from below battery base.
9. Fasten mounting bracket to frame with two 5/16 in. hex nuts (J) and tighten.

10. Install battery and connect positive and negative terminals.

Install Support Post



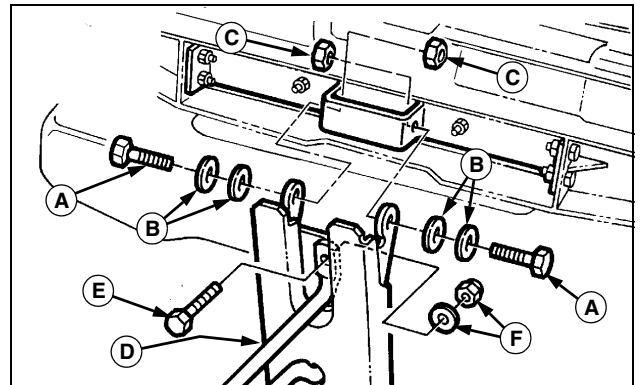
M96097

1. Install support post (A) in mounting bracket.
2. Fasten with drilled pin (B) and spring locking pin (C).

Install Hopper Top and Bags

NOTE: Spring washers (B) must be installed under each cap screw head (A) with cup of washers facing each other. Do not over-tighten.

Assemble Hopper Top

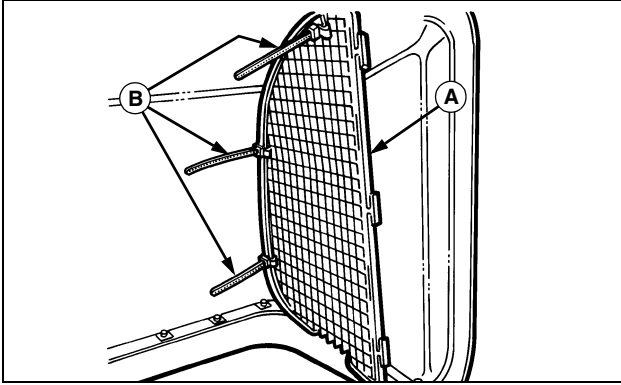


M96098

1. Fasten hopper top to support post with two M8 X 25 cap screws (A), four spring washers (B) and two M8 lock nuts (C).
2. Open and close hopper top several times. Tighten or loosen hardware to adjust hopper top hinge tightness.
3. Put lower hook of latch rod (D) through hole in post.
4. Fasten upper part of latch rod with M8 X 25 cap screw (E) through latch rod, post hole, M8.4 flat washer, and M8 lock nut (F).

ASSEMBLY

Install Hopper Screen

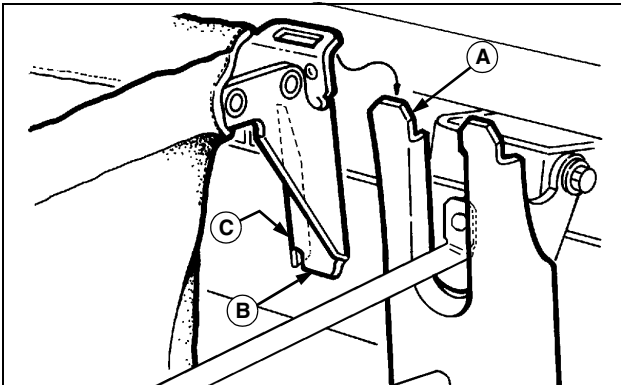


1. Fasten hopper top screen (A) to inside of hopper top with three tie straps (B). Put tie straps through holes in hopper top tabs and slots in screen. Pull tight and cut off excess.

Install and Adjust Bags



CAUTION: Avoid injury! Bag frames must be level horizontally or hopper top will not seal properly.



1. Install left and right bags on bag mounting bracket (A).

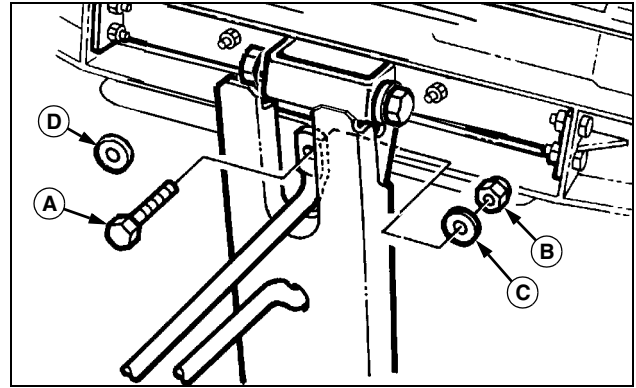
NOTE: Prior to adjusting bags for level, check tractor for level: proper tire inflation and parked on a level surface.

2. Adjust left and right bags for level:

- Adjust for Front-to-Rear level, by bending tab (B).
- Adjust for Side-to-Side level, by bending tab (C).

Adjust Hopper Top Latch

1. Close Hopper top and fasten rubber hold-down over latch rod.
2. Rubber hold-down should stretch 19-25 mm (3/4-1 in.) when fastened.

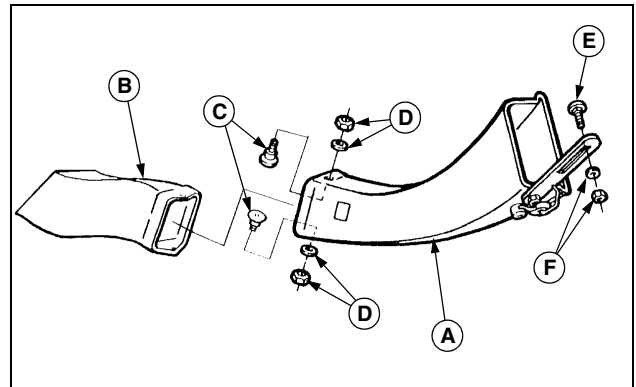


3. Adjust latch rod:

- Remove lock nut (B), flat washer (C) and cap screw (E).
- Add additional flat washer (D) between latch rod and bag mounting bracket.
- Install and tighten cap screw (A), flat washer (C) and lock nut (B).

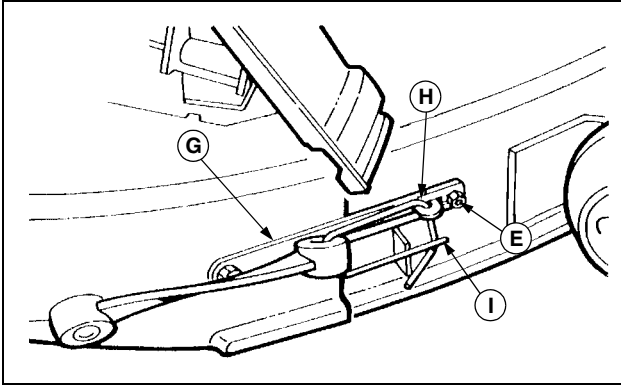
Install Rear Bagger Chute

38-Inch Mower Decks



1. Install lower chute (A) into upper chute (B).
2. Fasten together with two 3/8 in. shoulder bolts (C) (heads inside chute), 13/32 in. flat washers, and 3/8 in. lock nuts (D). Tighten nuts.
3. Install 1/4 in. carriage bolt (E), 9/32 in. flat washer and 1/4 in. lock nut (F) all the way to the right of slot in retaining strap of lower chute. Do not tighten.
4. Install discharge chute on mower.

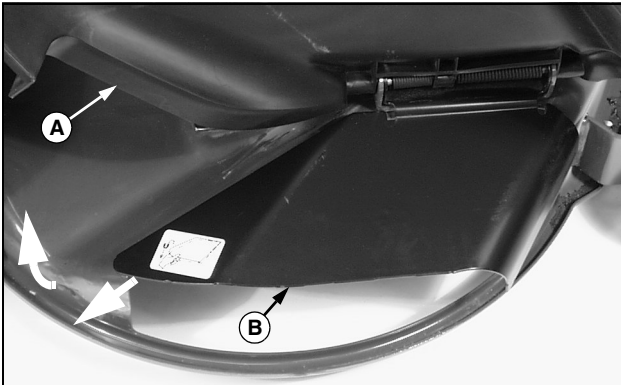
ASSEMBLY



MX0063

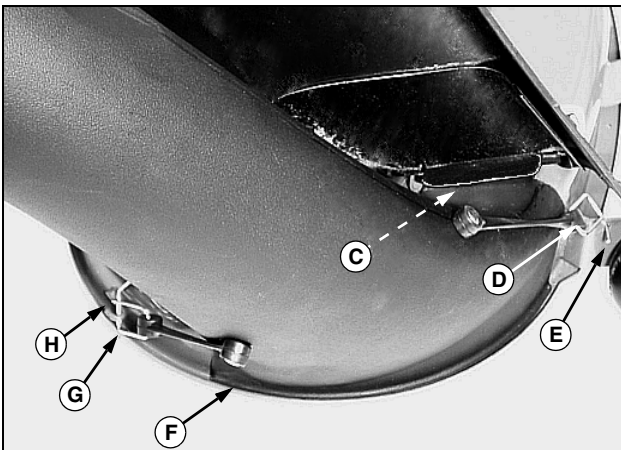
5. Put retaining strap (G) over tab (H).
6. Tighten chute against mower by sliding adjusting hardware (E) against tab (H). Tighten hardware.
7. Hook rubber strap latch (I) in hole of tab (H).

42-Inch Mower Decks



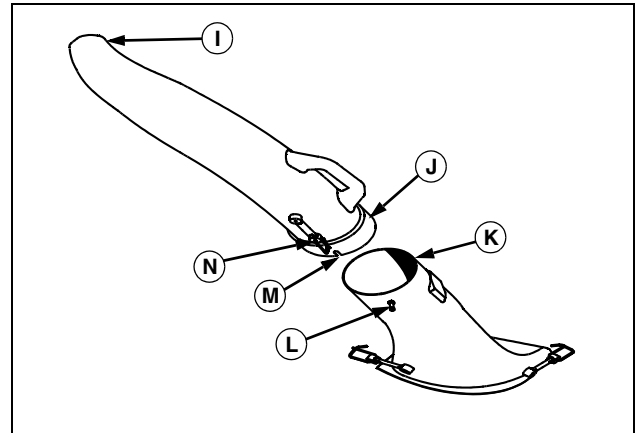
M96104

1. Hold plastic discharge chute (A) open.
2. Grasp rear corner of metal deflector (B), pull outward to release and swing upward.
3. Clean U-channel of mower discharge opening to ensure bagger chute maintains a good seal.



MX7758

4. Hold mower discharge chute deflectors up while you install top lip (C) of lower bagger chute between metal deflector bracket and hinge rod. Bottom lip (F) of chute must rest in U-channel of mower.
5. Hook front rubber strap latch (D) through hole of gage wheel bracket (E).
6. Hook rear rubber strap latch (G) over mower welded hook (H). Be sure chute has tight seal and is seated properly in U-channel.



M93590

7. Slide top (I) of upper chute into hopper top opening.
8. Install bottom end (J) into lower chute opening (K), aligning notch (M) with anchor (L).
9. Hook rubber strap latch (N) onto anchor (L).

SPECIFICATIONS

2-Bag Bagger Specifications

Bagger Fits	38-Inch and 42-Inch Mower Decks
Approximate volume of each bag	0.11 m ³ (3.25 Bushel)

(Specifications and design subject to change without notice.)

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QUALITY STATEMENT

Quality

Your product is more than just a purchase, it's an investment in quality. That quality goes beyond our equipment to parts and service support. This support is needed to keep you a satisfied customer.

That's why we have initiated a process to handle your questions or problems, should they arise. If you have questions or problems with your new product, please follow the steps below.

To locate your nearest authorized servicing dealer, please call the toll free number listed in your Tractor Operator's Manual.

Step 1

Refer to your operator's manual

- | | |
|---|---|
| A. It has many illustrations and detailed information on the safe and proper operation of your equipment. | C. It gives ordering information for parts catalogs, service and technical manuals. |
| B. It gives troubleshooting procedures, and specification information. | D. If your questions are not answered in the operator's manual, then go to Step 2. |

Step 2

Contact your dealer

- | | |
|---|---|
| A. Your authorized servicing dealer has the responsibility, authority, and ability to answer questions, resolve problems, and fulfill your parts and service needs. | C. If the parts and service people are unable to resolve your problem, see the dealership manager or owner. |
| B. First, discuss your questions or problems with your dealer's trained parts and service staff. | D. If your questions or problems are not resolved by the dealer, then go to Step 3. |

Step 3

Call the John Deere Customer Communications Center

A. Your authorized servicing dealer is the most efficient source in addressing any concern, but if you are not able to resolve your problem after checking your operator's manual and contacting your dealer, call the Customer Communications Center.

B. For prompt, effective service, please have the following ready before you call:

The name of the dealer with whom you've been working.

Your equipment model number.

Number of hours on machine (if applicable).

Your 13-digit serial number which you recorded on the inside front cover of this manual.

If the problem is with an attachment, your attachment identification number.

C. Then refer to your Tractor Operator Manual to locate the Customer Communication Center toll free number and call our advisor who will work with your dealer to investigate your concern.