



Service Bulletin

Hydraulic Cylinders under Warranty

Date: January 7, 2010

Subject: Repair of Hydraulic Cylinders under Progressive's Warranty Terms

We have been advised by our hydraulic cylinder suppliers that they will not provide Progressive with warranty assistance on cylinders repaired by our dealer base. We have been requested to replace any cylinders that are defective (leaking or by passing) with a new cylinder and return the defective unit to them for credit.

Requested Action:

From the date listed above, please replace any cylinders suspected of being defective. Complete the warranty claim and forward it to Progressive in the usual manner. Hold the defective part until an R.G.A. (Returned Goods Authorization) is issued for returning the part to Progressive.

Upon return of the defective part, the claim will be processed and credit will be issued for the defective part purchased by you to effect repairs and the labor to install it.

Note: Progressive will still carry various repair kits for the cylinders used on our machines. These will be available to you for any repairs that are outside of our posted warranty period.

If you have any questions or concerns regarding this change in the warranty policy, please direct them to the warranty department for clarification.