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Dear Valued SaltDogg Customer,

Please review the attached Technical Service Bulletin (TSB) and FAQ for details on a recently reported issue with the gearmotors used on PRO/V-Box/UTS spreaders sold in 2022 or 2023. To remedy this issue, we're proactively replacing gearmotors sold with certain models of spreaders during this time to ensure their continued reliable performance.

Should you own one of the spreaders that is potentially affected, please work with your SaltDogg dealer before the next snow season to have the gearmotor inspected and replaced as needed.

We apologize for any inconvenience and appreciate your understanding. We recognize that the reliability of your equipment is paramount and take potential issues like these very seriously.

Please do not hesitate to contact Buyers Products with additional questions.

Regards,

Scott Moorman

Director of Snow and Ice

January 26, 2024



TECHNICAL SERVICE BULLETIN



NUMBER	SD-TSB-012524			TYPE	PRODUCT ALERT			
ROUTING	INSTALL	X	SERVICE	X	SALES		PURCH	
TITLE	PRO/SCH/MID/UTS SPREADER GEARMOTORS							
REV	A			ISSUED	1/25/2024		REVISED	2/26/2024
MAY AFFECT	ELECTRIC PRO, SST V-BOX, MID AND UTS SERIES SPREADERS SOLD BETWEEN 05/2022 AND 01/2024							
REV NOTES	A - Date range expanded, Instructions clarified and model numbers added							

This TSB will be updated as new information becomes available. All information provided is accurate to the best of our knowledge.

Some 3013821 and 3024575 gearmotors used in SaltDog spreaders built in the 2022 and 2023 seasons may fail under heavy load. Both gearmotors (including the affected gearbox) are shown below for identification.

3061571 and 3061572 gearboxes shipped as service parts ARE GOOD and not affected by this TSB.
 All spreaders shipped after 02/14/2024 have GOOD gearboxes and are not affected by this TSB.
 All 3013821 and 3024575 gearmotors shipped as service parts prior to 2/20/2024 should be inspected to see if they should be replaced.

INFORMATION

GEARMOTOR		WHERE USED
3013821 - 15"		PRO1500CH/2000CH/2500CH/3000CH CHAIN
		PRO3000/6000 AUGER
3024575 - 4"		1400601SS/1400801SS CHAIN
		PRO1500/2000/2500 AUGER
		PRO4000CH/6000CH CHAIN
		1470601SSE/1470801SSE SST AUGER
NOT AFFECTED		PRO4000 ALL SHPE AND MUNICIPAL SPREADERS

	GEARMOTOR IDENTIFICATION		
	ELIGIBLE FOR REPLACEMENT 2022-2023	NOT ELIGIBLE 2024	NOT ELIGIBLE
MOTOR LABEL	MOTOR LABEL 	ORANGE MOTOR LABEL 	MOTOR LABEL WITH "MFG CODE:40045" 
COVER BOLTS	BOLTS COVERED WITH BLACK RTV - NO LABEL 	LABEL ON GEARBOX 	NO SEALANT ON BOLTS 

INSTRUCTIONS

Replace the GEARMOTOR under warranty. In certain cases, gearboxes may be used for warranty coverage.
Replacement parts will be available in volume by July 1st, 2024. Existing stock will be reserved for areas still experiencing snow.

Contact any SaltDog dealer to schedule inspection and replacement of your gearmotor.

SaltDog Dealers will be provided with detailed instructions on the ordering and return of affected gearmotors.



SD-TSB-012524A

FREQUENTLY ASKED QUESTIONS

1) What happened?

In January of 2024 we became aware of multiple gearmotor failures due to an improperly hardened pin in the gearmotor output used in the 2023 season. After further testing it was found that some gearmotors used in the 2023 season could also fail. We have identified the root causes and contained the situation moving forward.

2) What do I need to do?

Contact your SaltDogg dealer about inspecting and possibly replacing your gearmotor before next season. **Parts may not be available until late Summer** – but it would be good to get this schedule so your dealer can get parts on order.

3) What about older gearmotors and spreaders prior to 2022?

Those gearmotors are not covered by this program. Refer to the TSB for clear pictures of how to identify affected gearmotors.

4) What about spreaders and gearmotors I purchased this season?

- All spreaders shipped since 2/01/2024 have a gearmotor that has been reworked and are good.
- **All affected spreaders shipped prior to this date must be inspected.**
- 3024575/3013821 gearmotors shipped after 1/12/2024 **are covered by this program and should still be replaced.** As they are 08/22 or older, they are less prone to failure, but MAY still fail under jam loads. This was only determined recently after further testing.
- 3061571/3061572 gearboxes do NOT need to be replaced. These were only available after 2/15/2024 and none are covered by this TSB.

5) What is the problem?

There are two internal shear pins that may not have been properly hardened that can fail under regular operating loads.

6) Can this be fixed in the field?

No, some of the components required are not serviceable. It is necessary to exchange the gearmotor or gearbox.

7) What is the failure? Are there any other symptoms?

Upon failure, the chain or auger will no longer move. As that will occur when the spreader is loaded it is critical to replace any gearmotor covered by this.

8) We fixed these on our own. Do we still need to replace the gearmotors?

While it is possible to replace the 8mm output shear pin, the other shear pin is not serviceable, and those gearmotors should still be replaced under this program.

9) I damaged the gearmotor trying to repair it. Can I still exchange under warranty?

Yes – we will still exchange/warranty a damaged gearmotor under warranty.

10) How much of my inventory is affected? Who can help me verify this?

Most spreaders sold in the 2022-2023 and 2023-2024 seasons are affected by this. If you can see the gearmotor cover, you will be able to determine if replacement is required. This can be done by removing the motor cover from the spreader or by using an inexpensive borescope.

11) What do I need to do? / When can I get parts to rework my spreaders?

We have very limited stock available to address service part requirements in areas of the country still seeing snow. If you have an immediate need, contact your dealer. **Complete gearmotors will be available in volume by July 1st.** This should allow time prior to the season for all users to get their spreaders updated.



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FREQUENTLY ASKED QUESTIONS

12) My spreader worked fine – do I really need to have the gearmotor inspected?

Yes. If you have a gearmotor from the affected date range, it could fail in use. As this failure may occur under worst case conditions (jam, frozen salt, etc.) – it is important to be proactive. The inconvenience of a replacement is far better than a failure in the middle of a snow event.

13) Where can I take my SaltDogg spreader for service?

While it's always best to take it to the original dealer it was purchased from, you can find SaltDogg dealers on our dealer locator at <https://www.buyersproducts.com/dealerlocator> and select SaltDogg Spreaders and CLOSEST. This will give you a list of dealers closest to you that are able to service your spreader.

WHERE TO BUY

<input type="checkbox"/> SnowDogg® Snow Plows	<input checked="" type="checkbox"/> SaltDogg® Spreaders	<input type="checkbox"/> ScoopDogg by Buyers Snow Pushers	<input type="checkbox"/> DumperDogg® Inserts
<input type="checkbox"/> Truck Tool Boxes	<input type="checkbox"/> Lighting	<input type="checkbox"/> Electrical	<input type="checkbox"/> Towing
<input type="checkbox"/> Truck and Trailer Hardware	<input type="checkbox"/> Hydraulics	<input type="checkbox"/> Tarp Systems	<input type="checkbox"/> Cargo Control
<input type="checkbox"/> Truck Equipment and Accessories	<input type="checkbox"/> Cables and Controls	<input type="checkbox"/> Pneumatics	<input type="checkbox"/> PTO Driveline

Best Match Closest

ZIP/POSTAL CODE OR CITY, STATE/PROVINCE OR COUNTRY:

14) Do I need my registration of proof of purchase to have my gearmotor serviced?

No, if your gearmotor is in the affected date range, it is eligible for warranty.

15) How long will this take?

Be sure to work with your dealer to coordinate the timing. Most likely you will need to drop off your spreader. Again, parts may not be available until late Summer – but if you've made arrangements with your dealer, they can have parts ready and waiting for your spreader.