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# SERVICE



# BULLETIN

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**TO:** ALL AUTHORIZED DOMESTIC SERVICE ACCOUNTS

**No:** 718

**SUBJECT:** Bent or Broken Crankshafts

**DATE:** 6/04

**MODELS:** All Models

**FILE IN:** Bulletin  
Binder

*Replaces Service Bulletin 634, dated 2/16/95*

Bent or broken crankshafts are not normally covered by warranty since such damage is usually the result of an abnormal shock load. In some instances, crankshaft breakage may be induced because of improper alignment between the engine and the equipment.

Any condition that results in abruptly stopping, or nearly stopping, the crankshaft rotation in a running engine should be considered an abnormal shock load. For example, the crankshaft on an engine powering a rotary mower can be bent or broken if the cutter blade strikes an object. While such a shock load often stops the engine, the crankshaft can still be bent or broken even if the engine does not stall completely. Some objects, such as a tree root, a block of wood, or a clump of turf, can damage the crankshaft without leaving a sign of the impact on the cutter blade itself.

Do not perform warranty repair or a goodwill Policy Adjustment on the assumption that a bent or broken crankshaft was defective.

If a customer requests warranty service on an engine with a bent or broken crankshaft, charge the customer for the repair explaining that you will send the damaged crankshaft and a warranty claim to the factory for evaluation. Return the crankshaft only (no blades, hubs, pulleys, etc) and the claim to:

**Briggs & Stratton Corporation**  
W148 N9121 Patria Dr.  
Menomonee Falls, WI 53051

Should the factory find the crankshaft to be defective, the warranty claim will be processed and you can reimburse the customer for the repair. If the factory determines that the crankshaft is not defective, you will be advised of the findings in writing and the claim will be denied. Please note: if the crankshaft undergoes a metallurgical study, it cannot be returned due to the destructive nature of the tests performed.

**BRIGGS & STRATTON CORPORATION**  
Distribution Sales & Customer Support Division