

JOHN DEERE
WORLDWIDE COMMERCIAL & CONSUMER
EQUIPMENT DIVISION

2-Bag Bagger
For 42-Inch and 48-Inch Mower Decks

OMGX20927 K1

OPERATOR'S MANUAL



JOHN DEERE

North American Version
Litho in U.S.A.

INTRODUCTION

Thank You for Purchasing a John Deere Product

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

If you have an attachment, use the safety and operating information in the attachment operator's manual along with the machine operator's manual to operate the attachment safely and correctly.

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.

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

NOTE: General information is given throughout the manual that may help the operator in the operation or service of the machine.

PRODUCT IDENTIFICATION

Record Purchase Information

If you need to contact an Authorized Service Center for information on servicing, always provide the product model and serial number.

You will need to locate the model and serial number for the bagger and record the information in the spaces provided below.

DATE OF PURCHASE:

DEALER NAME:

DEALER PHONE:

TABLE OF CONTENTS

Safety	1
Installing	4
Removing	8
Operating	10
Replacement Parts	12
Service	13
Troubleshooting	15
Storage	16
Assembly	17
Specifications	19
Index	20

All information, illustrations and specifications in this manual are based on the latest information at the time of publication. The right is reserved to make changes at any time without notice.

COPYRIGHT© 2001

Deere & Co.

John Deere Worldwide Commercial and Consumer Equipment Division

All rights reserved

Previous Editions

COPYRIGHT©

OMGX20927 K1 - English

SAFETY

Understanding The Machine Safety Labels



Safety-Alert Symbol

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 the 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



MX10309 M118464

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

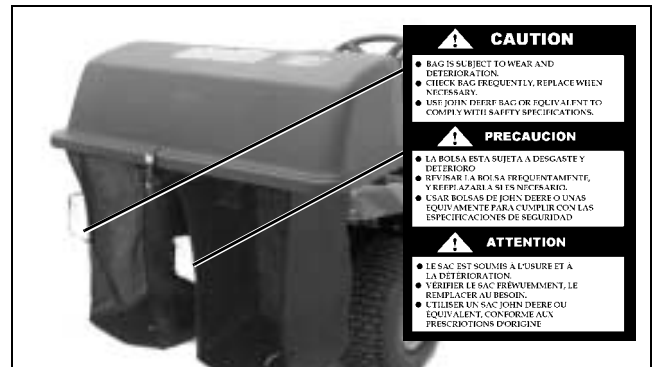
WARNING: Thrown Objects



MX10382 M118223

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

CAUTION



MX10309 GC00215

- 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.

Bagging Safely

Read, understand and follow all instructions in this attachment manual, the vehicle operator's manual and safety signs on equipment before starting.

Use proper front ballast. Remove ballast when the material collection system is removed.

Hopper extends beyond vehicle. Be aware of surrounding objects when making short turns.

Do not operate material collection system unless entire grass catcher is fastened in place with hopper cover securely latched.

Do not let anyone ride on the mower or material collection

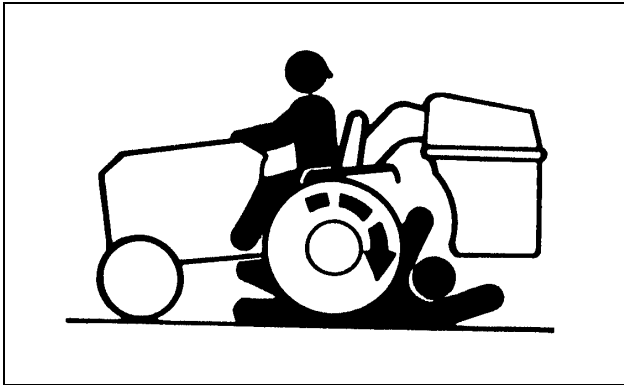
SAFETY

system. Riders are subject to injury such as being struck by foreign objects or being thrown off. Riders may obstruct the operator's view and cause a collision.

Before you remove or install bags or unplug chute:

- Stop mower.
- Disengage mower PTO.
- Stop engine.

Before you back up:



M61008

- Stop machine.
- Look behind hopper for children.

Operate safely on slopes:

- Empty bags when they are half full.
- Do not operate on steep slopes.
- Before you turn, slow down.
- Avoid sudden starts and stops.
- Avoid holes, rocks, and roots.
- Mow up and down — not across slopes.
- Do not park mower with material collection system on slopes.

Bag Maintenance:

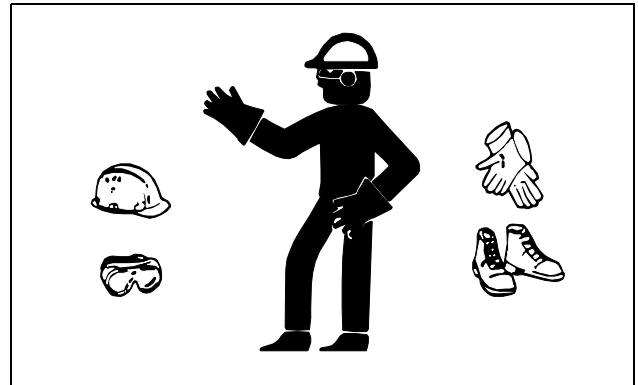
- Bag is subject to wear and deterioration.
- Check bag frequently, replace when necessary.
- Use John Deere bag or equivalent to comply with safety specifications.
- Do not leave clippings in bags overnight.

Parking Safely

- Stop machine on a level surface, not on a slope.
- Disengage PTO.

- Lock the park brake.
- Stop the engine.
- Lower tiller to the ground.
- Remove the key.
- Before you leave the operator's seat, wait for engine and all moving parts to stop.

Wear Appropriate Clothing



MIF

- Wear close fitting clothing and safety equipment appropriate for the job.
- Always wear safety goggles or safety glasses with side shields when operating the machine.
- 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



MIF

- Understand service procedure before doing work. Keep area clean and dry.
- Never service or adjust the bagger while the vehicle is

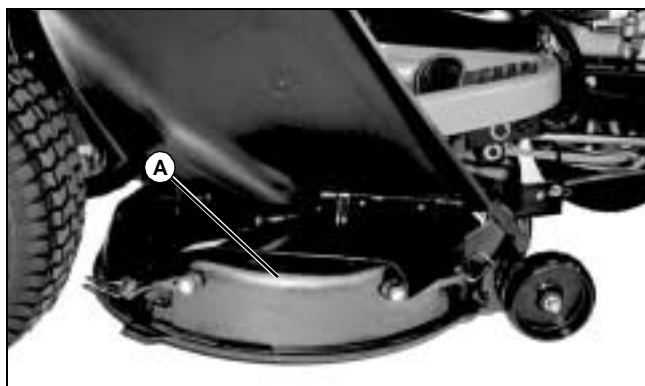
SAFETY

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

- Keep all parts in good condition and properly installed. Fix damage immediately. Replace worn or broken parts. Remove any buildup of debris.
- Unauthorized modifications to the bagger may impair its function and safety. Do not tamper with its original design.

INSTALLING

Remove Mulch Cover



MX8868

The mulch cover (A) or mulch plug kit is not compatible with the installation of the 2-bag bagger. Remove mulch cover or mulch plug kit before installing bagger attachment.

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 bagger. Remove ballast when the bagger is removed. This will ensure proper operation of the machine when not bagging. See your authorized service center for recommended weights on your machine.

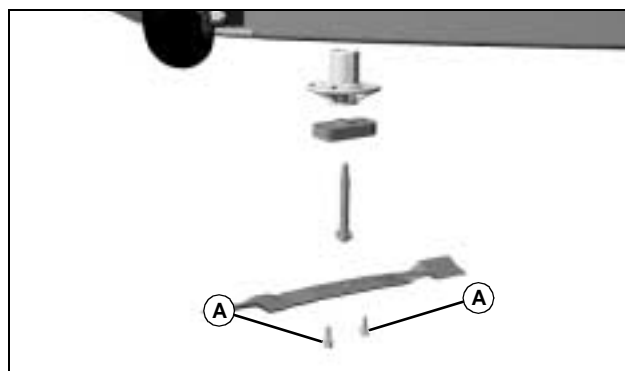
Install High Lift Mower Blades

1. Park vehicle safely. (See Parking Safely in the Safety section.)
2. Disconnect the spark plug wire.
3. Thoroughly clean the top and underside of the mower deck.



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

4. Remove mower blades. See your machine operator's manual.
5. Install high lift blades.

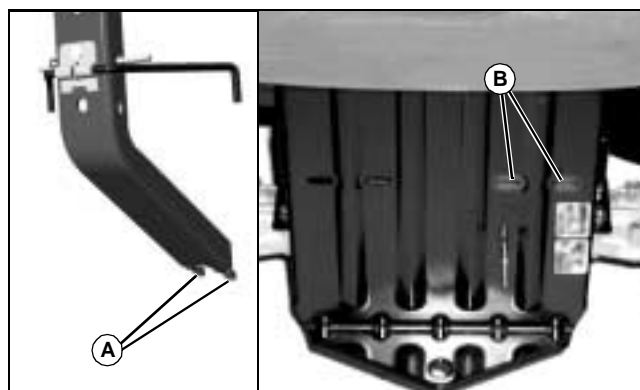


MX8865a

6. Tighten blade hardware (A) to 62 N•m (46 lb-ft).

Installing 2-Bag Bagger

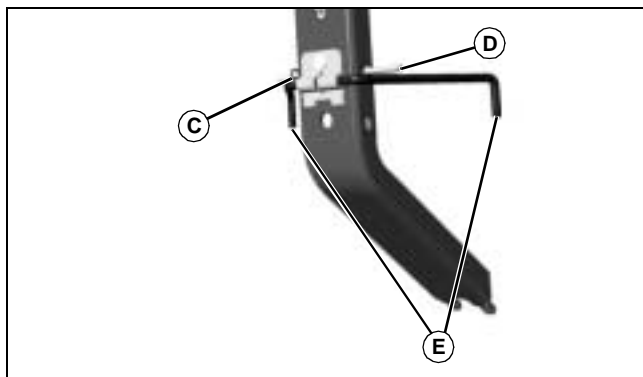
Install Mounting Post and Bagger Support Rod



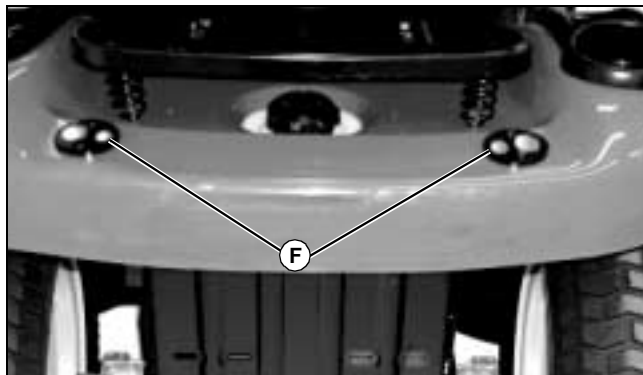
M10280 MX8870

1. Fit tabs (A) on mounting post into slots (B) on rear hitch plate.

INSTALLING



MX10280



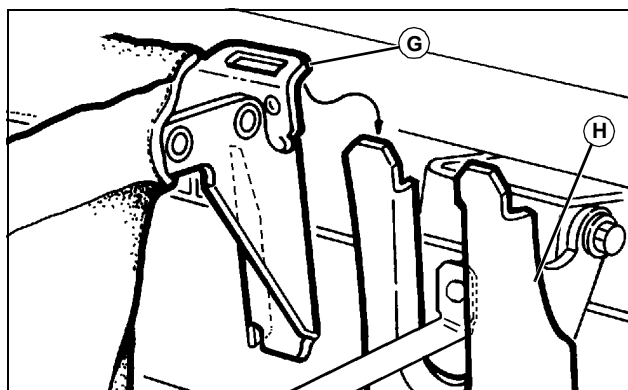
MX8870

2. Insert bagger support rod (E) into the smaller holes in rear cargo mounts (F).
3. Install drilled cargo pin (D) into mounting post.
4. Install spring locking pin (C) into hole in drilled cargo pin.

Installing Bags

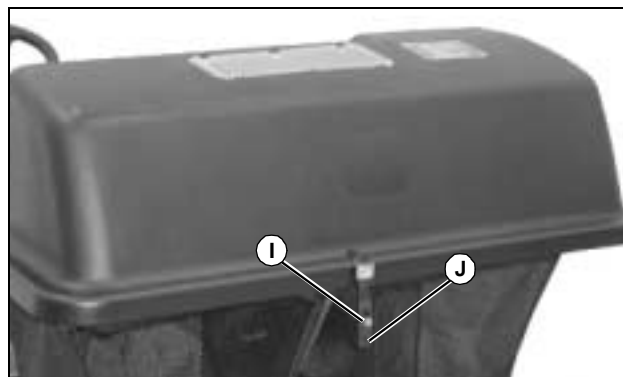


CAUTION: Avoid injury! To prevent injury from thrown objects, do not operate mower without complete bagging attachment securely in place.



M93583

1. Install left and right bags (G) on mounting post (H).

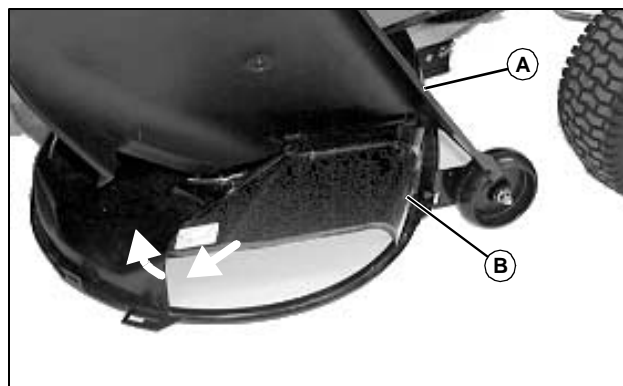


MX10308

2. Close hopper top and fasten hood hold-down (I) over latch rod (J).

Install Rear Bagger Chute

42-Inch Mower Decks



MX8872

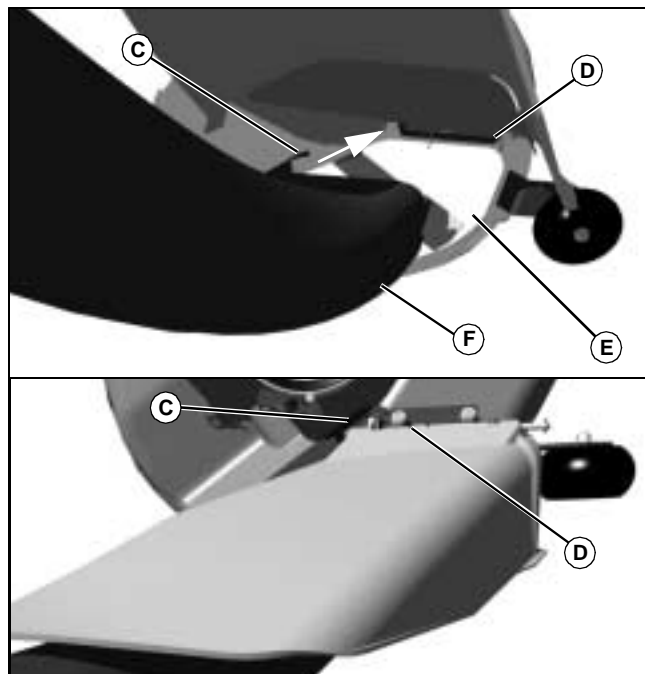
1. Hold plastic discharge chute (A) open.
2. To unlock metal deflector (B), grasp corner, pull outward and swing upward to open.

INSTALLING



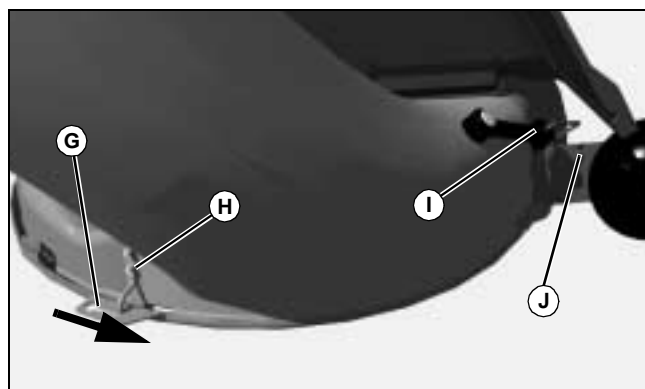
CAUTION: Avoid injury! Prevent possible thrown objects. The discharge chute assembly must fit tight against the chute hinge bracket and completely cover the mower deck discharge opening.

NOTE: Make sure discharge chute assembly does not get caught inside mower deck discharge opening.



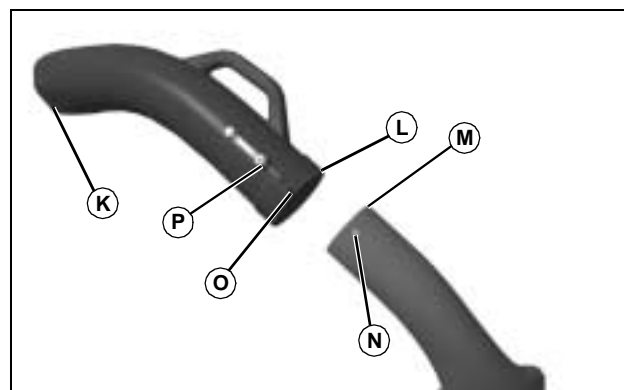
MX10363 MX10315

3. Position lower discharge chute assembly (F) in front of mower deck discharge opening (E).
4. Fit tab (C) on lower discharge chute behind hinge (D) of the chute deflector.



MX10316

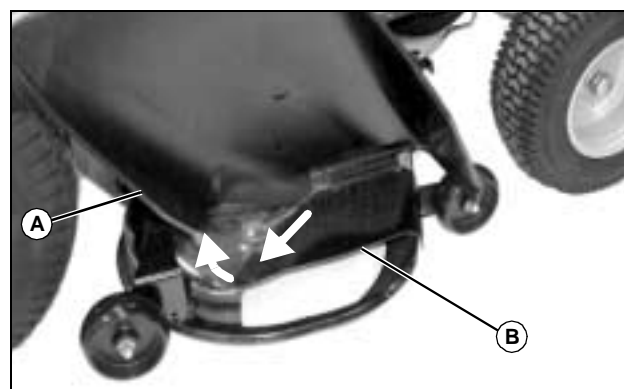
5. Insert rod (H) into keyhole (G) on deck, then slide discharge chute forward, locking rod into place.
6. Hook rubber strap latch (I) over the top of the gage wheel bracket and insert through hole (J).



MX10382

7. Slide top (K) of upper discharge chute assembly into hopper top.
8. Slide bottom (O) of upper chute over top (M) of lower chute, aligning notch (P) with bolt (N).
9. Hook rubber strap latch (L) onto bolt (N) in lower chute.

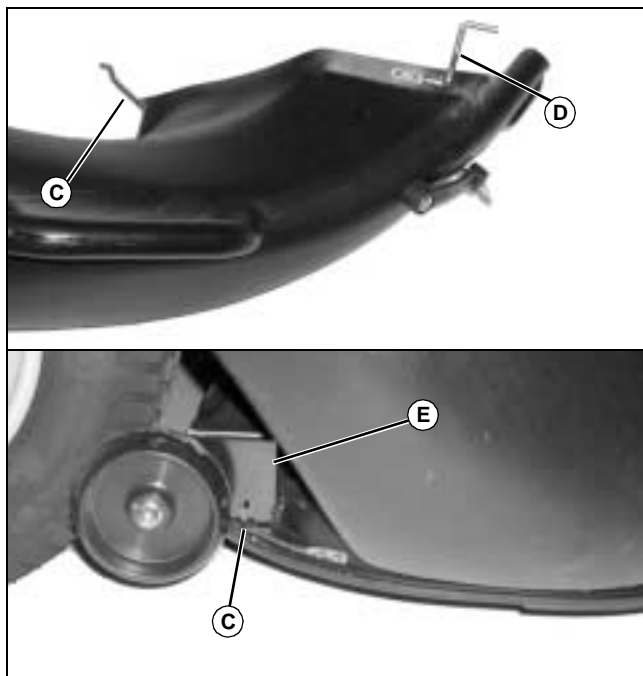
48-Inch Mower Decks



MX8871

1. Hold plastic discharge chute (A) open.
2. To unlock metal deflector (B), grasp corner, pull outward and swing upward to open.
3. Position lower discharge chute assembly in front of mower deck discharge opening.

INSTALLING



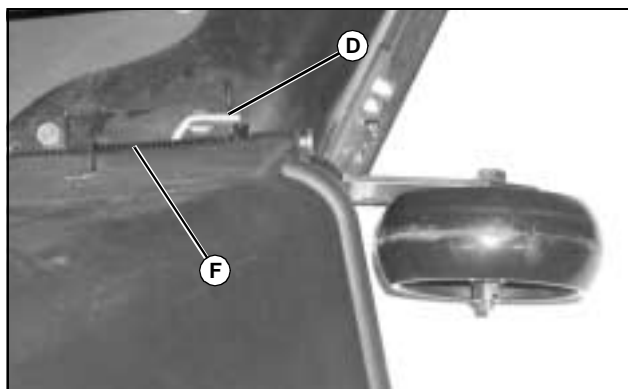
MX10378 MX10379

4. Hook rear wireform (C) behind gage wheel bracket (E).



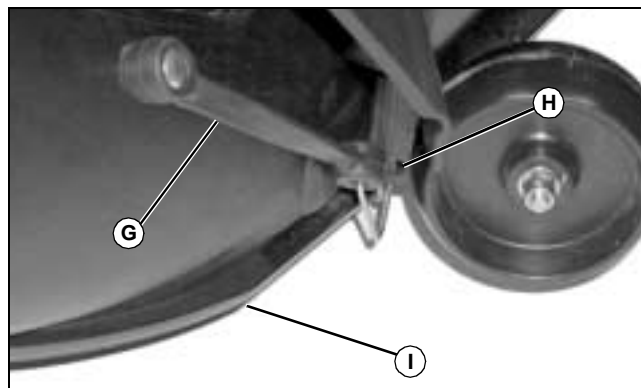
CAUTION: Avoid injury! Prevent possible thrown objects. The discharge chute assembly must fit tight against the chute hinge bracket and completely cover the mower deck discharge opening.

NOTE: Make sure discharge chute assembly does not get caught inside mower deck discharge opening.



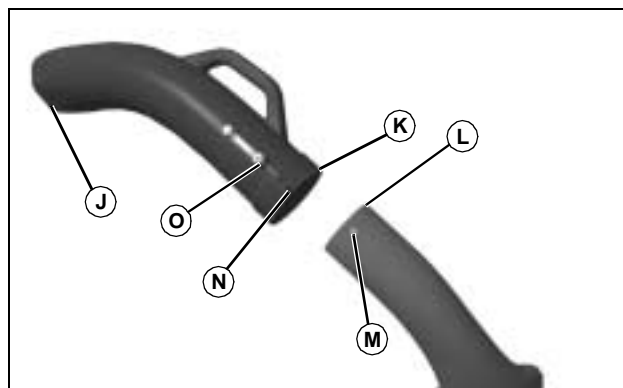
MX10380

5. Slide discharge chute forward to fit front wireform (D) on lower discharge chute behind the hardware on the hinge bracket (F) of the chute deflector.



MX10381

6. Make sure discharge chute is seated completely inside lip (I) of deck .
7. Hook front rubber strap latch (G) through hole (H) in gage wheel bracket.



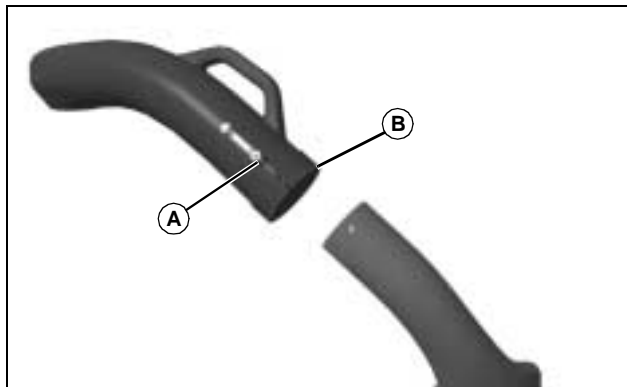
MX10382

8. Slide top (J) of upper chute into hopper top.
9. Slide bottom (K) of upper chute over top (L) of lower chute, aligning notch (N) with bolt (M).
10. Hook rubber strap latch (O) onto bolt (M) in lower chute.

REMOVING

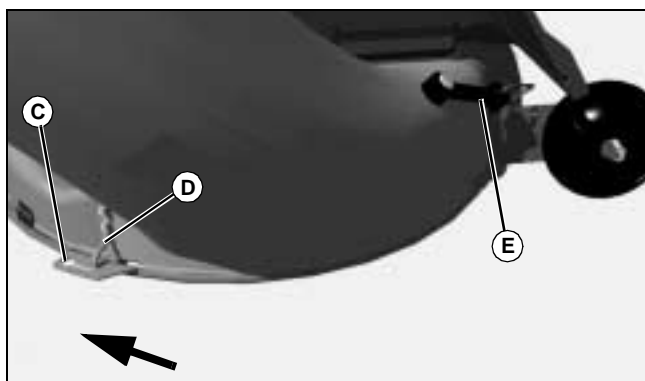
Removing Chute

42-Inch Mower Decks



MX10382

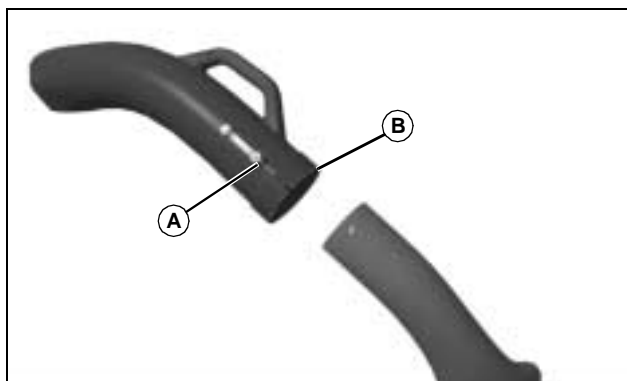
1. Unhook rubber strap latch (A) connecting upper chute to lower chute. Remove upper chute (B).



MX10316

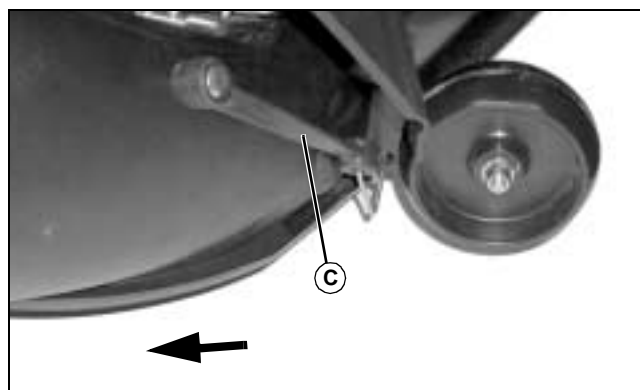
2. Release rubber strap latch (E).
3. Slide lower chute back to release rod (D) from keyhole (C).
4. Lift discharge chute deflector and remove lower chute from mower.

48-Inch Mower Decks



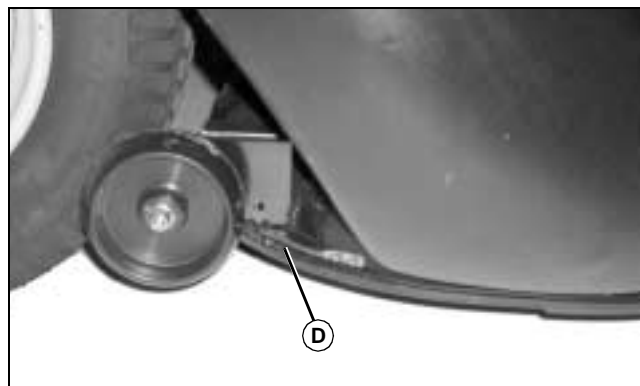
MX10382

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



MX10381

2. Unhook rubber strap latch (C) holding lower chute assembly to mower deck.



MX10374

3. Slide discharge chute back to release wireform (D).
4. Lift discharge chute deflector and remove lower chute from mower.

Removing Bagger

1. Open hopper top and remove both bags.
2. 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 and drilled cargo pin.
5. Remove bagger support rod by lifting ends out of holes in rear cargo mounts.
6. Remove mounting post from rear hitch plate.
7. Install drilled cargo pin and spring locking pin to mounting post for storage.

REMOVING



CAUTION: Avoid injury! To ensure safe operation of the machine when not bagging, remove ballast when the attachment is removed.

8. Remove ballast.
9. Remove high lift mower blades and install regular blades.

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 at slow speed.
- 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.

Check for Plugging While Bagging

Check the flow indicator on the Rear Bagger or Power Flow chute periodically for any indication of loss of air flow.

If there is a trail of clippings behind mower or the clippings blow to the side, check for plugged chute, full bags, or problems with the blower assembly (if equipped).

If grass builds up in front of mower deck discharge chute, check for plugged rear bagger or power flow chute, or problems with the blower assembly (if equipped).

Dismounting to Inspect or Unplug Material Collection System



CAUTION: Avoid injury! Rotating blades are dangerous:

- Park the machine safely and lock the park brake before getting off the seat.
- Turn the mower off.
- Stop the engine.

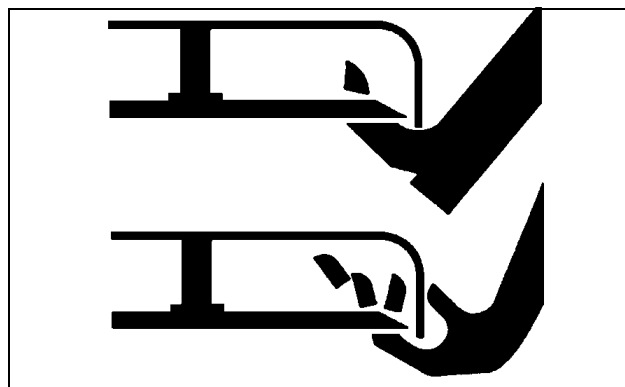
Before getting off the seat:

1. Stop machine.
2. Disengage mower blades.
3. Move throttle lever to slow position.
4. Lower mower to the ground.
5. Lock the park brake.
6. Stop the engine.
7. Remove the key.
8. Wait for all moving parts to stop.

Inspect and Unplug Material Collection System



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



M41421

Remove debris from the following inspection points:

1. Open hopper cover. Check chute outlet.
2. Remove chute from mower deck or blower assembly (if equipped). Check chute inlet.
3. 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.



MX10307

When clippings are up to hopper top window (A), empty bags to avoid plugging bagger chute. Left bag normally fills first.

OPERATING

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.

Bagging Tips

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

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.**

Never leave grass or leaves in 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.

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
Grass Bags	M124053
High Lift Blades	
• 42 in. Mower Deck	GX20433
• 48 in. Mower Deck	GX20434

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

SERVICE

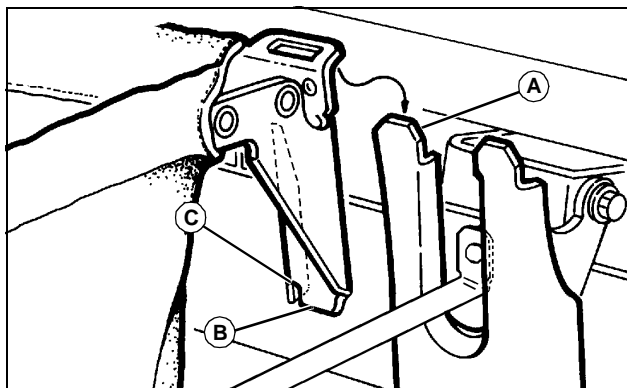
Adjusting Bagger Level



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 machine for level: proper tire inflation and parked on a level surface.



M96100

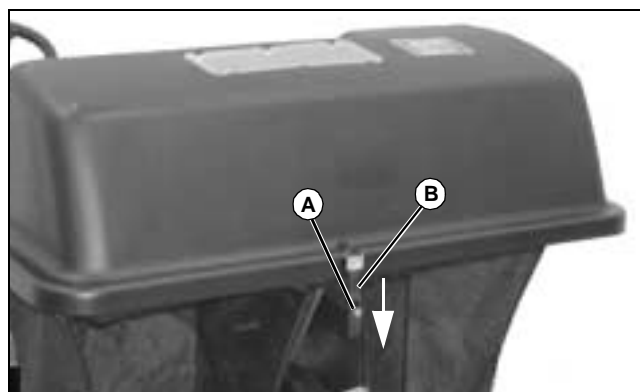
1. Install left and right bags on mounting post (A).
2. Adjust left and right bags for level:
 - Adjust for front-to-rear level, by bending tab (B).
 - Adjust for side-to-side level, by bending tab (C).

Adjusting Hood Hold-Down



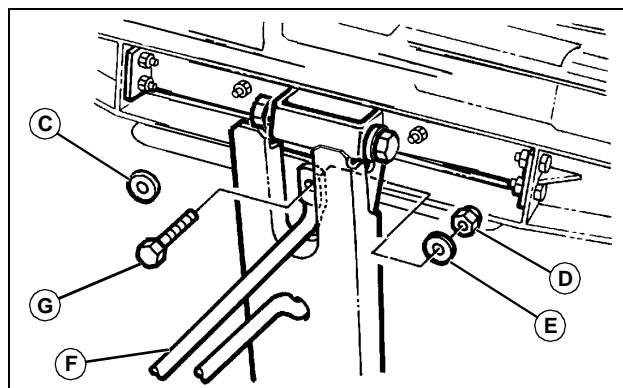
CAUTION: Avoid injury! To prevent injury from thrown objects, do not open catcher while blades are turning.

NOTE: Prior to adjusting hood hold-down, make sure bags are level.



MX10308

1. Close hopper top and fasten hood hold-down (B) over latch rod (A).
2. Hood hold-down should stretch down 19-25 mm (3/4-1 in.) to be fastened. If it does not stretch, adjust latch rod.



M96098a

3. Adjust latch rod:
 - Remove lock nut (D), flat washer (E) and cap screw (G).
 - Add additional flat washer (C) between latch rod (F) and bag mounting bracket.
 - Install and tighten cap screw (G), flat washer (E) and lock nut (D).

Adjusting Hopper Top Hinge Tightness

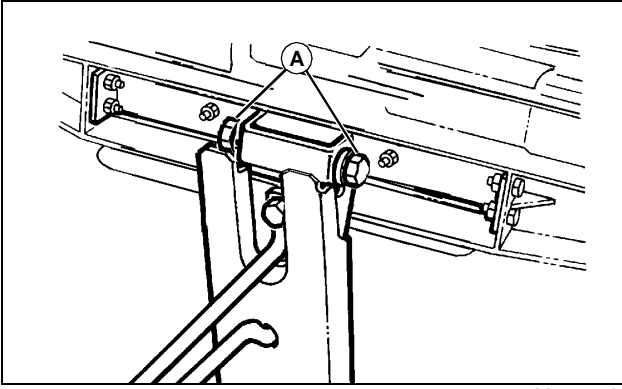


CAUTION: Avoid injury! To prevent injury from thrown objects, do not open catcher while blades are turning.

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

1. With bags installed, fully raise and lower hopper top several times.

SERVICE



M96098b

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

TROUBLESHOOTING

Using Troubleshooting Chart

If you still have a problem after you have checked all possible causes, see your John Deere dealer.

If you have a problem with your thatcher that is not listed in the chart, see your John Deere dealer.

If	Check
Grass not being picked up completely.	<ul style="list-style-type: none">• Mow grass only when dry.• Reduce mower ground speed.• Empty bags.• 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.	<ul style="list-style-type: none">• 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 tops and bags.	<ul style="list-style-type: none">• Adjust bagger level for better sealing.• Adjust hood hold-down for better sealing.
Hopper top is too tight or too loose.	<ul style="list-style-type: none">• Adjust hopper top hinge.

STORAGE

Storage

1. Remove the bagger from the machine.
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 bagger is not used.
4. If you are using a special mower blade for bagging, remove it and use the correct mower blade.
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 bagger 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

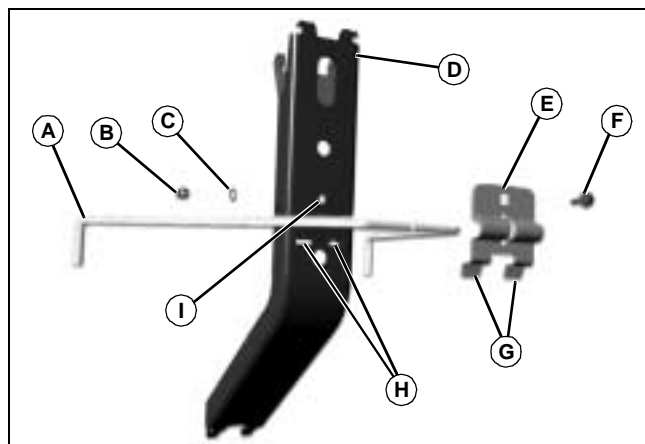
Identify Parts

Qty.	Description
1	Bagger Support Rod
2	High Lift Blade
1	Hopper Screen
1	Hopper Top
1	Latch Rod
1	Mounting Post
1	Left Grass Bag
1	Right Grass Bag
1	Lower Discharge Chute Assembly
1	Upper Discharge Chute Assembly

Bag of Parts

Qty.	Description
3	Tie Band
1	Drilled Cargo Pin
1	Spring Locking Pin
1	Round Head Bolt
2	Flat Washer
4	M8 x 1.25 Lock Nut
4	Spring Washer
3	Hex Bolt
1	Cargo Mount Bracket

Install Bagger Support Rod



MX10310

1. Fit tabs (G) on cargo mount bracket (E) into slots (H) on mounting post (D).

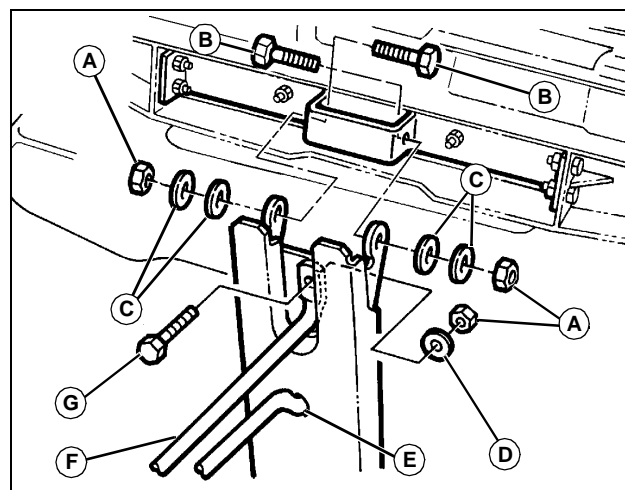
2. Insert bagger support rod (A) between cargo mount bracket and mounting post.
3. Insert round head bolt (F) through cargo mount bracket and into hole (I) in mounting post.
4. Secure bolt with M8 lock nut (B) and flat washer (C).

Install Hopper Top and Bags

Assemble Hopper Top

NOTE: Spring washers (C) must be installed with cup of washers facing each other. Do not over-tighten.

1. Install mounting post on machine.

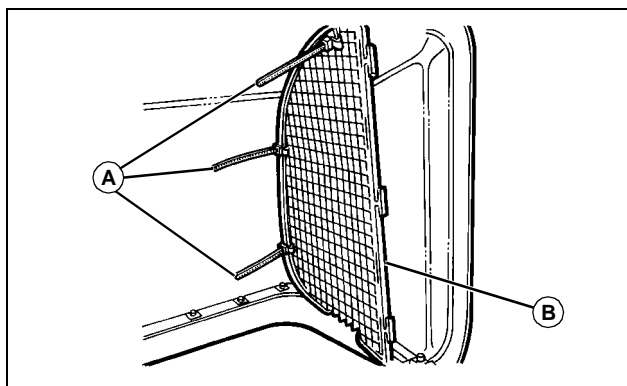


MX8875

2. Insert lower part of latch rod (E) through hole in post.
3. Fasten upper part of latch rod (F) with hex bolt (G) through latch rod, post hole, flat washer (D), and secure with a M8 lock nut (A).
4. Fasten hopper top to mounting post with two hex bolts (B), four spring washers (C) and two M8 lock nuts (A).
5. Raise and lower hopper top several times. Tighten or loosen hardware to adjust hopper top hinge tightness.

ASSEMBLY

Install Hopper Screen

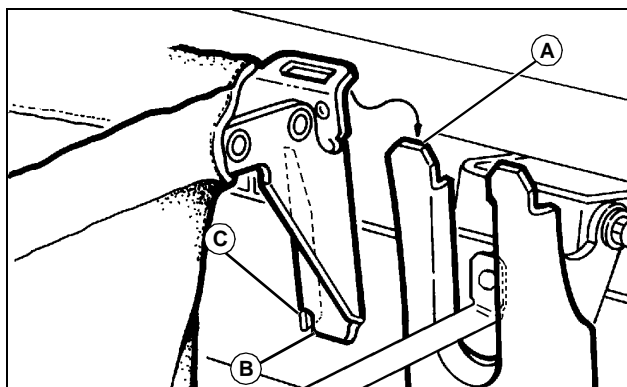


M96099

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

Install and Adjust Grass Bags

NOTE: Bag frames must be level horizontally or hopper top will not seal properly.



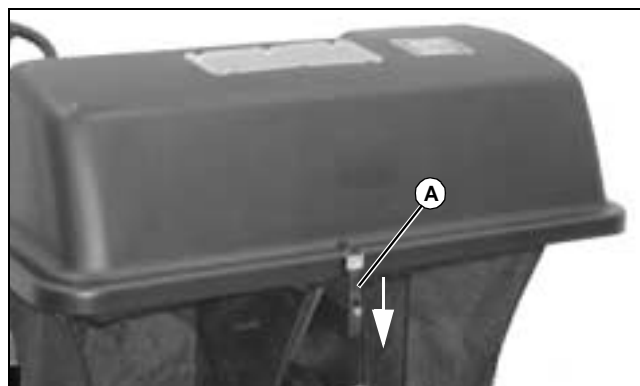
M96100

1. Install left and right grass bags on mounting post (A).

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

2. Adjust left and right grass 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

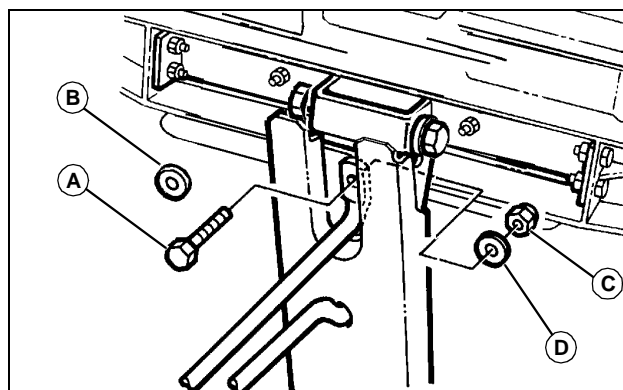


MX10308

1. Close hopper top and fasten hood hold-down (A) over latch rod.

IMPORTANT: Avoid damage! To prevent injury from thrown objects, hopper top must be securely sealed.

2. Hood hold-down should stretch down 19-25 mm (3/4-1 in.) to be fastened. If it does not stretch, adjust latch rod.



M96098a

3. To adjust latch rod:
 - Remove lock nut (C), flat washer (D) and hex bolt (A).
 - Add additional flat washer (B) between latch rod and bag mounting bracket.
 - Install and tighten hex bolt (A), flat washers (B & D) and hex flanged lock nut (C).

SPECIFICATIONS

2-Bag Bagger Specifications

42 Inch Bagger Fits	42-Inch Mower Decks
48 Inch Bagger Fits	48-Inch Mower Decks
Approximate volume of each bag	0.11 m ³ (3.25 Bushel)

(Specifications are subject to change without notice.)

INDEX

A

Assembly	17
----------------	----

B

Bagger, Adjusting Level	13
Bagger, Airflow	10
Bagger, Filling	10
Bagger, Installing	4
Bagger, Removing	8
Bagger, Tips	11
Ballast	4

C

Chute, Removing	8
Customer Service	21

H

Hood Hold-Down, Adjusting	13
Hopper Top Hinge Tightness, Adjusting	13
Hopper Top, Install	17

L

Labels, Safety	1
Literature, Service	12

M

Mounting Bracket, Install	4, 17
Mower Blades, Install	4
Mulch Cover, Remove	4

O

Operate Safely	1
----------------------	---

P

Parking Safely	2
Parts Catalog	12
Parts, Replacement	12
Plugging, Chute	10
Plugging, Material Collection System	10

S

Safety, Operating	1
Safety-Alert Symbol	1
Service Literature	12
Specifications	19
Storage	16

T

Technical Manual	12
Troubleshooting	15

NOTES

NOTES

NOTES

JOHN DEERE QUALITY STATEMENT

John Deere Quality



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

That's why John Deere has initiated a process to handle your questions or problems, should they arise. The following three steps will help guide you through the process.

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.
- B. It gives troubleshooting procedures, and specification information.
- C. It gives ordering information for parts catalogs, service and technical manuals.
- D. If your questions are not answered in the operator's manual, then go to Step 2.

Step 2

Contact your dealer (Call 1-800-537-8233 to locate your nearest John Deere dealer)

- A. Your John Deere dealer has the responsibility, authority, and ability to answer questions, resolve problems, and fulfill your parts and service needs.
- B. First, discuss your questions or problems with your dealer's trained parts and service staff.
- C. If the parts and service people are unable to resolve your problem, see the dealership manager or owner.
- 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 John Deere 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 call 1-800-537-8233 and our advisor will work with your dealer to investigate your concern.