



# Product Support Bulletin 2015-005

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## Maintenance of Way ~ Work Equipment Bulletin

**DATE:** November, 4<sup>th</sup> 2015

**SUBJECT:** Workhead Guide Block, Nordco P/N 18227712

<b>RATING:</b>	<input type="checkbox"/> <b>DIRECTIVE</b> (Action is required)	<input type="checkbox"/> <b>ALERT</b> (Potential Problem)
	<input checked="" type="checkbox"/> <b>INFORMATION</b> (Action is optional)	<input type="checkbox"/> <b>PRODUCT IMPROVEMENT</b> (Enhance Product)

**MACHINE MODEL(S):** AA2R Machines

**SERIAL NUMBER(S):** All

**SUMMARY:** Guide blocks with Square were made to wrong hole specifications, Oblong holes are correct (see page2 for differences)

**OPERATIONAL IMPACT:** None. Ease of replacement during maintenance.

**ACTION:** Customers with the square hole guide blocks installed on their machines do not need to take any action. Customers who have new square hole guide blocks in stock or on their parts trucks have two choices:

- 1) Use them by either taking a small grinding tool to grind out the sides to allow the bolt head to fit, or hammer the bolt head into the square; or
- 2) exchange the wrong guide blocks under warranty credit. Part MUST be returned for credit.

Please contact the NORDCO Parts Department 1-800-647-1724 for any additional assistance.

**WARRANTY:** To receive a replacement Guide block, you need to return the incorrect (Square Hole) Guide Block via GRFC. You have until December 31<sup>st</sup>, 2015 to exchange the parts in question.

<http://www.nordco.com/Customer-Support/Maintenance-of-Way-Equipment/Product-Support-Bulletins.htm>



