



# Kubota

Bulletin No :  
CM-23-047-02-KEEN  
Date : Feb. 09, 2024  
Ref.PB No :

**Marco Carugati**

Kubota Europe S.A.S

**SUBJECT :**

**ENGINE STOP SOLENOID FAILURE V2.1**

**MODEL : K008-5, U10-5, U15-3, U17-3a, KX015-4, KX016-4, KX018-4, AND KX019-4**

**AFFECTED SERIAL NUMBER : REFER TO THE ATTACHED LIST.**

**AFFECTED COUNTRY : KE, KUK, AND KBD**

**REASON FOR ISSUE :**

Cases of engine not starting due to an engine stop solenoid failure were reported.  
Investigations revealed that the supplier had adopted a less heat-resistant internal component.  
As a countermeasure, the supplier improved the heat resistance of the part.  
We herewith inform you of the measure to be taken in failure cases.

**REASON FOR REVISION :**

Updaed affected serial number list and model code.

**PARTS INFORMATION :**

No.	Parts No.	Parts Name	Q'ty	Remarks
1	1J022-60020	ASSY SOLENOID	1	—

☒ **WARRANTY INFORMATION**

- ☐ Mandatory Campaign : Allowable Man-hours ;
- ☒ Technical Bulletin : Allowable Man-hours ; Refer to the attached list  
Expiration date : 5 years from machine retail date or 2000 hrs.
- ☐ Quality Related Information :

☐ **SERVICE INFORMATION**

**AFFECTED SERIAL NUMBER / ALLOWABLE MAN-HOURS**

Model	Affected Serial Number	Allowable Man-Hours
K008-5	From 10407 to 12513	<b>KSNe-054</b> 1.8
U10-5	From 10761 to 15678	<b>KSNe-054</b> 3.8
U15-3	From 70463 to 70909	1.2
U17-3a	From 76897 to 79387 From 10001 to 16663	<b>KSNe-054</b> 1.2
KX015-4	From 70444 *	1.2
KX016-4	From 72058 *	<b>KSNe-054</b> 1.2
KX018-4	From 72029 *	1.2
KX019-4	From 75199 *	<b>KSNe-054</b> 1.2

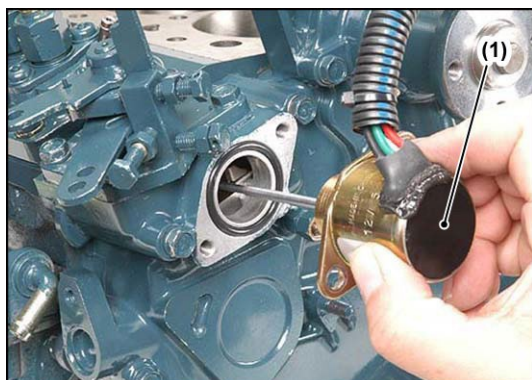
\* The last serial number is not fixed yet. It will be informed by the revision.

**WARNING**

To avoid personal injury or death:

- Park the machine on a firm and level ground.
- Lower the bucket to the ground.
- Set all controls in their neutral positions.
- Release all residual pressure of the hydraulic system.
- Stop the engine. Remove the key from the ignition.
- The engine, hydraulic components and coolants can be hot.  
Wait until all the components are cooled down sufficiently to avoid burns.
- Do not open the radiator cap soon after the engine has stopped. There is a possibility of serious burn injury due to the coolant blowing out from the radiator.
- Clean the work area and the machine.
- Disconnect the battery negative cable.
- Hang a "DO NOT OPERATE" tag on the operator station.
- Put on working clothes and personal protective equipment.
- Read all instructions and safety instructions in this bulletin and safety labels on your machine.
- Follow the local safety regulations and/or laws in your country.
- If you are working with other people, make sure that your signals and communications are fully understandable for additional safety.

## 1. Removing the engine stop solenoid



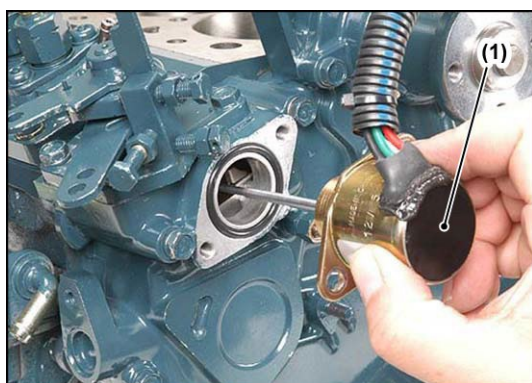
1. Remove the engine stop solenoid (1) according to the engine WSM.

### ■ NOTE

- 1 ENGINE, SERVICING
  - > 4.CHECKING, DISASSEMBLING AND SERVICING
  - > [2] DISASSEMBLING AND ASSEMBLING
  - > (4) Gear Case and Timing Gears, Injection Pump, Fuel Feed Pump and Speed Control Plate
  - > Point 1

(1) Engine stop solenoid

## 2. Installing the new engine stop solenoid



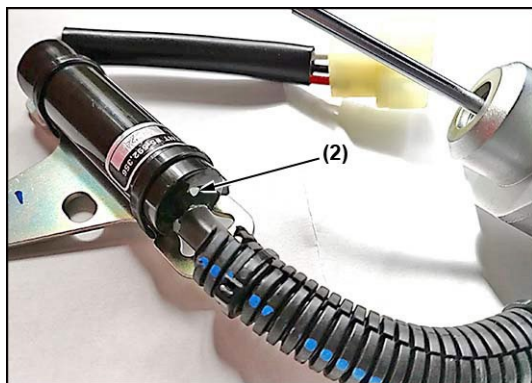
1. Install the new engine stop solenoid (1) according to the engine WSM.

### ■ NOTE

- 1 ENGINE, SERVICING
  - > 4.CHECKING, DISASSEMBLING AND SERVICING
  - > [2] DISASSEMBLING AND ASSEMBLING
  - > (4) Gear Case and Timing Gears, Injection Pump, Fuel Feed Pump and Speed Control Plate
  - > Point 7
- The new engine stop solenoid (1J022-60020) has the white marking (2).

(1) Engine stop solenoid: 1J022-60020

(2) White marking





# Kubota

Bulletin N°:

CM-23-047- 02KEEXP  
**APPENDIX WARRANTY**

## WARRANTY DEPARTMENT

Kubota Europe S.A.S

### SUBJECT :

**ENGINE STOP SOLENOID FAILURE**

### **APPENDIX WARRANTY**

**MODEL : K008-5, U10-5, U15-3, U17-3a, KX015-4, KX016-4, KX018-4, KX019-4**

**AND AFFECTED SERIAL NUMBER : REFER TO THE ATTACHED LIST.**

**AFFECTED COUNTRY : KE, KUK, AND KBD**

### **REASON FOR ISSUE :**

Cases of engine not starting due to an engine stop solenoid failure were reported.

Investigations revealed that the supplier had adopted a less heat-resistant internal component

As a countermeasure, the supplier improved the heat resistance of the part.

We herewith inform you of the measure to be taken in failure cases.

No.	Parts No.	Parts Name	Qty	Remarks
1	1J022-60020	ASSY SOLENOID	1	—

### ☒ **WARRANTY INFORMATION**

☐ Mandatory Campaign : Allowable Man-hours ;

☒ Technical Bulletin : Allowable Man-hours ; Refer to the attached list

Expiration date : 5 years from machine retail date or 2000 hrs.

☐ Quality Related Information :

### ☐ **SERVICE INFORMATION**

**WARRANTY CLAIM SUBMISSION RULES****1. CLAIM TYPE:**

For the 1<sup>st</sup> failure reported, the warranty claim must be a standard **Warranty Claim** (see below):

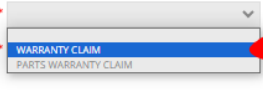
Applications > Warranty > Claim

### Claim

**BEGIN A NEW CLAIM REQUEST** **LOAD AN UNFINISHED SAVED CLAIM REQUEST**

Fields marked with a \* are mandatory

**Machine selection**

1. Claim type \* 

2. Serial number \*

3. **DISPLAY**

Machine information  
Customer information  
Signature

Material	Serial number	Description of technical project	By pass	Warranty state
No result				

**VALIDATE**

If a claim had already been submitted to KUBOTA Europe, the claim type must be a **Parts Warranty Claim**

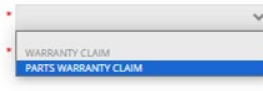
Applications > Warranty > Claim

### Claim

**BEGIN A NEW CLAIM REQUEST** **LOAD AN UNFINISHED SAVED CLAIM REQUEST**

Fields marked with a \* are mandatory

**Machine selection**

1. Claim type \* 

2. Serial number \*

3. **DISPLAY**

Machine information  
Customer information  
Signature

Material	Serial number	Description of technical project	By pass	Warranty state
No result				

**VALIDATE**



***In case of wrong warranty type, the claim can be rejected, because the claim type cannot be changed after submission on KUBOTA Net.***

**2. REPAIR SCENARIOS:**

The scenarios described below are valid only if the machine concerned by a solenoid failure had been repaired finally with a KUBOTA genuine part.

If a machine is still working with a temporary repair, no warranty claim can be submitted neither accepted while the final repair with a KUBOTA genuine part is done.

**Scenario 1:**

The original PN 1G820-60022 had a failure and the repair is done with a PN 1J022-60020 or PN 1G820-60022

In this case, the warranty claim should include the following items:

- Responsible Part Number: 1G820-60020
- Replacement Part Number: 1x 1J022-60020 or 1x 1G820-60022
- Travel: 1x Intervention
- Labor: 1x FRS Time
- Symptom description (suggestion): Engine don't start or don't stop / Solenoid failure
- Repair explanation (suggestion): Solenoid replacement
- No diagnostic time covered

**Scenario 2:**

The original PN 1G820-60022 had a failure a temporarily repair had been perform because of parts availability issue and finally repaired with a PN 1J022-60020 or with a PN 1G820-60022

In this case, exceptionally, KUBOTA Europe will cover the temporary repair and the final. The warranty claim should include the following items:

In this case, the warranty claim should include the following items:

- Responsible Part Number: 1G820-60020
- Replacement Part Number: 1x 1J022-60020 or 1x 1G820-60022
- Travel: 2x Intervention (1x for the temporary repair + 1x for the final repair). ). If any issue with the second travel, submit a Miscellaneous costs for the travel of the temporary (Amount = km \* 1,1€ / The amount must be identical to the travel costs already calculated by the system in the line Travel)
- Labor: 2x FRS Time (1x for the temporary repair + 1x for the final repair)
- Diagnostic time: 1 hour for the temporary repair (explain the temporary solution)
- Symptom description (suggestion): Engine don't start or don't stop / Solenoid failure
- Repair explanation (suggestion): Temporary repair (explain the temporary solution) + Solenoid replacement
- If the temporary repair consist of a use of a part from the market (non genuine), please put a

**OPERATION**

Cost

MISCELLANEOUS COSTS

☐ No cost operation

Cost	Code FRS	Qty (EUR)	Designation code FRS	Comment	Attached file
Miscellaneous costs		XXX			<input type="button" value="UPLOAD"/> <input type="button" value="ADD"/>

**Scenario 3:**

**The original PN 1G820-60022 had a failure and the repair have been performed by disassembling a part on a stock machine because of parts availability issue**

In this case, exceptionally, KUBOTA Europe will cover the temporary repair and the final. The warranty claim should include the following items:

In this case, you must submit 2 warranty claims, which should include the following items:

Claim 1: Field machine repair:

- Responsible Part Number: 1G820-60020
- Replacement Part Number: 1x 1G820-60022
- Travel: 1x Intervention
- Labor: 1x FRS Time
- Symptom description (suggestion): Engine don't start or don't stop / Solenoid failure
- Repair explanation (suggestion): Solenoid replacement
- No diagnostic time covered

Claim 2: Stock machine repair "Donnor Machine":

- Responsible Part Number: 1G820-60020
- Replacement Part Number: 1x 1G820-60022 or 1x 1J022-60020
- No Travel (Stock machine)
- Labor: 1x FRS Time
- Symptom description (suggestion): Stock machine replacement after solenoid usage for field machine down repair
- Repair explanation (suggestion): Solenoid replacement
- No diagnostic time covered