

**THOMAS  
& FRIENDS**

TM

**POWER  
WHEELS**

Fisher-Price

**Owner's Manual  
with Assembly Instructions**

For Model T4963

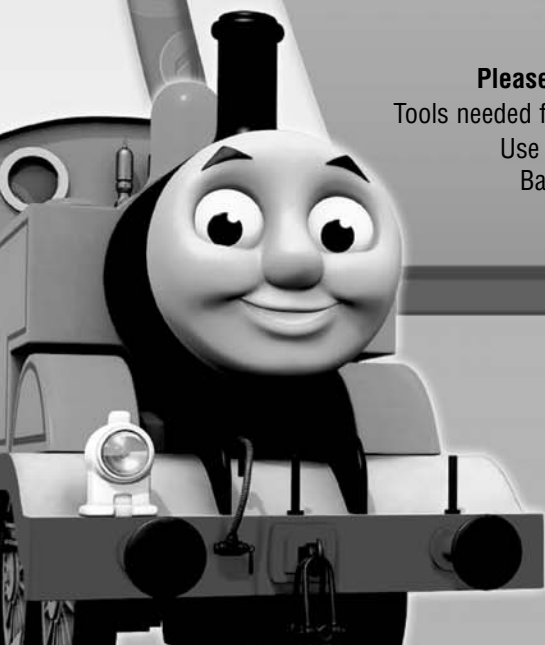


Product features may vary from the picture above.

**Please read this manual and save it with your original sales receipt.**

Tools needed for assembly: Wrench (included) and Phillips Screwdriver (not included).

Use only with a Power Wheels® 6 Volt (4.0 Amp/Hr.) Rechargeable Battery with Built-in Thermal Fuse and a Power Wheels® 6 Volt (4.0 Amp/Hr.) Charger (both included).



**THOMAS  
THE TANK ENGINE**

TM

# IMPORTANT INFORMATION

## ELECTRICAL HAZARD



### DANGER

- To prevent electric shock, do not immerse in water; wipe clean with a damp cloth.



### WARNING

- Battery can fall out and injure a child if vehicle tips over. Always use battery retainer.
- **PREVENT FIRE**
  - Never modify the electrical system. Alterations could cause a fire resulting in serious injury and could also ruin the electrical system.
  - Use of the wrong type battery or charger could cause a fire or explosion resulting in serious injury.
  - Use of Power Wheels® components in products other than Power Wheels® vehicles could cause overheating, fire or explosion.
- The battery must be handled by adults only. The battery is heavy and contains sulfuric acid (electrolyte). Dropping the battery could result in serious injury.
- Never allow children to charge the battery. Battery charging must be done by adults only. A child could be injured by the electricity involved in charging the battery.
- Never lift or carry the battery by the wires or connector. This can damage the battery and possibly cause a fire resulting in serious injury. Lift and carry the battery by the case only.
- Read the safety instructions on the battery.
- Examine the battery, charger and their connectors for excessive wear or damage each time you charge the battery. If damage or excessive wear is detected, do not use the charger or the battery until you have replaced the worn or damaged part.
- **HOT** motors. Handle carefully.

## RIDING HAZARD



### WARNING

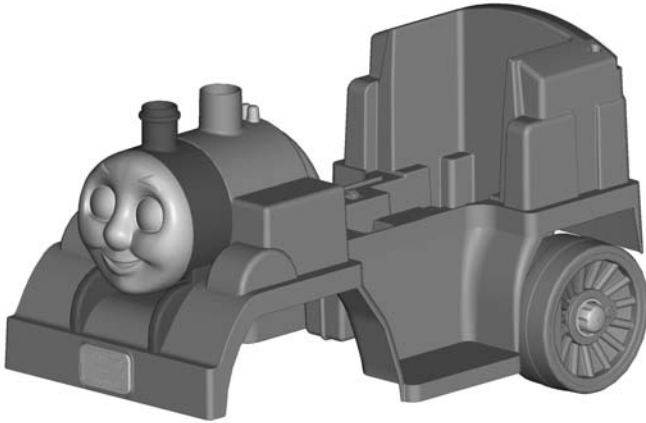
- **Prevent Injuries and Deaths**
  - Direct Adult Supervision Required.
  - Never Ride at Night.
  - Keep Children Within Safe Riding Areas.  
These areas must be:
    - away from swimming pools and other bodies of water to prevent drownings
    - generally level to prevent tipovers
    - away from steps, steep inclines, cars, roads and alleys.
  - Riding Rules  
Make sure children know and follow these rules for safe driving and riding.
    - Always sit on the seat.
    - Always wear shoes.
    - Only 1 (one) rider at a time.

# IMPORTANT INFORMATION

- Read this manual carefully for important safety information and operating instructions before using your vehicle. Keep this manual for future reference, as it contains important information.
- The vehicle is designed for use on grass, asphalt, and other hard surfaces; on generally level terrain; and by children 12-36 months of age and older. Do not exceed the maximum weight capacity of 40 lbs (18 kg).
- Your new vehicle requires adult assembly. Please set aside at least 20 minutes for assembly.
- Use this vehicle **ONLY** outdoors. Most interior flooring can be damaged by riding this vehicle indoors. Fisher-Price® will not be responsible for damage to the floor if the vehicle is used indoors.
- You must charge your battery for 18-30 hours **before you use your vehicle for the first time**. We recommend charging your battery before beginning assembly. Please see the Battery Charging section for detailed instructions.
- The battery charger is not a toy.
- Do not short circuit the battery.
- **Adults Note:** Regularly examine the charger for damage to the cord, plug, housing or other parts that may result in the risk of fire, electric shock or injury. In the event of any damage, do not use the charger until the damage has been properly repaired.
- Your Power Wheels® 6 volt battery is equipped with a built-in thermal fuse. The thermal fuse is a self-resetting safety device which automatically “trips” and shuts down operation of the vehicle if the vehicle is overloaded or the driving conditions too severe. Once a fuse has “tripped”, remove your finger from the button and wait approximately 25 seconds before operating the vehicle again. To avoid repeated automatic shut-downs, avoid severe driving conditions.
- If a thermal fuse in a battery continually trips under normal driving conditions, please contact your local Power Wheels® Authorized Service Center.
- If you have any questions about your Power Wheels® vehicle, please call our toll-free service lines at **1-800-348-0751**. Trained customer service representatives are available to take your call in English or French. Habla Español? Si usted tiene alguna pregunta ó necesita asistencia llame gratis **1-800-348-0755** para los Estados Unidos. Tenemos representantes que hablan español para atender su llamada.
- For your convenience, Power Wheels® maintains an **independently owned and operated** Authorized Service Center Network with more than 300 authorized service centers nationwide. Our authorized service centers will repair or replace parts under warranty at no extra charge, and can perform non-warranty repairs for a minimal charge. To find the authorized service center nearest you, please visit us online at **www.powerwheels.com** or call **1-800-348-0751**.
- Please visit us online at **www.powerwheels.com** to register your vehicle.

# PARTS

- If you experience a problem with this product, or are missing a part, please call us at **1-800-348-0751**, rather than return this product to the store.
- Please identify all parts before assembly and save all packaging material until assembly is complete to ensure that no parts are discarded.
- Some parts were placed under the seat for shipment. Remove the screws in the back of the seat and lift the seat from the vehicle.
- Metal parts have been coated with a lubricant to protect them during shipment. Wipe all metal parts with a paper towel to remove any excess lubricant.



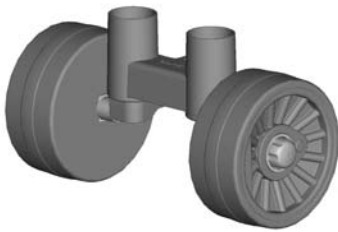
**Vehicle**



**Seat**



**6 Volt (4.0 Amp/Hr.) Battery**



**Front Wheel Assembly**



**6 Volt (4.0 Amp/Hr.) Charger**



**Handlebar Assembly**

**Note:** A protective cap has been placed on the end of the steering column to prevent damage during shipping. Please remove and throw the cap away before assembly.

**Part Not Shown:** Label Sheet



**Steering Column Cap**



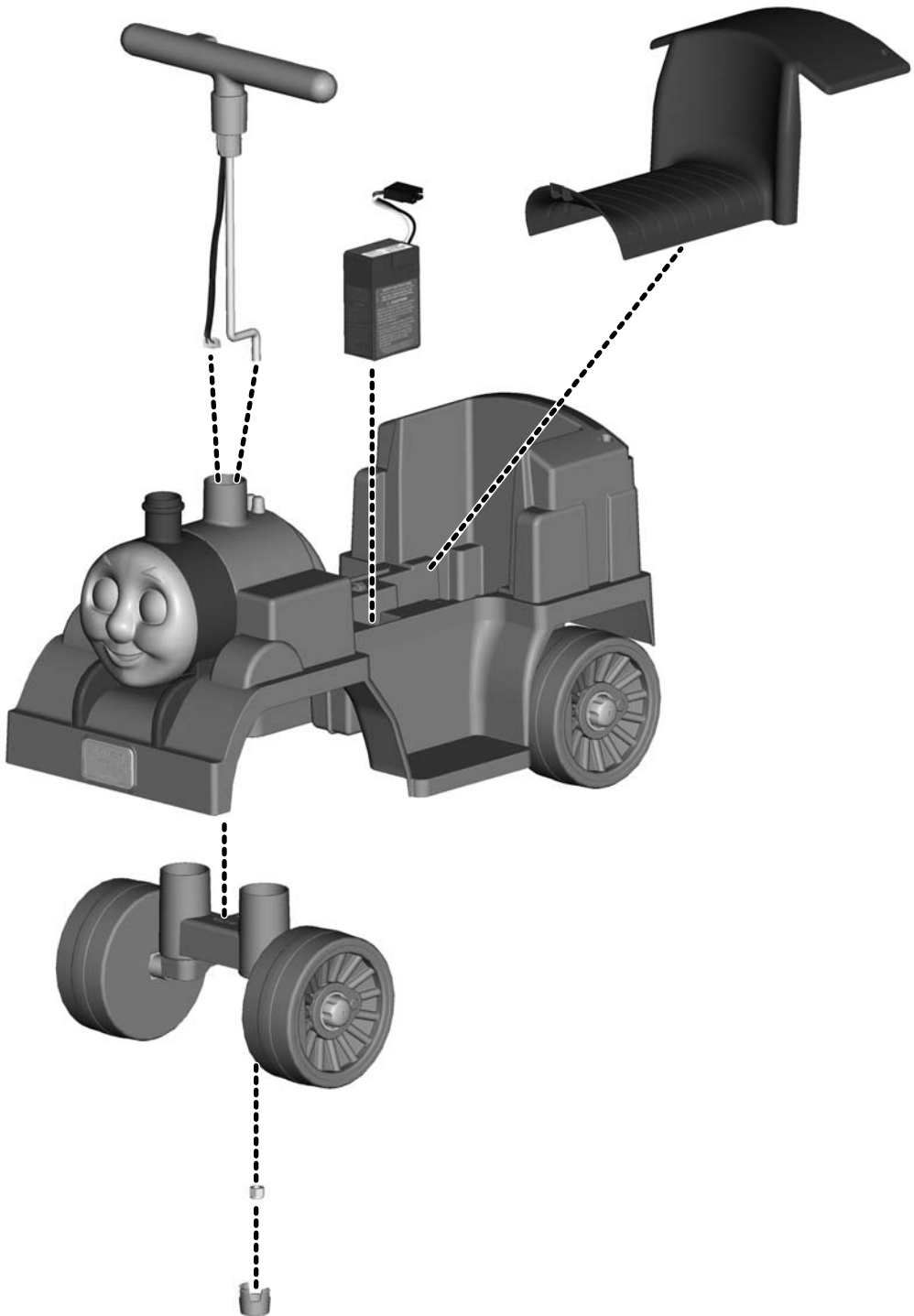
**Wrench**



**3/8" - 16 Lock Nut – 1**

**Fastener Shown Actual Size**

# PARTS PICTURE



# BATTERY CHARGING

## ELECTRICAL HAZARD



### WARNING

- Battery can fall out and injure a child if vehicle tips over. Always use battery retainer.
- **PREVENT FIRE**
  - Never modify the electrical system. Alterations could cause a fire resulting in serious injury and could also ruin the electrical system.
  - Use of the wrong type battery or charger could cause a fire or explosion resulting in serious injury.
  - Use of Power Wheels® components in products other than Power Wheels® vehicles could cause overheating, fire or explosion.
- The battery must be handled by adults only. The battery is heavy and contains sulfuric acid (electrolyte). Dropping the battery could result in serious injury.
- Never allow children to charge the battery. Battery charging must be done by adults only. A child could be injured by the electricity involved in charging the battery.
- Never lift or carry the battery by the wires or connector. This can damage the battery and possibly cause a fire resulting in serious injury. Lift and carry the battery by the case only.
- Read the safety instructions on the battery.
- Examine the battery, charger and their connectors for excessive wear or damage each time you charge the battery. If damage or excessive wear is detected, do not use the charger or the battery until you have replaced the worn or damaged part.



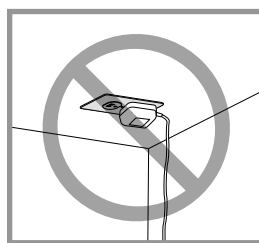
### CAUTION

Use the charger in dry locations only.

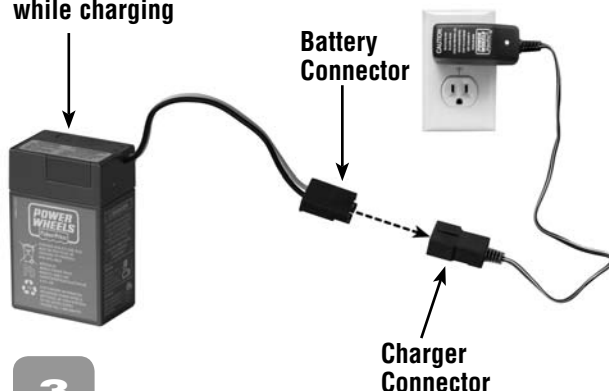
- Make sure you charge the battery for at least 18 hours using the enclosed Power Wheels® 6 volt charger before operating your vehicle for the first time. Charge the battery for at least 14 hours after each use of the vehicle. Never charge the battery longer than 30 hours. Failure to follow these instructions may damage your battery and will void your warranty.
- Use only a Power Wheels® 6 volt charger with “6V” connector (input 120 VAC, 60Hz, with an output of 6 VDC) to charge your Power Wheels® 6 volt battery.
- You do not need to remove the battery from your vehicle to recharge it.
- Before charging the battery, examine the battery case for cracks and other damage which may cause sulfuric acid (electrolyte) to leak during the charging process. If damage is detected, do not charge the battery or use it in your vehicle. Battery acid is very corrosive and can cause severe damage to surfaces it contacts.
- Do not place the battery on a surface (such as kitchen counter tops) which could be damaged by the acid contained inside the battery. Take precautions to protect the surface on which you place your battery.
- Charge the battery in a well ventilated area.

# BATTERY CHARGING

**IMPORTANT!** The battery must be removed from your vehicle for the initial charge in order to complete assembly. After assembly is complete, you do not need to remove the battery from your vehicle to recharge it.



**Battery must be upright while charging**

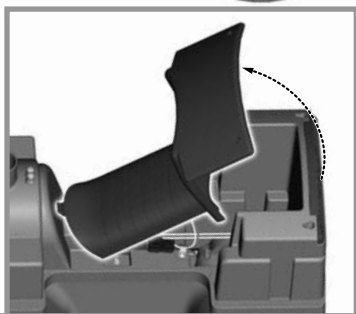
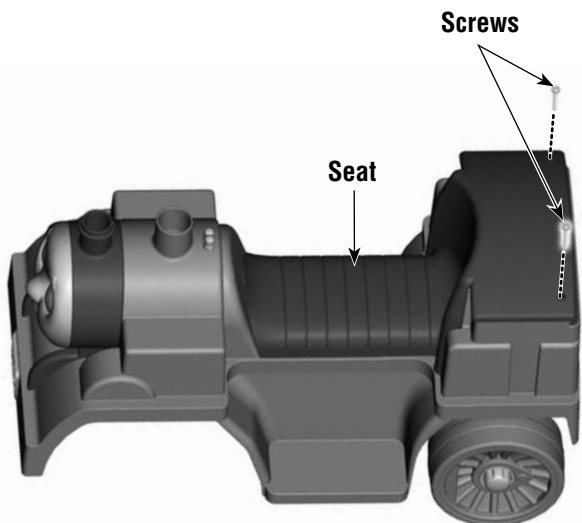


**3**

- Plug the battery connector into the charger connector.
- Plug the charger into a standard wall outlet.

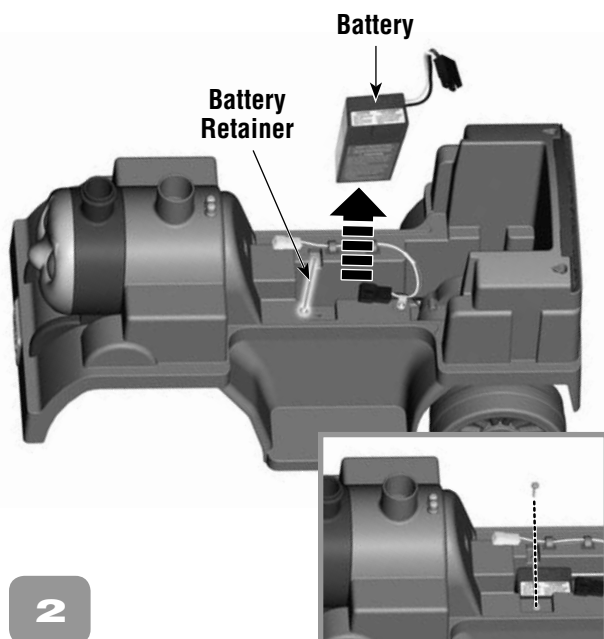
**Notes:**

- If power flow to the wall outlet is controlled by a switch, make sure the switch is "ON".
- Use the charger only in a wall outlet. Do not plug the charger into a ceiling outlet.
- Once the battery is charged, disconnect the battery connector from the charger connector. Unplug the charger from the wall outlet. Refer to the Battery Installation section for instructions on installing your battery. If your battery is already installed in your vehicle, simply re-connect the motor harness connector to the battery.



**1**

- Loosen the screws located on the back end of the seat.
- Lift the seat from the vehicle.



**2**

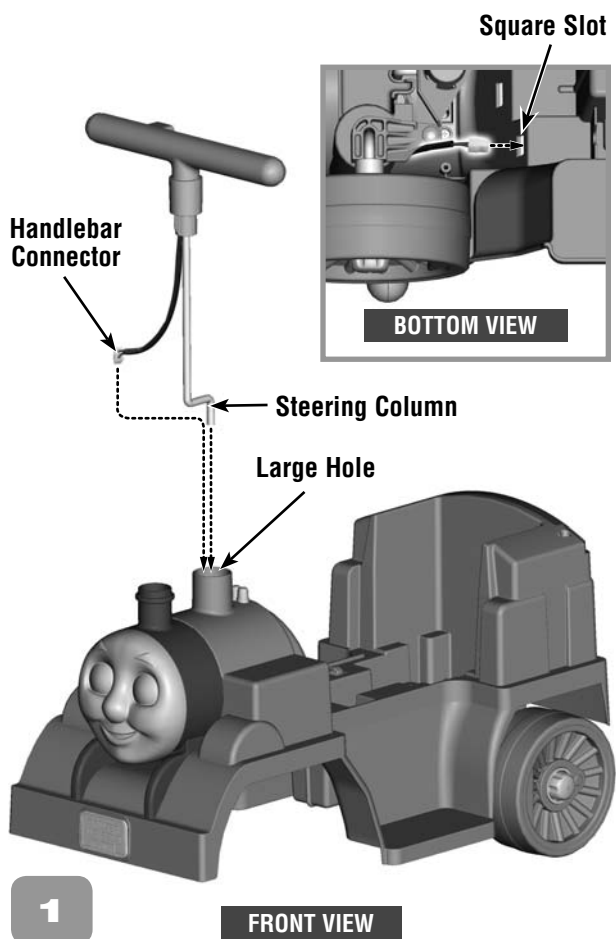
- Loosen the screw in the battery retainer and remove it.
- Lift the battery retainer and remove the battery from the battery compartment.

# ASSEMBLY

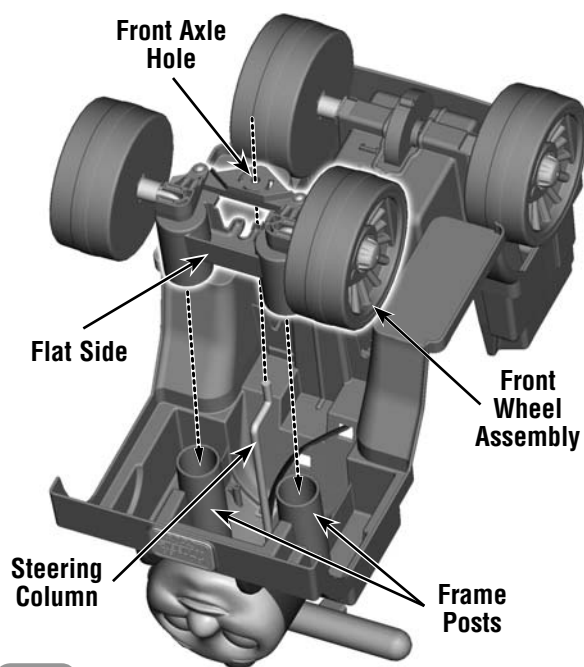


## WARNING

Children can be harmed by small parts, sharp edges and sharp points in the vehicle's unassembled state, or by electrical items. Care should be taken in unpacking and assembly of the vehicle. Children should not handle parts, including the battery, or help in assembly of the vehicle.



- 1
- Fit the steering column and the handlebar connector on the handlebar assembly down through the large hole in the vehicle.
  - Fit the handlebar connector back through the square slot in the vehicle.



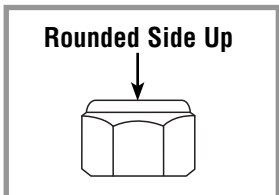
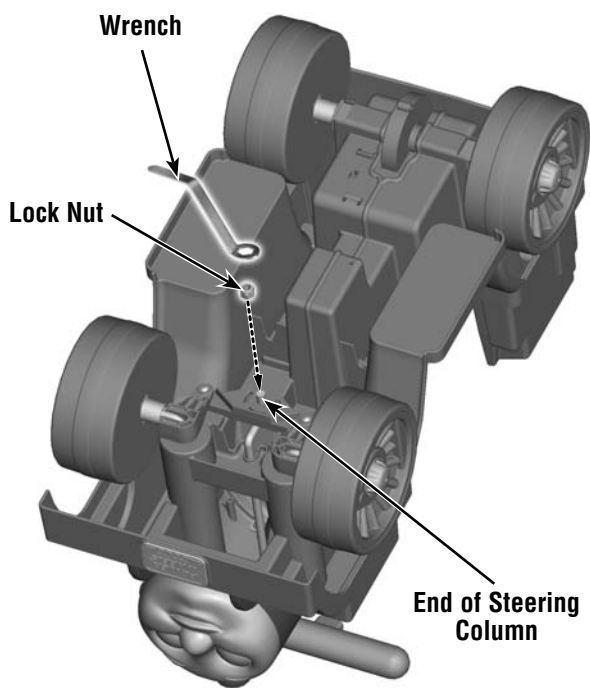
2

BOTTOM VIEW

- Turn the vehicle over so that it rests on the handlebar.
- Position the front wheel assembly with the flat side toward the front end of the vehicle. Fit the front wheel assembly onto the frame posts.
- Fit the end of the steering column through the hole in the front axle.

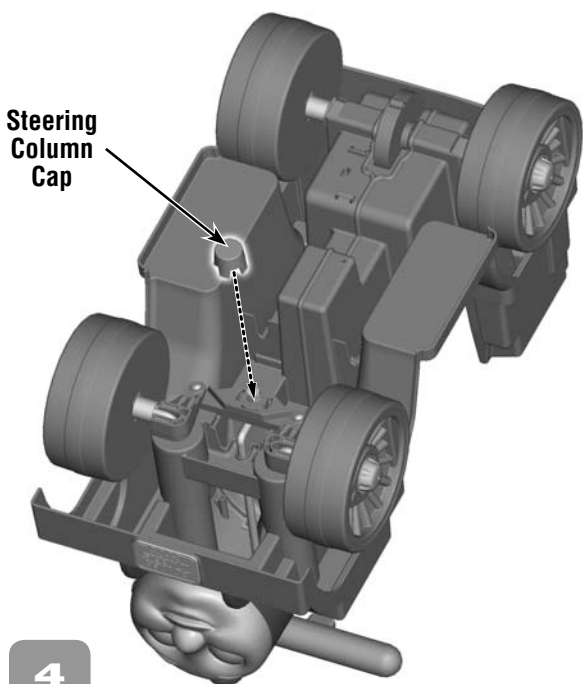


# ASSEMBLY



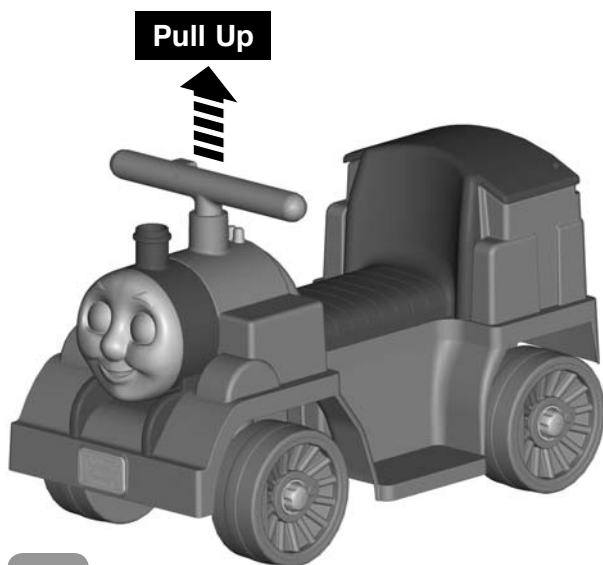
3

- Fit the lock nut (rounded side up) on to the end of the steering column.
- Tighten the lock nut firmly using the closed end of the wrench.



4

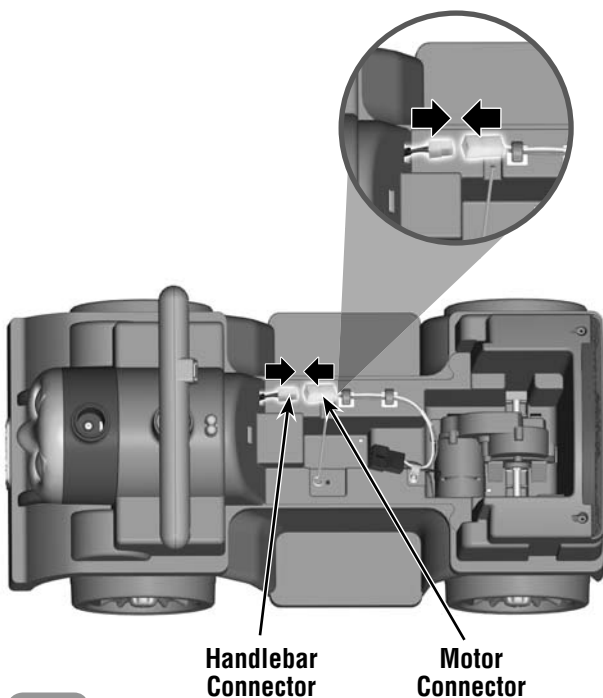
- **“Snap”** the steering column cap over the steering column and onto front wheel assembly.



5

SIDE VIEW

- Turn the vehicle upright.
- Pull the handlebar up to be sure the steering column is secure.
- If you can remove the steering column, you have not assembled the steering column correctly. Please refer back to Assembly steps 2-4.



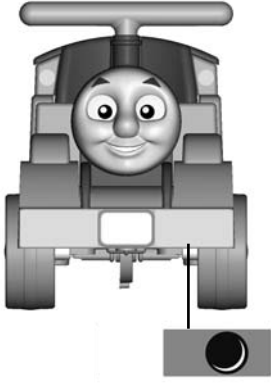
6

TOP VIEW

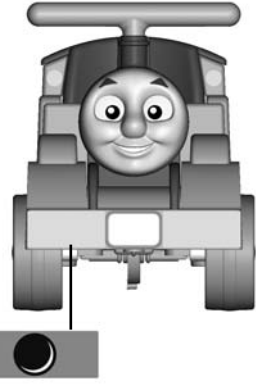
- Plug the handlebar connector into the motor connector.
- Replace the seat (refer to step 6 on page 13).

# DECORATION

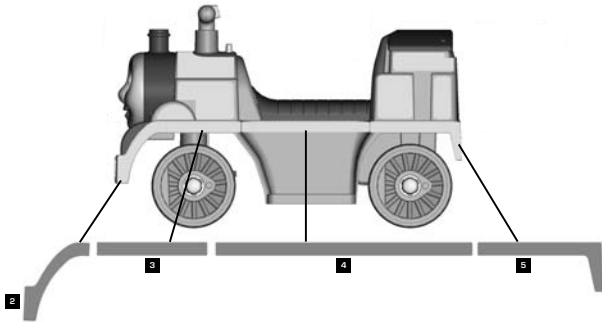
- Wipe the vehicle with a clean, dry cloth to remove any oils before applying labels.
- Apply labels exactly as shown in the illustrations. Starting at the center of a label rub firmly with a dry cloth, and smooth towards the outer edges to remove air bubbles.
- For best results, apply the labels in the numbered sequence and overlap the red labels approximately 1/2". Avoid repositioning the label after it has been applied.



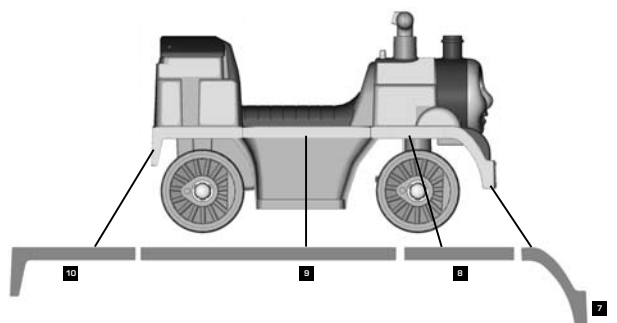
1



3

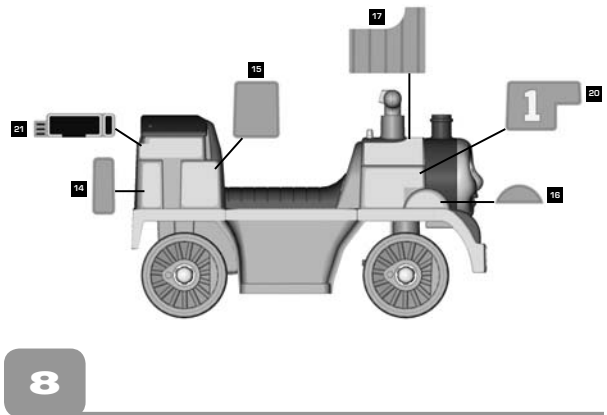
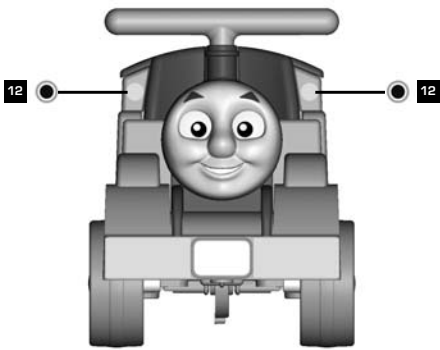
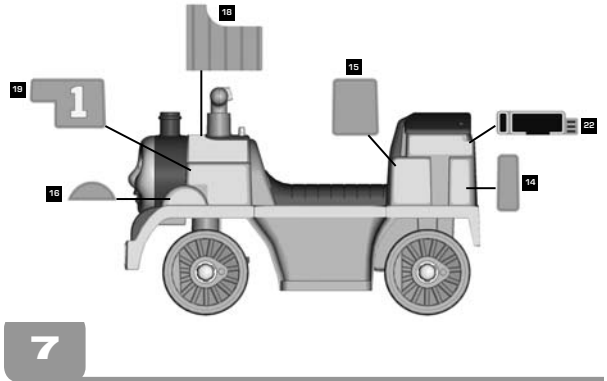
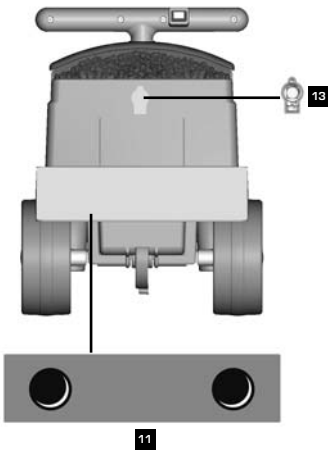


2



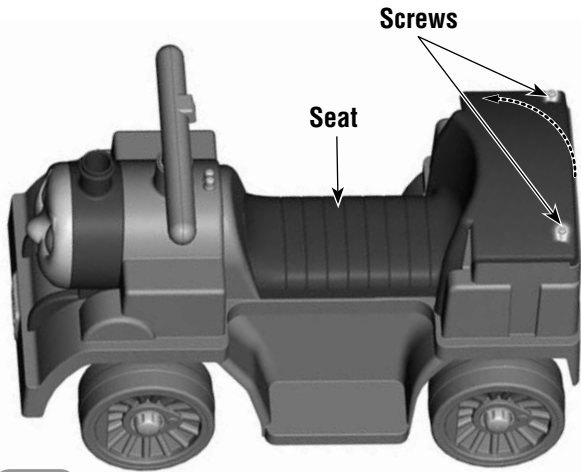
4

# DECORATION



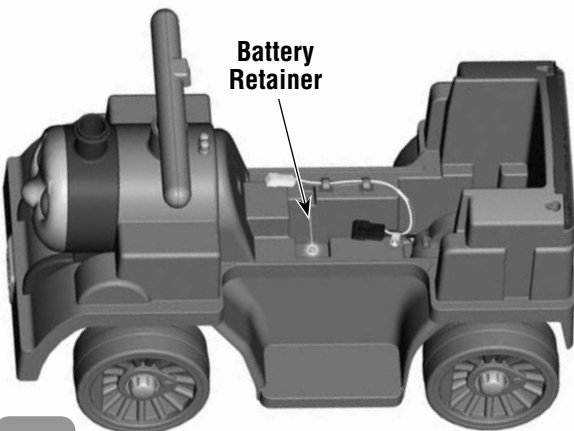
# BATTERY INSTALLATION

**IMPORTANT!** Use only a Power Wheels® 6 volt (4.0 Amp/Hr) rechargeable battery. Use of any other battery will damage your vehicle.



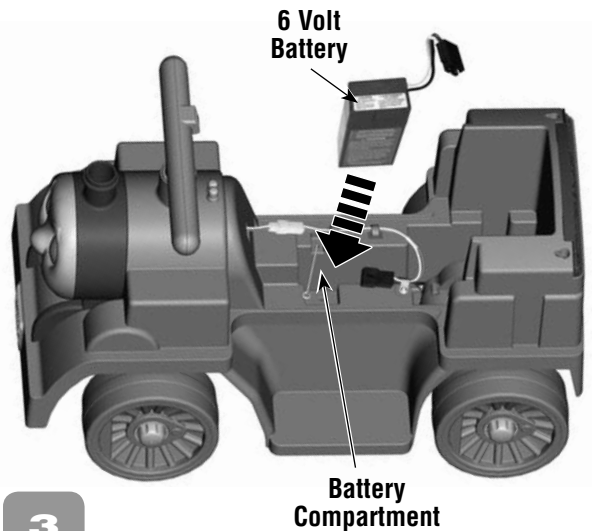
1

- Loosen the screws located on the back end of the seat.
- Lift and remove the seat from the vehicle.



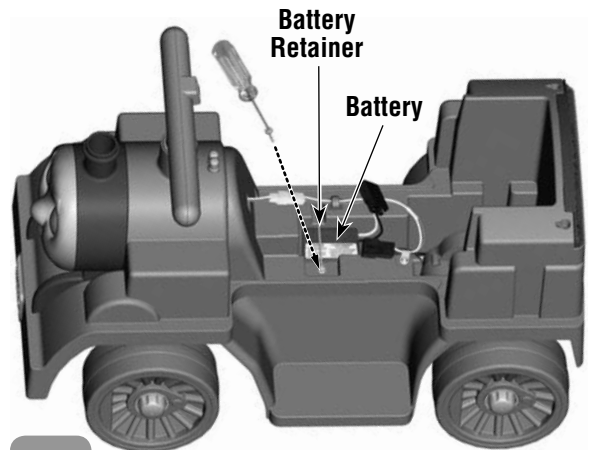
2

- Loosen the screw in the battery retainer and remove it.



3

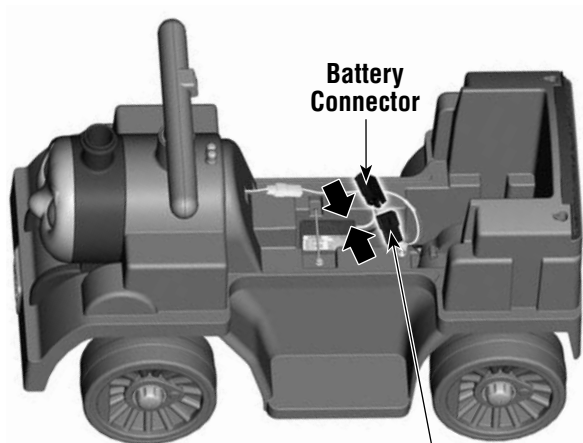
- Fit the Power Wheels® 6 volt (4.0 Amp/Hr) battery inside the battery compartment with the wires facing towards the rear of the vehicle.



4

- Place the battery retainer over the battery.
- Replace the screw through the end of the battery retainer and into the vehicle.
- Tighten the screw.

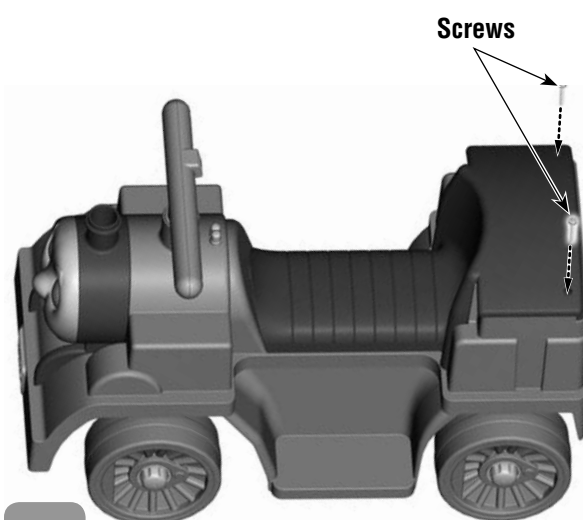
# BATTERY INSTALLATION



5

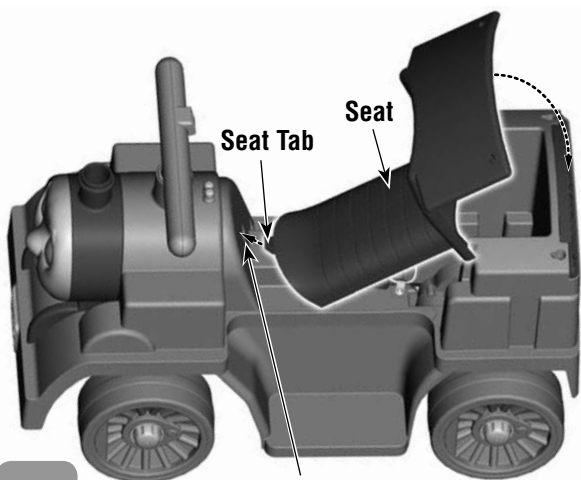
Motor Connector

- Plug the battery connector into the motor connector.  
*Hint: If the battery connector will not plug into the motor connector, turn it over and try again! Do not force the battery connector into the motor connector.*



7

- Tighten the screws in the back end of the seat.  
**IMPORTANT!** Always remember to replace and tighten the screws in the seat to prevent children from accessing the battery.



6

Slot

- Insert the front tab on the seat into the slot in the vehicle.

## BATTERY CARE

**If a battery leak develops**, avoid contact with the leaking acid and place the damaged battery in a plastic bag. See next section for proper disposal.

**If acid comes in contact with skin or eyes**, flush with cool water for at least 15 minutes and call a physician.

**If acid is internally ingested**, give water, milk of magnesia or egg whites immediately. Never give emetics or induce vomiting. Call a physician.

- Do not allow the battery to run down completely before charging.
- Charge the battery before storing the vehicle, and at least once per month, even if the vehicle has not been used.
- Charge the battery after each use, regardless of how long the vehicle was used.
- Leaving the battery in a discharged condition will ruin it.
- Always remove an exhausted battery from the vehicle. Battery leakage and corrosion can damage the vehicle.
- Do not store the battery in temperatures above 75° F or below -10° F.

## BATTERY DISPOSAL

- Your Power Wheels® battery is a non-spillable sealed lead-acid battery. It must be recycled or disposed of in an environmentally sound manner.
- Do not dispose of a lead-acid battery in a fire. The battery may explode or leak.
- Do not dispose of a lead-acid battery in your regular, household trash. The incineration, landfilling or mixing of sealed lead-acid batteries with household trash is prohibited by law in most areas.
- Protect the environment by not disposing of this product with household waste (2002/96/EC). Check your local authority for recycling advice and facilities (Europe only).
- Return an exhausted battery to a federal or state approved lead-acid battery recycler, such as a Power Wheels® authorized service center or a local seller of automotive batteries. For the authorized service center location nearest to you, please visit us on-line at [www.powerwheels.com](http://www.powerwheels.com) or call **1-800-348-0751**. Contact your local waste management officials for other information regarding the environmentally sound collection, recycling and disposal of lead-acid batteries. If you live in the State of Florida or the State of Minnesota, it is prohibited by law for anyone to throw away lead-acid batteries in the municipal waste stream.

## VEHICLE CARE

- Check all screws and their protective coverings regularly and tighten as required. Check plastic parts on a regular basis for cracks or broken pieces.
- During snowy or rainy weather, the vehicle should be stored inside or under a protective cover.
- Avoid operating the vehicle in wet or snowy conditions, and do not spray the vehicle with a hose. Water or moisture in the motors or electrical switches can cause them to corrode, and could cause switch or motor failure.
- Avoid operating the vehicle on sand, loose dirt or gravel. Sand, loose dirt or gravel in the motors or electrical switches can cause them to jam, and could cause switch or motor failure.
- The vehicle can be wiped down with a soft, dry cloth. For a shiny finish, you can wipe plastic parts with a non-wax furniture polish applied to a soft cloth. Do not use automotive wax. Do not use soap and water or spray the vehicle with a hose.
- To ensure your vehicle stays in good operating order, we recommend you periodically have your vehicle checked by a Power Wheels® authorized service center.

# SAFE DRIVING RULES

## RIDING HAZARD



### WARNING

#### • Prevent Injuries and Deaths

- Direct Adult Supervision Required
- Never Ride at Night.
- Keep Children Within Safe Riding Areas.

These areas must be:

- away from swimming pools and other bodies of water to prevent drownings
- generally level to prevent tipovers
- away from steps, cars, steep inclines, roads and alleys.

#### • Riding Rules

Make sure children know and follow these rules for safe driving and riding.

- Always sit on the seat.
- Always wear shoes.
- Only 1 (one) rider at a time.

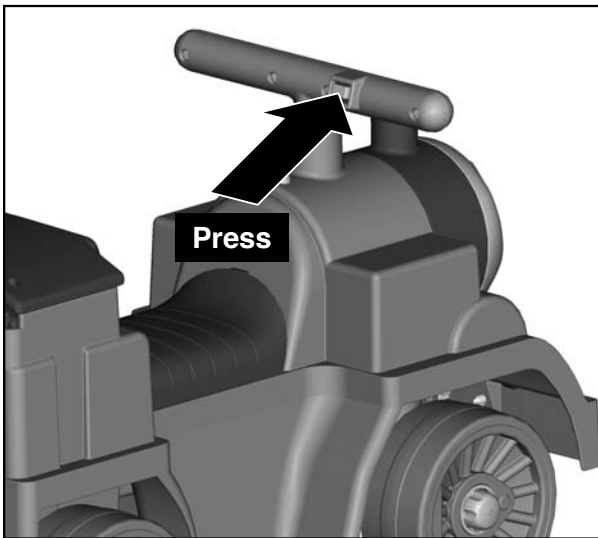
Before children use this vehicle, an adult should carefully evaluate the driving area as well as the child's skill level and ability to drive the vehicle safely. Teach appropriate safety rules to your child before allowing operation of this vehicle. These rules should also be reviewed with other playmates who want to drive the vehicle.

- A child who is not sitting on the seat could fall off, cause a tip over or block the driver's view.
- Only operate the vehicle in the daytime in a well-lit area.
- Driving near steep inclines can cause:
  - The vehicle to gain unsafe speed, even if the button is released to stop.
  - The vehicle to tilt and tip over
  - The wheels to lose traction, causing the vehicle to slip.
  - The vehicle could roll backwards at an unsafe speed.
- Never put anything near any moving parts. Rotating parts, such as motors, gear boxes and wheels, can snag fingers, hair, etc., causing serious injury.
- Do not allow operation of the vehicle when it is on its side or in an upside-down position.
- Do not operate the vehicle near flammable vapors (gasoline, paint thinner, acetone, liquid wax, etc.). The vehicle's electrical switches, like most electrical switches, emit an internal spark when first turned on or turned off, which could cause an explosion or fire.
- To prevent unsupervised use of the vehicle, disconnect the motor harness from the battery when the vehicle is not in use.



Use vehicle on generally level ground **ONLY!**

## VEHICLE OPERATION



- Press and hold the button on the handlebar. The vehicle drives forward at a maximum of 2 mph.
- Help your child practice steering to learn how far and how quickly to turn the handlebar when driving.
- Release the button to stop!

## LIMITED WARRANTY

**Bumper-to-Bumper\* Limited Warranty**  
**\*One year limited warranty from the date of purchase on the Power Wheels® vehicle.**  
**Six month limited warranty on the 6 volt battery.**

For the original purchaser, this one year limited warranty covers the Power Wheels® ride-on vehicle (purchased from Power Wheels®) against defects in materials and workmanship. The six month limited warranty applies only to the 6 volt battery included by Power Wheels® with the original purchase of the vehicle. This warranty covers normal use and does not cover the Power Wheels® vehicle or battery if damaged by unreasonable use, neglect, accident, abuse, misuse, improper service or other causes not arising out of defects in materials or workmanship. Evidence of any attempt at consumer repair will void this warranty. THIS WARRANTY DOES NOT COVER, AND IS INTENDED TO EXCLUDE, ANY LIABILITY ON THE PART OF POWER WHEELS®, WHETHER UNDER THIS WARRANTY OR IMPLIED BY LAW FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES FOR BREACH OF WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION SO THIS LIMITATION MAY NOT APPLY TO YOU.

Should you need service or assistance with your vehicle during the warranty period, do not return the vehicle to the store. Power Wheels® has provided a nationwide network of authorized service centers. If there is not an authorized service center in your area, please visit us on-line at [www.powerwheels.com](http://www.powerwheels.com) or call Consumer Relations for information, **1-800-348-0751**.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

**PLEASE SAVE YOUR ORIGINAL SALES RECEIPT.**



# PROBLEMS AND SOLUTIONS GUIDE

**IMPORTANT!** If you experience a problem with your vehicle, first check the Problems and Solutions Guide below. If you still experience a problem, please contact Power Wheels® Consumer Relations, toll-free at **1-800-348-0751**. Or, contact your local Power Wheels® authorized service center. For the location nearest you, please visit us online at [www.powerwheels.com](http://www.powerwheels.com), or call **1-800-348-0751**.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Vehicle does not run	Undercharged battery	Charge the battery. A new battery should have been charged for at least 18 hours before using the vehicle for the first time. After first-time use, recharge the battery for at least 14 hours after each use. Never charge the battery longer than 30 hours.
		Check all connectors. Make sure the battery connector is tightly plugged into the charger connector, and that the charger is plugged into the wall.
		Make sure power flow to the wall outlet is "ON".
	Charger is not working	There is no sure way to tell if your charger is working unless you have a volt meter. If you suspect there is a problem with your charger, contact your local Power Wheels® authorized service center. They can test your charger for you.
	Tripped thermal fuse	The built-in thermal fuse may "trip" and shut down operation of the vehicle if the vehicle is overloaded or the driving conditions too severe. Once a fuse has "tripped", release the button on the handlebar and wait 25 seconds before operating the vehicle again. To avoid repeated automatic shutdowns, do not overload the vehicle by exceeding the 40 lb maximum weight capacity or by towing anything behind the vehicle. Do not drive up hills or run into fixed objects, which can cause the wheels to stop spinning while power is still being supplied to the motors. If a thermal fuse continually trips, contact your local Power Wheels® authorized service center.
	Loose wires or loose connectors	Check all wires and connectors. Make sure the battery connector is tightly plugged into the motor connector and that there are no loose wires around the motors.
	Dead battery	If your battery is old or if you have not followed Battery Care instructions, your battery may be dead. If you are unsure whether or not the battery is dead, you can have it tested at your local Power Wheels® authorized service center.
Electrical switch damage	The electrical switches can become corroded due to exposure to water or moisture, or can jam due to loose dirt, sand or gravel. Contact your local Power Wheels® authorized service center for diagnosis and repair.	
Motor damage	Contact your local Power Wheels® authorized service center for diagnosis and repair.	

# PROBLEMS AND SOLUTIONS GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
Vehicle was running but suddenly stopped	Loose wires or loose connectors	Check all wires and connectors. Make sure the battery connector is tightly plugged into the motor connector, and that there are no loose wires around the motors.
	Tripped thermal fuse	The built-in thermal fuse may "trip" and shut down operation of the vehicle if the vehicle is overloaded or the driving conditions too severe. Once a fuse has "tripped", release the button on the handlebar and wait 25 seconds before operating the vehicle again. To avoid repeated automatic shutdowns, do not overload the vehicle by exceeding the 40 lb maximum weight capacity or by towing anything behind the vehicle. Do not drive up hills or run into fixed objects, which can cause the wheels to stop spinning while power is still being supplied to the motors. If a thermal fuse continually trips, contact your local Power Wheels® authorized service center.
Short run time (Less than 1 - 3 hours per charge)	Undercharged battery	Charge the battery. A new battery should have been charged for at least 18 hours before using the vehicle for the first time. After first-time use, recharge the battery for at least 14 hours after each use. Never charge the battery longer than 30 hours.
		Check all wires and connectors. Make sure the battery connector is tightly plugged into the charger connector, and that the charger is plugged into the wall.
		Make sure power flow to the wall outlet is "ON".
	Overcharged battery	Do not charge the battery longer than 30 hours. If you suspect that your battery is damaged as a result of overcharging, contact your local Power Wheels® authorized service center. They can test the battery for you.
	Battery is old and will not accept full charge	Even with proper care, a rechargeable battery does not last forever. Average battery life is 1 to 3 years depending on vehicle use and use conditions. Replace only with a Power Wheels® 6 Volt (4.0 Amp/Hr.) battery with built-in thermal fuse. <b>Do not substitute parts.</b>
Tripped thermal fuse	The built-in thermal fuse may "trip" and shut down operation of the vehicle if the vehicle is overloaded or the driving conditions too severe. Once a fuse has "tripped", release the button on the handlebar and wait 25 seconds before operating the vehicle again. To avoid repeated automatic shutdowns, do not overload the vehicle by exceeding the 40 lb maximum weight capacity or by towing anything behind the vehicle. Do not drive up hills or run into fixed objects, which can cause the wheels to stop spinning while power is still being supplied to the motors. If a thermal fuse continually trips, contact your local Power Wheels® authorized service center.	

# PROBLEMS AND SOLUTIONS GUIDE

PROBLEM	POSSIBLE CAUSE	SOLUTION
Vehicle runs sluggishly	Undercharged battery	Charge the battery. A new battery should have been charged for at least 18 hours before using the vehicle for the first time. After first-time use, recharge the battery for at least 14 hours after each use. Never charge the battery longer than 30 hours.
		Check all connectors. Make sure the battery connector is tightly plugged into the charger connector, and that the charger is plugged into the wall.
		Make sure power flow to the wall outlet is "ON".
	Battery needs charging	Be sure to charge the battery after each use.
	Battery is old and will not accept full charge	Even with proper care, a rechargeable battery does not last forever. Average battery life is 1 to 3 years depending on vehicle use and use conditions. Replace only with a Power Wheels® 6 Volt (4.0 Amp/Hr.) battery with built-in thermal fuse. <b>Do not substitute parts.</b>
	Vehicle is overloaded	Make sure you do not overload the vehicle by allowing more than one rider at one time, exceeding the 40 lb. maximum weight capacity, or by towing objects behind the vehicle. If the vehicle is overloaded, the built-in thermal fuse in the battery may "trip", and automatically shut down operation of the vehicle for approximately 25 seconds. Adjust the driving conditions to prevent repeated automatic shutdowns.
	Driving conditions are too stressful	Use only on generally level ground.
Sometimes the vehicle doesn't run, but other times it does	Loose wire or connector	Check all wires around the motors and all connectors to make sure they are tight.
	Motor or electrical switch damage	Contact your local Power Wheels® authorized service center for diagnosis and repair.
When the button is pressed, the vehicle won't run without a push	Loose wire or connector	Check all wires around the motors and all connectors to make sure they are tight.
	"Dead Spot" on motor	Contact your local Power Wheels® authorized service center for diagnosis and repair.
Battery's thermal fuse constantly "trips", but the vehicle is not overloaded nor the driving conditions too severe	Damaged battery	Contact your local Power Wheels® authorized service center for diagnosis and repair.
Loud clacking or grinding noise from a motor-gearbox	Broken gears	Contact your local Power Wheels® authorized service center for diagnosis and repair.
Charger gets warm during use	It is normal for some chargers to get warm during use and is not reason for concern. Some chargers do not get warm during use.	No action required.
		If your charger does not get warm during use, it does not mean that it is not working properly.
Battery makes a sizzling or gurgling noise when charging	It is normal for some batteries to make noise and swell slightly while charging and is not reason for concern.	No action required.
		If your battery does not make noise or swell slightly during charging, it does not mean that it is not accepting the charge.

If, after reviewing the Problems and Solutions Guide, the vehicle still fails to operate, please contact your nearest authorized service center.



**Before first-time use,  
you must charge the battery  
18 hours!**

Charge the battery immediately after each use.

Charge the battery once a month, even if the vehicle is not used or stored.

**Do not return  
your vehicle to the store!**

We're a toll-free phone call away, and we can help.  
If you are missing parts or need assistance, please call:

**1-800-348-0751**

Or contact your local **independently owned and operated**  
Power Wheels® Authorized Service Center.

For the location nearest you, visit us on-line at [www.powerwheels.com](http://www.powerwheels.com).

Thomas the Tank Engine & Friends™



CREATED BY BRITT ALLCROFT

Based on the Railway Series by The Reverend W Awdry.

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