Shimano® spinning reels with broken bails or loud and grinding line roller bearings are easily repaired by consumers.  
Models: Sustain®, Stradic®, Saros®, Symetre®, Sahara®, Sedona®, Sonora®, Sienna®, Slade®, Thunnus®, Baitrunner® B, Spheros® and most other Shimano® spinning reels.  

Symptoms of Line Roller Bearing Problems: Loud grinding noise when retrieving line.  

Diagnostic Procedure: Run a section of monofilament line back and forth on the Line Roller while suspending the reel in mid air.  If there is a grinding noise, then that is a good indicator that the Line Roller Bearing is either dirty, rusted or corroded.  
Tools that may be needed: Small flat head screwdriver, small Phillips head screwdriver, cotton swabs, rubbing alcohol, Shimano® Bantam® Oil.  For Thunnus® or Baitrunner® reels, a 2.5mm hex wrench may be necessary to replace the bail wire.  

Using a small screwdriver, remove the above depicted screw.  These bail assembly screws typically have thread sealant on them, so be careful not to strip them.  

Clean any dirt, debris, rust or corrosion on all the line roller components.  

Reassemble line roller components onto bail wire assembly.  Add Shimano® Bantam® Oil to the line roller bearing to help keep it properly lubricated.  Oiling after use, especially in saltwater is a good way to maintain the line roller assembly.  

If replacing the bail wire, remove opposite screw as well.  It is not necessary to remove this screw if only a line roller bearing replacement is being performed.  

If changing the bail wire, reassemble the components of the line roller.  

If changing the bail assembly, attach the new bail first with screw opposite of the line roller assembly first.  

Replacement of line roller bearing and/or bail assembly is now complete.  

Use the diagnostic procedure to ensure that the repair has been properly performed.  
Got problems? Call this guy!  Shimano® Customer Service at 1-877-577-0600.  Hablo Español