

INCIDENT INVESTIGATION ASSIGNMENT INSTRUCTIONS

Riding Lawn Mowers/Tractors – SECTVC2020

DOCUMENT NUMBER:

DATE OF INCIDENT:

CATID:

FOLLOW-UP REQUESTED

HAZARD ANALYSIS **SECT 15**

PRIMARY CONTACT:

BACK-UP CONTACT: Valery Ceasar, 301-504-7851, VCeasar@cpsc.gov

ASSIGNMENT MESSAGE:

This investigation involves an incident with a Riding Lawn Mower/Tractor.

For any questions regarding this IDI, please contact Valery Ceasar.

Please investigate this incident as a telephone IDI. Collect the information needed to answer the questions listed below. A full narrative write up for this IDI is not necessary. Because there is no narrative required, if the consumer *verbally* grants permission to disclose his/her name, include such statement on Exhibit 1-Contact page.

Determine whether the consumer experienced fuel clamp failures causing leakage with the mower. If available, obtain guidelines, manuals, instructions included with the mower. If the consumer had the mower serviced or repaired due to a fuel leak, obtain a copy of the repair technician's manifest, comments, and/or notes on repair if available. Confirm the address/contact information where the mower was ever serviced for fuel leaks. If possible contact servicing dealer to determine whether the dealer is aware of other complaints involving the fuel assembly leak issue, and whether the fuel clamp caused a problem.

Please include: the list of exhibits, the Contact page (with name of victim, if applicable) as the first exhibit, the completed questionnaire (attached) as the second exhibit, along with any other documentation that may be collected during this IDI. Use CPSC product code **1422** on the 182.

Obtain the answers to the following questions regarding the Riding Lawn Mower/Tractor Incident.

Answer the questions below on the attached questionnaire and include the questionnaire as Exhibit 2 of this IDI.

1. Have you purchased a riding mower/tractor between the months of January 2009 to present?
2. What was the date you purchased the mower (month, date, year)?
3. What was the brand name, model#, serial# of the riding mower/tractor that you purchased?
4. Where did you purchase the riding mower/tractor? Retail store? Distribution Center? Servicing dealer center? Other location?
5. Was the mower/tractor purchased new, used, or refurbished?
6. Did you read the instruction manual, guidelines and warnings prior to using the mower for the first time?
7. How often did you use the mower/tractor?
8. Was the mower used primarily as a tractor, mower? Both?
9. Did anyone use the mower other than the owner? Please explain in detail who else used the mower?
10. Have you experienced any problems with the riding mower/tractor? If, so, please explain in detail what problems you have experienced.
11. Have you experienced any problems related to fuel leakage? If so, explain in detail what problem you have experienced with fuel leakage.
12. Did you bring your riding mower/tractor in for servicing at a servicing dealer.
13. Please provide the name and address of the servicing dealer/center where you brought your riding mower/tractor in for servicing.
14. Please provide the name, address location of the servicing technician that repaired your riding mower/tractor.
15. Did the service technician explained to you what was the source of the leak?
16. Please explain in detail what steps the service technician took to rectify the problem.

17. Did the technician see or smell fuel coming from the mower/tractor at the time the mower was serviced?
18. Did the mower show signs of fuel leakage when it was brought in for servicing? If so, how long after the fuel leakage incident did you contact the dealer to arrange for servicing?
19. What did the servicing technician tell you was the problem?
20. Do you have a copy of the repair manifest/invoice provided by the service technician? If so, may we have a copy?
21. If the mower showed signs of fuel leakage, what location of the mower did the leakage appear to come from?
22. After servicing the mower for fuel leakage, did the repair technician notice any issues with the fuel tank clamp (bent, broken, missing, etc.)?
23. Did you purchase a component, i.e., a fuel line replacement hose and/or clamp with the intention of installing it on your own?
24. Did the mower/tractor ever catch fire as a result of the fuel leakage?
25. If the mower/tractor caught fire, did you or anyone using the mower/tractor become injured? If so, what was the nature of the injury and was medical treatment administered in a hospital or medical center?

Please include all primary and all backup contacts in the distribution of the completed IDI.

If the riding mower/tractor had either a fuel leak or fire, include Han Lim, ESMC, in the distribution of the completed IDI.

----- Area below will be completed in Data Systems -----

Person(s) to Contact: Consumer (See attached)

Task Number: Date:

Assigned to: Processed by: lew

Consumer Questions: Riding Lawn Mowers/Tractors:

1. Have you purchased a riding mower/tractor between the months of January 2009 to present?

2. What was the date you purchased the mower (month, date, year)?

3. What was the brand name, model#, serial# of the riding mower/tractor that you purchased?

4. Where did you purchase the riding mower/tractor? Retail store? Distribution Center? Servicing dealer center? Other location?

5. Was the mower/tractor purchased new, used, or refurbished?

6. Did you read the instruction manual, guidelines and warnings prior to using the mower for the first time?

7. How often did you use the mower/tractor?

8. Was the mower used primarily as a tractor, mower? Both?

9. Did anyone use the mower other than the owner? Please explain in detail who else used the mower?

10. Have you experienced any problems with the riding mower/tractor? If, so, please explain in detail what problems you have experienced.

11. Have you experienced any problems related to fuel leakage? If so, explain in detail what problem you have experienced with fuel leakage.

12. Did you bring your riding mower/tractor in for servicing at a servicing dealer.

13. Please provide the name and address of the servicing dealer/center where you brought your riding mower/tractor in for servicing.

14. Please provide the name, address location of the servicing technician that repaired your riding mower/tractor.
15. Did the service technician explained to you what was the source of the leak?
16. Please explain in detail what steps the service technician took to rectify the problem.
17. Did the technician see or smell fuel coming from the mower/tractor at the time the mower was serviced?
18. Did the mower show signs of fuel leakage when it was brought in for servicing? If so, how long after the fuel leakage incident did you contact the dealer to arrange for servicing?
19. What did the servicing technician tell you was the problem?
20. Do you have a copy of the repair manifest/invoice provided by the service technician? If so, may we have a copy?
21. If the mower showed signs of fuel leakage, what location of the mower did the leakage appear to come from?
22. After servicing the mower for fuel leakage, did the repair technician notice any issues with the fuel tank clamp (bent, broken, missing, etc.)?
23. Did you purchase a component, i.e., a fuel line replacement hose and/or clamp with the intention of installing it on your own?
24. Did the mower/tractor ever catch fire as a result of the fuel leakage?
25. If the mower/tractor caught fire, did you or anyone using the mower/tractor become injured? If so, what was the nature of the injury and was medical treatment administered in a hospital or medical center?