

### **FREQUENTLY ASKED QUESTIONS: DeWALT BATTERY OPERATED WALK BEHIND MOWER:**

#### **Why is DeWalt doing a recall?**

A: Out of an abundance of caution DeWALT is recalling model year 2024 battery operated walk behind mowers because in rare cases, when the mower gets soaking wet, water intrusion into the handle control of the Subject Products can create electrical shorting which could cause the mower to (i) continue to run when the bail handle is released, and (ii) accidentally start if the battery is inserted and the start button is pressed without the key inserted, with the latter scenario posing a laceration hazard to consumers.

#### **Q: If I keep my mower dry and do not wash it off with a hose or power wash it, do I still need the rework?**

A: If the mower is kept dry, it will function normally and it will stop when you release the control bail. Similarly, it will not start unintentionally even with the battery in. For your safety and the safety of someone you might loan the mower to, we would like you to get the mower repaired.

#### **Q: Once the mower gets wet will it continue to malfunction?**

A: No. If the mower dries, it will function normally. The presence of sufficient water in the control panel causes the electrical short. Without water, the mower will operate properly. You can test this by releasing the bail handle to see if the motor stops. If it does not stop, push the mower to a safe space and let it run until the battery dies and call us back.

#### **Q: What is the remedy?**

A: DeWALT is offering a free repair. DeWALT will replace the upper handle control and wiring harness with a new one; designed to ensure the mower works properly, even if it gets soaking wet.

#### **Q: How Do I participate in the recall?**

A: There are several methods to participate.

- You can call our toll-free phone number for assistance at 1-800-990-6421.
- You can contact us on-line at: <https://www.dewalt.com/push-mowers-recall> for the location of a nearby repair center.

### **Q: My mower works fine and/or I need to cut my grass. Can I still use my mower?**

A: If the inside of the control box for the mower is dry, it will operate properly. As long as your mower shuts off when you let go of the control bail, the mower is working properly and you can use it, in dry conditions. (You cannot use the mower in the rain)

However, DeWALT is asking customers to get the mower reworked to eliminate any potential of a water intrusion problem in the future.

### **Q Can I repair the mower myself?**

A: No. The mower is not repairable by consumers. Special parts are required.

### **Q: Are older DeWALT mowers affected?**

A: No. This recall only affects DeWALT battery operated mowers manufactured between August 2023 and March 31, 2024 for sale in the 2024 model year. Similar battery operated mowers are different in design and used a different wiring harness.

### **PRODUCT IDENTIFICATION: which mowers are included in the recall:**

#### **Q: How do I tell if I have an affected mower?**

A: If you have a mower that was manufactured between August, 7 2023 and March 31, 2024 you have an affected mower and it needs to be repaired.

#### **Q Where can I find the date code or other product identifiers?**

A: The date code is laser printed in yellow on the left-hand side of the mower, just above the left rear wheel. Only date codes 2023- 32-58 through 2024 13-58 are affected. The date code (20XX YY-58) information is as follows: 20XX = year, YY = week, 58 = factory code.

Mowers manufactured after March 2024 (2024 14-58) are not affected.

#### **Date Code on the mower:**

**TOOLS & OUTDOOR**



**Model Number location: ( This is the DeWALT model number on mower and carton)**



**Serial number location: (This is the SN from the manufacturing plant. The part number on the label ties back to the model number. The SN is sequential but does not correspond to the date code.)**



## TOOLS & OUTDOOR

**Some models have an extra model plate with a model and serial number as shown. This extra model plate is not relevant to the recall and the consumer should be directed to the other identifying methods above.**

DEWALT



**Q: Do you have a black ink dot on the model plate?**



A: If yes, your mower has already been reworked at the factory. Nothing further is needed.

### **REPAIR REMEDY (REWORK)**

**Q What is the Remedy?**

A: DeWalt is offering a free repair. DeWalt will replace the upper handle control and wiring harness with a new one; designed to ensure the mower works properly, even if it gets soaking wet.

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### **Q: How long will the rework take?**

A: If parts already at the authorized service center, then the repair can be done in as little as 45 minutes while you wait.

We advise you to call the repair center closest to you for an estimate of exact time it will take at that specific repair center.

### **Q: Can the mower be repaired while I wait?**

A: Repair time is a function of having parts available and having time available at the authorized service center. We suggest you call the service center and schedule your appointment as soon as possible. Repairs can be done in as little as 45 minutes and recall repairs are a priority.

### **Q: Will the rework cost me any money?**

No. The repair is free of charge.

### **Q: I no longer have a receipt/proof of purchase. (OR my mower was a gift).**

A: No receipt is necessary to participate in the recall.