



U.S. Consumer Product Safety Commission – Recall

Recall Date: November 1, 2012

Recall Number: 13-704

Excel Industries Recalls BigDog Lawn Mowers Due to Fire Hazard

Consumers should stop using this product, which is being recalled voluntarily, unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.

Recall Summary

Name of product: BigDog Lawn Mowers

Hazard: The fuel tank vent valve fitting can fail to seal and cause a fuel leak, posing a fire hazard.

Remedy: Repair

Consumer Contact: Excel Industries; (800) 748-8223, 8 a.m. to 5 p.m. CT Monday to Friday, or website www.bigdogmowers.com and click on Product Recall Information for more information.

Recall Details

Units: About 3,516

Description: BigDog brand riding or walk-behind lawn mowers were sold in the following colors: BigDog models in red. They have large mowing decks ranging from 36 to 72 inches. Model name and serial numbers can be found on a tag located on the left side of the frame in the front of the mower's fender. The following model names, serial numbers and types of lawn mower are included in this recall:

Brand	Model Name	Type	Serial Numbers
BigDog	A Series	Zero Turn riding	11100596 through 12054999
	C Series	Zero Turn riding	11031908 through 12054999
	R Diablo	Zero Turn riding	12020696 through 12054999
	R PowerBar	Zero Turn riding	12020892 through 12054999
	R Series	Zero Turn riding	11021137 through 12054999
	T Series	Walk-behind	11050815 through 12054999
	X Series	Zero Turn riding	11039001 through 12054999
	X Diablo	Zero Turn riding	11090151 through 12054999

Incidents/Injuries: The firm is aware of 152 incidents of vent valve fittings failing. No injuries or property damage have been reported.

Remedy: Consumers should immediately stop using the recalled lawn mowers and contact a BigDog dealer to schedule an appointment for a free repair. Excel is contacting its customers directly.

Sold at: BigDog dealers nationwide from September 2010 to May 2012 for between \$2,900 and \$21,000.

Manufacturer: Excel Industries Inc., of Hesston, Kan.

Manufactured in: United States

The U.S. Consumer Product Safety Commission (CPSC) is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about your experience with the product on SaferProducts.gov.

CPSC is charged with protecting the public from unreasonable risks of injury or death associated with the use of the thousands of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$900 billion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. CPSC's work to ensure the safety of consumer products—such as toys, cribs, power tools, cigarette lighters, and household chemicals—contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

Under federal law, it is illegal to attempt to sell or resell this or any other recalled product.

To report a dangerous product or a product-related injury, go online to: SaferProducts.gov, call CPSC's Hotline at (800) 638-2772 or teletypewriter at (301) 595-7054 for the hearing and speech impaired. Consumers can obtain this news release and product safety information at www.cpsc.gov. To join a free e-mail subscription list, please go to www.cpsc.gov/cpsclist.aspx.

Photos

Photos will display in a slideshow at the top right of the recall.

BigDog Lawn Mowers



BigDog A Series



BigDog C Series



BigDog R Diablo



BigDog R PowerBar



BigDog R Series



BigDog T Series



BigDog X Series



BigDog X Diablo

Right Rail:

Box #1 (This box does not change):

CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

Box #2 (This box does not change):

Media Contact

Please use the phone numbers below for all media requests.

Phone: (301) 504-7908

Spanish: (301) 504-7800

Link Text: [View CPSC contacts for specific areas of expertise](#)

Box #3: (This box does not change):

Stay Connected

CPSC Social Media icons

Box #4: (This box does not change):

Report an Unsafe Product

We are still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product.

[Please Tell Us About Your Experience](#)