



U.S. Consumer Product Safety Commission – Recall Alert

**Recall Date:** March 27, 2014

**Recall Number:** 14-726

## **Excel Industries Recalls BigDog Mowers due to Risk of Injury (Recall Alert)**

WASHINGTON, D.C. - *Consumers should stop using this product unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.*

### **Recall Summary**

**Name of product:** BigDog riding mowers

**Hazard:** The seat switch can fail to detect that the rider has left the seat, allowing the mower to continue to operate, posing a risk of injury.

**Remedy:** Repair

**Consumer Contact:** Excel Industries, Inc. collect at (316) 327-1345 between 8 a.m. and 5 p.m. CT Monday through Friday or online at [www.bigdogmowers.com](http://www.bigdogmowers.com) click Product Recall at the bottom of the home page for more information.

### **Recall Details**

**Units:** About 321

**Description:** This recall involves the BigDog brand riding mowers. The BigDog mower is red with a grey seat and a black roll bar. The words BigDog Diablo are printed below the front of the seat and on the sides of the mower. All mowers have right and left steering handles. The recalled mowers have serial numbers between 13082168 and 14012774 for the BigDog R Diablo. The serial number appears on a tag located on the left side of the seat platform in front of the fender.

**Incidents/Injuries:** No injuries have been reported

**Remedy:** Consumers should stop using the mower immediately and contact your dealer to schedule an appointment to receive a free seat repair.

**Sold at:** BigDog dealers nationwide from August 2013 to January 2014 for about \$7,500 to \$7,900

**Manufacturer:** Excel Industries, Inc., 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](http://SaferProducts.gov).

[Below is standard language that appears in all recall announcements]

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion 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 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

To report a dangerous product or a product-related injury go online to [www.SaferProducts.gov](http://www.SaferProducts.gov) or call CPSC's Hotline at (800) 638-2772 or teletypewriter at (301) 595-7054 for the hearing impaired. Consumers can obtain news release and recall information at [www.cpsc.gov](http://www.cpsc.gov), on Twitter [@USCPSC](https://twitter.com/USCPSC) or by subscribing to CPSC's [free e-mail newsletters](#).

## **Photos**

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



Photo 1 Caption: BigDog Diablo



Photo 2: mower seat

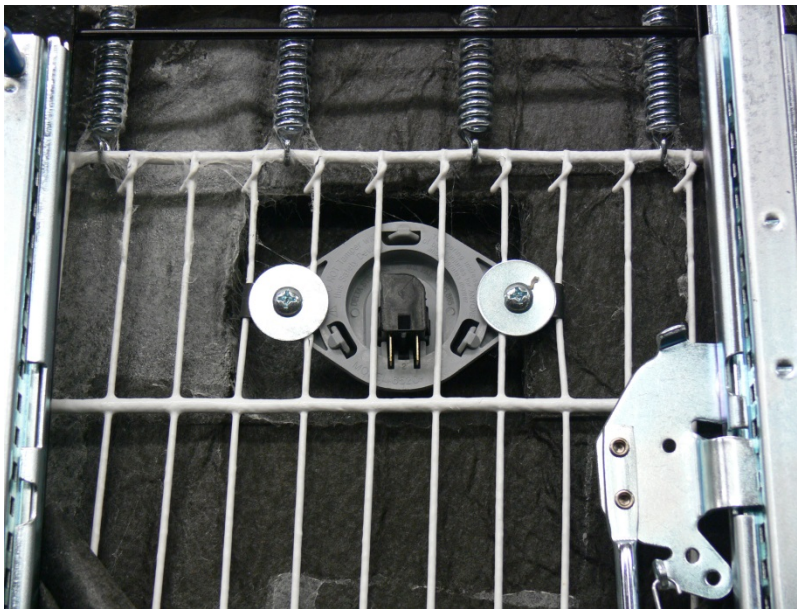


Photo 3: Seat switch under the seat cushion

### **Right Rail:**

Box #1:

#### **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:

#### **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:

**Stay Connected**

CPSC Social Media icons

Box #4:

**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.

Additional Boxes: (These boxes in design, but not yet implemented):

In the future, CPSC plans to add automated safety tips and safety resource boxes to all recalls based on the high-level product category that this product falls in. Examples of high-level product categories are Toys, Baby Products, Sports Equipment, etc.

[Please Tell Us About Your Experience](#)