

Craftsman[®] Gas Chainsaw Recall

Customer Frequently Asked Questions and Answers

1. **Q.** Why is the manufacturer conducting this recall?
A. The manufacturer is conducting this recall to keep our customers safe and prevent injuries by removing potentially problematic product.
2. **Q.** What is the problem with my chainsaw?
A. A number of chainsaws may have broken internal engine breather valves. The breather valves may have been broken during the assembly process. In normal operation, air passes through the breather valve to allow for continuous operation in multiple orientations while cutting. If the breather valve was broken during assembly, fuel will leak out.
3. **Q.** My chainsaw appears to be operating okay. Can I continue to use it?
A. No. Even though your chainsaw appears to be safe, we are asking all customers to immediately stop using the product and participate in the recall by returning the product to the place of purchase for a free replacement.
4. **Q.** Is this a repair I can make myself, or take to a local service center, instead of returning it?
A. No. Special repair equipment is needed and original replacement parts are not sold to service dealers.
5. **Q.** I just had my chainsaw in for repair, why would they have not noticed this?
A. Your chainsaw's breather valve is probably intact and functioning. However, the manufacturer wants all affected chainsaws returned whether they are leaking fuel or not.
6. **Q.** I don't live near a store and/or I purchased my unit online, what do I do?
A. If you are willing to return the chainsaw by delivery service we can arrange for an exchange and ship you a free replacement chainsaw. Return shipping is free.

7. **Q.** What if I return my chainsaw, and they do not have a comparable unit?
- A.** Chainsaws have been restocked and should be available. If not, please see the store manager who will assist you in ordering the replacement chainsaw.
8. **Q.** Do I have to have my receipt to return and obtain my replacement unit?
- A.** No receipt is necessary. However, the clerk will need to verify that you have an affected chainsaw based upon its model and serial number.
9. **Q.** Do I have to return my chainsaw to the exact location where I purchased the chainsaw?
- A.** You should return the chainsaw to the retailer from which you purchased the chainsaw. For chainsaws purchased from Sears, any Sears store can accept a recalled chainsaw for exchange.
10. **Q.** Will I have a new warranty when I receive the replacement chainsaw?
- A.** Yes. Each new chainsaw comes with a brand new original warranty. It is located in the operator's manual.
11. **Q.** If I have any questions or concerns regarding the safety or quality of the chainsaw, who can I contact?
- A.** If you call the toll free 1-866-864-2949 number, a representative is available to discuss your concerns.
12. **Q.** Is the recall open for a limited period of time?
- A.** No. However, we urge you to return the recalled chainsaw as soon as possible to ensure against accidental usage.