

Cutting Edge News: IMPORTANT SAFETY RECALL NOTICE TO STIHL RETAILERS

June 9, 2016

Dear STIHL Retailer,

In cooperation with the U.S. Consumer Product Safety Commission, STIHL Incorporated is recalling all model HSA 65 battery-powered hedge trimmers. This model was sold throughout the United States by STIHL retailers. All model HSA 65 battery-powered hedge trimmers are subject to this recall. This recall does not include any associated batteries or chargers.

STIHL retailers were mailed a recall announcement packet the week of June 5th, which included a STIHL retailer letter, two recall posters, and a copy of the customer letter. Review the next pages for the content of the recall announcement packet.

STIHL Incorporated is notifying customers of this recall by direct mail (last page of this document) at the address on file with the product registration. Please note that no repair option is available for this recall. This recall will be a unit for unit exchange. A customer who returns an HSA 65 has been instructed in the STIHL customer recall letter to expect to receive a STIHL HSA 66 battery-powered hedge trimmer in exchange from the STIHL retailer.

It is advisable that the STIHL retailer review their store's HSA 65 registrations on the STIHL eService website in preparation for this exchange campaign. If you judge your HSA 66 inventory to be insufficient for this exchange recall campaign please order accordingly.

- The STIHL retailer will need to warranty each HSA 65 on STIHL's eService website under the Warranty Claims tab/View Campaigns to receive warranty credit. (HSA 65 campaign will be visible and active June 14th on STIHL eService.)
- Credit amount will be for the retailer cost of an HSA 66.
- The recall instructions require STIHL retailers to remove and retain the control unit off of each HSA 65 that is warrantied. The control unit from the HSA 65 must be tagged with clearly written serial number from the unit, retailer number, & warranty claim number.
- Await a shipping call tag from STIHL Inc. and send back the control unit. The rest of the hedge trimmer can be discarded.
- STIHL is calling back 100% of the electronic control units off of the warrantied HSA 65's

SPECIAL INSTRUCTION FOR HSA 65 UNITS IN RETAILER INVENTORY (UNSOLD):

HSA 65 units presently in retailer inventory are eligible for reimbursement at original purchase cost. These units must be unsold and in retailer possession. For consideration of this increased reimbursement, retailers are required to immediately submit a list of serial numbers of these units to Bryan Equipment Sales, Inc. **This list must be received at Bryan Equipment Sales no later than Tuesday, June 14th at 5:00 PM Eastern Standard Time.** Send the list of your current HSA 65 serial numbered inventory units via fax to 1-800-762-5469, Attention: Technical Service or email to techservice@bryanequipment.com along with your name, your STIHL retailer number, and retailer name.



457 Wards Corner Road • Loveland, Ohio 45140 • 513-248-2000

536 Viking Drive
Virginia Beach, Virginia 23452
Telephone: (757) 486-9100
Fax: (757) 631-5745

IMPORTANT SAFETY RECALL NOTICE TO STIHL DEALERS

June 7, 2016

Dear STIHL Dealer,

In cooperation with the U.S. Consumer Product Safety Commission, STIHL Incorporated is recalling all model HSA 65 battery-powered hedge trimmers. This model was sold throughout the United States by STIHL dealers. All model HSA 65 battery-powered hedge trimmers are subject to this recall.

REASON FOR THE RECALL

The potential problem concerns the hedge trimmer's electronics, and can result in the machine operating faster than expected, with the blades continuing to move briefly after the trigger is released, and in some cases the hedge trimmer may operate by pressing one instead of two triggers. These conditions present a potential laceration hazard, although no injuries have been reported to STIHL Incorporated.

The hedge trimmers can be identified by the model number of HSA 65 located on the side of the machine. An image of the HSA 65 is shown below. No other STIHL models or products are subject to this recall.



STIHL Incorporated is notifying customers of this recall by direct mail at the address on file with the product registration. A copy of the customer letter is enclosed. **If you did not complete a STIHL product registration for any sale of an HSA 65 hedge trimmer, it is important that you send the customer a copy of the enclosed "Important Safety Recall Notice to Consumers."** This action is not necessary if you filed the registrations with STIHL Incorporated.

You also will find enclosed with this notice two (2) posters providing notice of the recall, which we ask you to display in prominent locations in your dealership after the recall is announced by the Consumer Product Safety Commission **and should remain displayed through the date on the poster. A CPSC investigator may visit your business and look for the posters.**

MACHINE EXCHANGE

Please note that no repair option will be available for this recall. Instead, all HSA 65 machines will be exchanged with a STIHL model HSA 66 battery-powered hedge trimmer (without a battery). As recalled units are brought in by customers, please exchange the machine with a model HSA 66 hedge trimmer from your inventory or you can order HSA 66 replacement machines from your STIHL distribution center. An HSA 66 machine provided as an exchange must be registered.

Customers should retain their original battery, battery charger, and other accessories as they will work with the replacement HSA 66 machine. A refund to the customer for the cost of the HSA 65 is not authorized.

Any HSA 65 battery-powered hedge trimmers you have in your inventory should not be sold and also need to be replaced through this recall process.

Following the instructions on the attached "HSA 65 Recall Reimbursement Process," remove the control units from the recalled machines. Label or tag each HSA 65 control unit with the appropriate serial number and warranty claim number and await a return authorization along with a pre-paid shipping label from STIHL Incorporated. **The warranty request must contain all valid information including the serial number of the machine being returned, the HSA 65 model number, the HSA 65 part number 4851-011-3502, the customer name and address, and the date.**

The cost to exchange customers' HSA 65 machines and to reimburse you for any HSA 65 machines in your inventory will be credited upon receipt of a completed warranty claim and a machine's control unit. Dealers will be reimbursed a handling allowance for the exchange (use repair code 45 for 10 minutes). A separate warranty claim is needed for each serial number of HSA 65 machine returned by customers or in your inventory. Claims should be submitted within one week of the exchange.

Once an HSA 65 has been disabled by removing the control unit, the remainder of the machine may be discarded as you deem appropriate. Be sure to save the control unit and tag it with the original machine's serial number and warranty claim number.

Upon receipt of the control unit and warranty claim, STIHL Incorporated will reimburse you for a replacement HSA 66 hedge trimmer.

HSA 65 SPARE PARTS

STIHL Incorporated has discontinued all spare parts and testing tools for the HSA 65 hedge trimmer with the intention that no further repairs will be able to be made to this model now or in the future. STIHL Incorporated is requesting that you return any spare parts you have in inventory specific to the HSA 65. Please contact your STIHL Distribution Center for authorization to return any of the following part numbers for credit. The items must be spare parts you received from your STIHL Distribution Center and not have been removed from machines. The spare part numbers are as follows:

4851-400-2100	Control unit
4851-430-0501	Switch
4851-430-3200	Circuit board
4851-435-7300	Locking lever
4851-440-3000	Wiring harness
4851-600-0201	Electric motor
4851-600-0203	Electric motor
4851-600-0250	Electric motor
4851-600-3500	Cover HSA 65
4851-602-2200	Air baffle
4851-640-0101	Gear head
4851-640-0500	Gear housing
4851-640-1601	Cam USA, CDN
4851-710-5902	Cutter bar assy. 500 mm / 20"
4851-710-6052	Blade 500 mm / 20" USA, CDN

4851-713-6702	Guide 500 mm / 20"
4851-713-6704	Guide 500 mm / 20"
4851-790-1200	Loop handle
4851-790-8700	Switch lever
4851-790-9102	Hand guard HSA 65
4851-791-1001	Handle housing
4851-792-9000	Guide guard
5910-007-1500	Set of testing tools
5910-840-0900	Switch lever test lead
5910-840-0901	Trigger switch test lead
5910-843-0200	Laboratory resistor
9076-478-2997	Screw M5x23-8.8
9456-621-2140	Circlip 20x1
9513-003-0910	Needle cage 8x12x8

If you have any questions regarding this recall, please contact your STIHL Distribution Center's Service Dept.

Sincerely,
STIHL Incorporated



HSA 65 Recall Reimbursement Process

For all serial numbers of HSA 65 battery-powered hedge trimmers



1. If a battery is in the machine, remove the battery. Retail customers should retain their battery for use in the replacement machine.

Use STIHL T27 Torx Driver 5910 890 2400 and remove 5 screws from the top shroud.

After removing the screws, remove the shroud.



5. Attach serial number and claim number information to the control unit.

Retain the control unit and await a warranty parts return notice from STIHL.



6. Destroy the remainder of the machine and scrap locally.

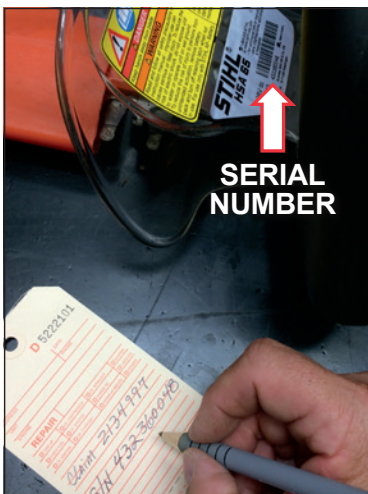
Save the control unit! STIHL will send a prepaid shipping label with instructions to return the control unit.



2. Cut wires that are connected to the control unit.

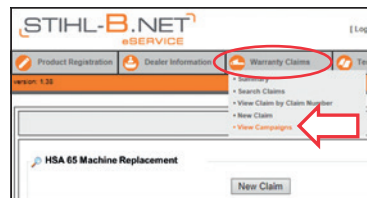


3. Grasp control unit and pull upward to remove control unit from machine.



4. Write the serial number of the machine on a parts tag or label along with the warranty claim number.

Parts tags are available from STIHL (part no. 0000-000-2210).



7. To receive payment for the HSA 66 replacement machine you gave to the customer or a machine you replaced that was in your inventory,

file a warranty claim on STIHL eService for each HSA 65 machine you scrap using the "View Campaigns" menu.

Enter the serial number of the HSA 65 machine that was scrapped.

A handling allowance of 10 minutes plus the cost of the replacement machine will be reimbursed for each machine you replace.

After you file the warranty claim, STIHL will send you a prepaid shipping label with additional instructions to return the control unit from the machine you scrapped.

All control units must be tagged or labeled with the machine's serial number and returned to STIHL. If the control unit is not returned, you will be charged back for the replacement machine and handling allowance.



IMPORTANT SAFETY RECALL

HSA 65 Battery-Powered Hedge Trimmer

The hedge trimmer can malfunction, posing a potential laceration hazard. Authorized STIHL dealers will replace machines at no charge to the customer.

Only the **HSA 65**, shown below, is included in the recall.



Contact STIHL for more information at

1 (800)-610-6677

**www.stihlusa.com or
stihlrecall@stihl.us**

In cooperation with U.S. Consumer Product Safety Commission

Post until October 17, 2016



STIHL Incorporated • P.O. Box 2015 • Virginia Beach, Virginia 23450-2015 U.S.A. • www.stihlusa.com

536 Viking Drive
Virginia Beach, Virginia 23452
Telephone: (757) 486-9100
Fax: (757) 631-5745

IMPORTANT SAFETY RECALL NOTICE TO CONSUMERS

June 14, 2016

Dear Customer:

In cooperation with the U.S. Consumer Product Safety Commission, STIHL Incorporated is recalling all model HSA 65 battery-powered hedge trimmers. This model was sold throughout the United States by authorized STIHL dealers. STIHL Incorporated's records indicate that an HSA 65 hedge trimmer was registered in your name.

REASON FOR THE RECALL

The potential problem concerns the hedge trimmer's electronics, and can result in the machine operating faster than expected, with the blades continuing to move briefly after the trigger is released, and in some cases the hedge trimmer may operate by depressing either the trigger or the front handle switch. These conditions present a potential laceration hazard, although no injuries have been reported to STIHL Incorporated.

The hedge trimmers can be identified by the model number of HSA 65 located on the side of the battery compartment between the trigger and the loop handle. An image of the HSA 65 is shown below. No other STIHL models or products are subject to this recall.



You should discontinue use of your STIHL HSA 65 battery-powered hedge trimmer and take it to an authorized STIHL dealer. The dealer will exchange HSA 65 machines with the HSA 66 at no cost to you. Please keep any batteries, chargers, and other accessories you have for your HSA 65 battery-powered hedge trimmer as they can be used with the HSA 66 hedge trimmer you will receive.

If you have any questions regarding this recall, please contact STIHL Incorporated at 1-800-610-6677 between 8 a.m. and 8 p.m. eastern time Monday through Friday, visit our website at www.stihlusa.com, or e-mail stihlrecall@stihl.us.

We take seriously the safety of the people who buy and use STIHL products. We apologize for any inconvenience this recall may cause you.

Sincerely,
STIHL Incorporated