

Frequently Asked Questions

Murray Branded Front Engine Riders

1. **Q. How can I tell if my Murray rider is affected by this product safety recall?**
A. Only front engine riders are affected. If you have a front engine rider, look for the model and serial number identification tag attached to the frame behind and between the rear wheels. Compare the model and serial number from your unit to the list of affected models provided in the recall alert.
2. **Q. My Murray front engine rider seems to be operating okay. Can I continue to use it?**
A. No. Even though your rider appears to be safe, we are asking all customers to immediately stop using the product and take advantage of the product safety recall by arranging for a free repair.
3. **Q. Why are these riders affected by a product safety recall?**
A. Some fuel tanks may separate at the seam causing fuel to leak, posing potential fire and burn hazards to consumers.
4. **Q. Are any other Murray riders included? Why not?**
A. No. Only those models listed in the recall alert are included in the product safety recall. Other Murray riders are designed differently and do not pose a fuel tank leak condition.
5. **Q. My front engine rider is affected, what should I do?**
A. Immediately stop using the rider until a repair can be made. Contact an Authorized Yard Power (Murray) Retail Support Dealer to arrange for the free repair.
6. **Q. Is there any charge for the repair?**
A. There is no charge for repairs required as part of this product safety recall. However, if your rider needs other repairs not associated with the product safety recall, they will be subject to the terms of the normal product warranty.
7. **Q. How long will it take to repair?**
A. The repair time is about **30** minutes. Consult with an Authorized Yard Power (Murray) Retail Support Dealer to schedule the repair.
8. **Q. Will you pay for someone to pick up my rider from my home?**
A. If you are unable to reasonably transport the rider, Briggs & Stratton Power Products Group, LLC will allow for the pick up and delivery of the unit. You will need to schedule a mutually acceptable pick up time directly with the dealer.

9. **Q. Can I repair the rider myself?**
A. No. To ensure proper assembly, an Authorized Yard Power (Murray) Retail Support Dealer needs to complete the repair.
10. **Q. The rider currently doesn't work; will you pay for any other repairs to the rider or replace the entire unit?**
A. If your rider needs other repairs not associated with the product safety recall, they will be subject to the terms of the normal product warranty.
11. **Q. What part or parts are being replaced?**
A. A replacement fuel tank will be installed.
12. **Q. I've modified parts that may be affected; will you pay for that or do I have to modify them again?**
A. The repair includes only the installation of the replacement part(s) per the manufacturer's original specifications.
13. **Q. My Authorized Dealer won't repair the unit; what should I do?**
A. Arrangements will be made with another dealer. Please contact Briggs & Stratton Power Products Group, LLC at 1-800-227-3798 for assistance.
14. **Q. I have sold/given away the rider to another party; what should I do?**
A. Please forward this product safety recall notice to that party. Also, contact Briggs & Stratton Power Products Group, LLC at 1-800-227-3798 between 8:00 am and 5:00 pm Central Time, Monday through Friday, and inform us that you have sold/given away the rider and give us the name of the new owner, if possible.