

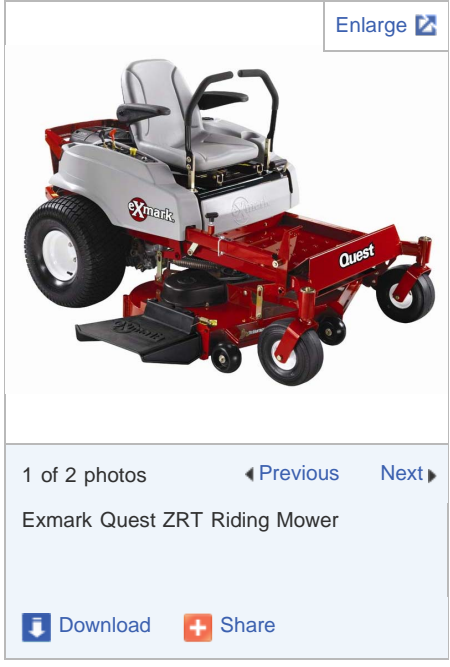
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Exmark Recalls Quest ZRT Riding Mowers Due to Loss of Steering Control and Crash Hazard

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

Recall date: MAY 15, 2014

Recall number: 14-184



Recall Summary

Name of product:
Exmark Quest ZRT Riding Mowers

Hazard:
The riding mower's steering assembly can fail and cause riders to lose steering, posing a crash hazard.

Remedy: [View Details](#)

Repair

Consumer Contact:
Exmark at (800) 667-5296 from 8 a.m. to 5 p.m. CT Monday through Friday or online at www.exmark.com and click on Service & Support, then on Safety Resources at the bottom of the page for more information.

[Report an Incident Involving this Product](#)



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Toll-free Consumer Hotline
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](#).

Media Contact
Please use the below phone number for all media requests.
Phone: (301) 504-7908
Spanish: (301) 504-7800
[View CPSC contacts for specific areas of expertise](#)

Recall Details



Units
About 5,300 in the United States and 40 in Canada (About 2,200 Quest 2009 and 2010 ZRT riding mowers were previously [recalled](#) in May 2012 for a different hazard.)

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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.
[Report a Product on SaferProducts.gov](#)

Description

This recall involves 2009 and 2010 model year Exmark Quest ZRT mid-mount riding mowers. The mowers are red and gray. Exmark is printed on the side and Quest is printed on the front of the riding mowers. The model and serial numbers are on a metal plate behind the seat on the left hand side. The following models and serial number ranges are included.

Recalled Exmark Quest ZRT Riding Mowers		
Model number	Serial number range	Size of mowing deck
QST20BE422	814303 through 891973	42 inches
QST22BE482	803664 through 895485	48 inches
QST24BE522	810131 through 887319	52 inches

Incidents/Injuries

There have been nine incidents with the riding mowers, including one back injury.

Remedy

Consumers should immediately stop using the recalled mowers and contact an Exmark dealer for a free repair.

Sold at

Hardware, lawn and garden, rental equipment stores and others nationwide from April 2009 through October 2010 for between \$4,600 and \$6,000.

Distributor

Exmark Manufacturing Co. Inc., of Beatrice, Neb.

Manufactured in

United States

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 help 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 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, on Twitter @USCPSC or by subscribing to CPSC's [free e-mail newsletters](#).

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