

STIHL product recall

Issue date	09/07/2021
Issued by	Paul Turner, Head of Policy and Safety
Applicable to	All operational colleagues and contractors

A limited range of STIHL cut-off machines are subject to a product recall. The recall is specific to model numbers TS 410 and TS 420 in the serial number range 189442634 – 190001700.



If you have a cut-off machine in this serial number range, **you should discontinue using the machine immediately.**

Delivery Managers should check inventories and/or with operatives who carry STIHL cut-off machines and identify if they have machines affected by this recall.

Delivery Managers should confirm the number of STIHL cut-off machines affected by the recall to HANDS@enwl.co.uk by 30 July 2021. The identified machines will have been withdrawn from service and taken to a STIHL dealer for repair.

The recall relates to the flywheel-to-crankshaft connection which may have been over-tightened during manufacture. Overtightening of this connection may damage the flywheel, which could cause the flywheel to fail and break apart while the engine is running. This type of failure could pose a projectile hazard to the user or bystander. This issue is not apparent from a visual pre-use inspection.

Contact has been made with STIHL dealers closest to each depot to minimise operational disruption. You should take any machine impacted by this recall to one of the dealers listed below whom we have confirmed will arrange for a flywheel replacement. The repair is free of charge. The machine may need to be left with the STIHL dealer while the replacement is completed.

Depot	Nearest Stihl stockist
Blackburn Depot	Smiths Equipment Hire Ltd Unit 1 Bank Top, Blackburn, Lancashire, BB2 1TR
Barrow Depot	Henry Armer & Son Main Street, Greenodd, Cumbria, LA12 7RD



Depot	Nearest Stihl stockist
Carlisle	Ward Meadows Plant Ltd Allen Brook Road, Carlisle, Rosehill, Cumbria, CA1 2UT
Kendal	Carrs Billington Agriculture Unit 1 J36 Rural Auction Centre, Kendal, Crooklands LA7 7FP
Morecambe	Carrs Billington Agriculture Unit 1 J36 Rural Auction Centre, Kendal, Crooklands LA7 7FP
Oldham	Frank Key Tool Hire Ltd 11 Shaw Road, Oldham, Lancashire, OL1 3HJ
Penrith	Ace Fixings (Cumbria) Ltd Unit 34, Gilwilly Road, Gilwilly Industrial Estate, Penrith, CA11 9BF
Preston	Smiths Equipment Hire Ltd 200 North Road, Preston, Lancashire, PR1 1YP
Salford	Smiths Equipment Hire Ltd 5 Wood Street, Off Ashton Old Road, Openshaw, M11 2FB
Stockport	Fast Hire UK Ltd Bredbury Parkway, Bredbury, Stockport, Cheshire, SK6 2SN
Walkden	Seddons (Plant and Engineers) Ltd Units A2-A6, Edgefold Ind Est, Plodder Lane, Bolton, BL4 0LR
Workington	Carrs Billington Agriculture Lakeland Agriculture Centre, Cockermouth, CA13 0QQ

Delivery Managers and System Operations Health and Safety Auditors will undertake assurance checks, as part of their employee inspections, that the recall request has been followed.

Key points to remember:

- STIHL cut-off model TS 410 and TS 420 serial number range 189442634 – 190001700 should not be used until the flywheel has been replaced by an approved STIHL stockist.
- The repair is free of charge.
- The stockists listed above have been contacted in advance of this publication and acknowledge we will be seeking their services for the free repair.
- The stockist may not be able to undertake a ‘repair while you wait’ service. Most will need to be sent away to a workshop for replacement.
- Delivery Managers should provide information on the number of machines the recall affects to HANDS@enwl.co.uk by 30 July 2021.