

IMPORTANT SAFETY RECALL

#19V-847

**This notice applies to your vehicle,
VIN: See Addendum list
NHTSA Recall # #19V-847**

**The Toro Company
Carl Osterhaus
Senior Manager, Technical
Product Support**

December, 2019

Dear Toro Log Splitter Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

The Toro Company, manufacturer of the Toro LC922 Log Splitter, has decided that a defect relating to the Log splitter safety exists in certain Model Year 2017 through 2019 Toro Log Splitters. Our records indicate that your Log Splitter is included in the affected population of units.

What is the CONCERN?

Toro determined that certain Toro LC922 Log Splitters (22618 & 22618HD) left the manufacturing plant without the proper tow pole bolts, or tow pole bolt torque. As a result, the tow pole bolts may loosen or break. Loose or broken tow pole bolts could lead to an increased risk of the unit separating from the towing vehicle, or tipping over. If the tow bolts break, the log splitter can tip over or detach from tow vehicle, increasing the risk of an injury.

What will TORO DO?

Toro will replace the tow pole bolts at no charge to you and increase the tow pole bolt torque. Toro has shipped the needed bolts to each Home Depot location on record having a log splitter. Labor to update will be reimbursed to Home Depot once the rework has been completed. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. The needed parts have been shipped from Toro, and the repair takes about 15 minutes to complete. (See attached Service Alert)

Information for Owners

In the event that you are no longer the current owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If Toro for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

It is a violation of Federal law for Home Depot to lease any of the Log Splitters covered by this notice until the vehicle is repaired in accordance with the instructions in the Service Alert.

We apologize for any inconvenience this situation may cause you.

The Toro Company

Sincerely
Carl Osterhaus



8111 Lyndale Ave S
Bloomington, Mn 55420
(952) 888-8801

