# OWNER'S MANUAL

- ASSEMBLY
- OPERATION
- MAINTENANCE
- PARTS LIST

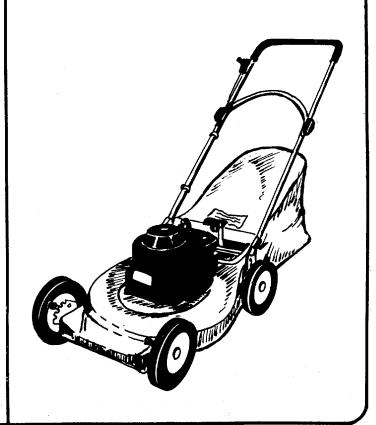
Model No. 118-328A

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# Important:

Read Safety Rules and Instructions Carefully

20"
REAR DISCHARGE
ROTARY
MOWER



### LIMITED WARRANTY

For one year from the date of original retail purchase, MTD PRODUCTS INC will either repair or replace, at its option, free of charge, F.O.B. factory or authorized service firm, any part or parts found to be defective in material or workmanship. Transportation charges under this warranty must be paid by the purchaser unless return is requested by MTD PRODUCTS INC.

This warranty will not apply to any part which has become inoperative due to misuse, excessive use, accident, neglect, improper maintenance, alterations, or unless the unit has been operated and maintained in accordance with the instructions furnished. This warranty does not apply to the engine, motor, battery, battery charger or component parts thereof. Please refer to the applicable manufacturer's warranty on these items.

This warranty will not apply where the unit has been used commercially.

Warranty service is available through your local authorized service dealer or distributor. If you do not know the dealer or distributor in your area, please write to the Customer Service Department of MTD.

The return of a complete unit will not be accepted by the factory unless prior written permission has been extended by MTD.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

# WARNING TO PURCHASERS OF INTERNAL COMBUSTION ENGINE EQUIPPED MACHINERY OR DEVICES IN THE STATE OF CALIFORNIA

The equipment which you have just purchased does not have a spark arrester. If this equipment is used on any forest covered land, brush covered land, or grass covered unimproved land in the State of California, before using on such land, the California law requires that a spark arrester be provided. In addition, spark arrester is required by law to be in effective working order. The spark arrester must be attached to the exhaust system and comply with Section 4442 of the California Public Resources Code.



It is suggested that this manual be read in its entirety before attempting to assemble or operate. Keep this manual in a safe place for future reference and for ordering replacement parts.

This unit is shipped WITHOUT GASOLINE or OIL. After assembly, see operating section of this manual for sproper fuel and amount.

Your rotary mower is a precision piece of power equipment, not a plaything. Therefore exercise extreme caution at all times.

# SAFE OPERATION PRACTICES FOR WALK-BEHIND MOWERS

#### **TRAINING**

- Read the Operating and Service Owner's Manual carefully. Be thoroughly familiar with the controls and the proper use of the equipment.
- Never allow children to operate a power mower. Only persons well acquainted with these rules of safe operation should be allowed to use your mower.
- 3. Keep the area of operation clear of all persons, particularly small children and pets. Stop engine when they are in the vicinity of your mower. Although the area of operation should be completely cleared of foreign objects, a small object may have been overlooked and could be accidently thrown by the mower in any direction.

#### PREPARATION

- 1. Thoroughly inspect the area where the equipment is to be used and remove all stones, sticks, wire, bones and other foreign objects which could be picked up and thrown by the mower in any direction.
- Do not operate equipment when barefoot or wearing open sandals. Always wear substantial footwear.
- 3. Do not wear loose fitting clothing that could get caught on the mower.
- 4. Check the fuel before starting the engine. Do not fill the gasoline tank indoors, when the engine is running, or while the engine is still hot. Wipe off any spilled gasoline before starting the engine.
- 5. Disengage the self-propelled mechanism or drive clutch on units so equipped before starting the engine.
- Never attempt to make a wheel or cutting height adjustment while the engine is running.
- 7. Mow only in daylight or in good artificial light.
- 8. Never operate the equipment in wet grass. Always be sure of your footing; keep a firm hold on the handle and walk, never run.

#### **OPERATION**

- Do not change the engine governor settings or overspeed the engine. Excessive engine speeds are dangerous.
- Do not put hands or feet near or under rotating parts. Keep clear of the discharge opening at all times.
- Stop the blade(s) when crossing gravel drive, walks or roads.
- 4. After striking a foreign object, stop the engine, remove the wire from the spark plug, thoroughly inspect the mower for any

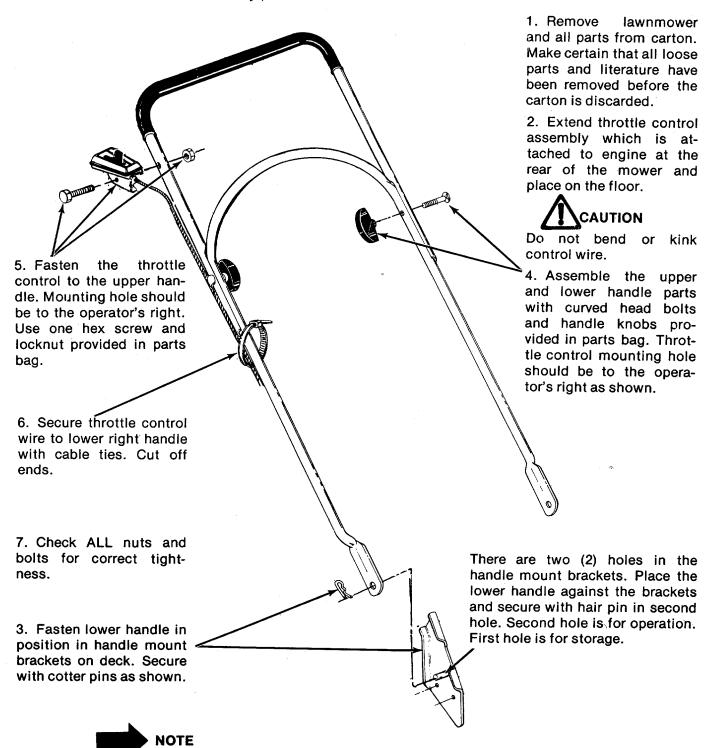
- damage, and repair the damage before restarting and operating the mower.
- If the equipment should start to vibrate abnormally, stop the engine and check immediately for the cause. Vibration is generally a warning of trouble.
- 6. Stop the engine whenever you leave the mower, before cleaning the mower housing, and when making any repairs or inspections.
- 7. When cleaning, repairing or inspecting, make certain the blade and all moving parts have stopped. Disconnect the spark plug wire, and keep the wire away from the plug to prevent accidental starting.
- Before attempting to unclog the mower or discharge chute, stop the engine and be sure the blade(s) have stopped completely. Disconnect the spark plug wire and keep the wire away from the plug to prevent accidental starting.
- 9. Do not run the engine indoors.
- Shut the engine off and wait until the blade comes to a complete stop before removing the grass catcher.
- 11. Mow across the face of slopes, never up-and-down. Exercise extreme caution when changing direction on slopes. Do not mow excessively steep slopes.
- Always disconnect electric mowers (line operated) before cleaning, repairing or adjusting.
- Never operate mower without proper guards, plates or other safety protective devices in place.
- 14. Keep washout ports and other mower-housing service openings closed when mowing.
- 15. **DO NOT OPERATE** this mower with the chute doors open, unless the complete grass catcher is properly mounted on the mower.

#### **MAINTENANCE AND STORAGE**

- 1. Check the blade and engine mounting bolts at frequent intervals for proper tightness.
- Keep all nuts, bolts, and screws tight to be sure the equipment is in safe working condition.
- Never store the equipment with gasoline in the tank inside of a building where fumes may reach an open flame or spark. Allow the engine to cool before storing in any enclosure.
- 4. To reduce fire hazard, keep the engine free of grass, leaves, or excessive grease.
- 5. Check the grass catcher bag frequently for wear or deterioration. For safety protection replace only with new bag meeting original equipment specifications.

# HANDLE ASSEMBLY

Your new mower is shipped preassembled with the exception of the throttle control, handle and grass catcher. (See page 5 for grass catcher assembly.)



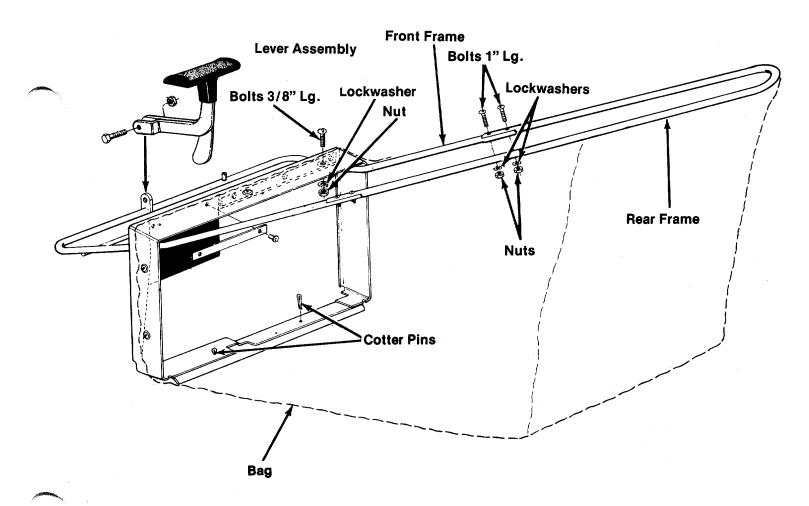
It may be necessary to bend the ends of the lower handle inward slightly to assure a snug fit against the bracket mounting area.

### **Assembly - Grass Catcher**

The grass catcher is partially assembled. The hardware needed is in the assembly pack. It consists of

7 bolts 3/8" long 4 bolts 1" long 11 lockwashers 11 nuts 2 cotterpins

- 1. Assemble the rear frame to the front frame with the four 1" bolts, lockwashers and nuts.
- 2. Fasten the bag to the frame with the 7 bolts 3/8" long, lockwashers and nuts. Start with the three holes on top of the bag, then do both sides.
- 3. Fit the lower edge of the bag into the slot in the bottom of the front frame and place the two cotter pins through the front frame and the eyelets in the bag.
- 4. Bend the ends of the cotter pins over.



#### **ASSEMBLE GRASS CATCHER TO MOWER**

1. Slide grass catcher into position on mower, making sure the roll pin on grass catcher frame goes into slot provided. See figure 1.

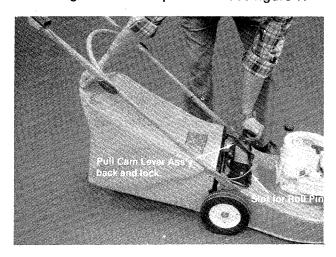
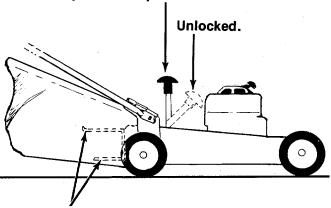


FIGURE 1. ASSEMBLY OF GRASS CATCHER TO MOWER

2. Pull the cam lever assembly back towards the rear of the mower and lock. See figure 1.

Grass Catcher is locked on mower when Cam Lever Ass'y. is in this position.



Discharge Chute Doors are open when Grass Catcher is in position and the Cam Lever is in locked position as shown above.

#### FIGURE 2. DETAIL OF CHUTE DOORS



Unless the entire grass catcher is correctly positioned on the mower, do not open the discharge chute doors when the engine is running.

### **OPERATION**



Periodically check the cam lever on grass catcher for correct alignment on roller, the cam lever MUST hit on center of roller to lock the grass catcher in position and open the doors all the way open.



For shipping purposes your mower is set with the wheels in a low cutting height position. For best results raise the cutting position until it is determined which height is best for your lawn. See adjustments.

- Service engine with gas and oil. See engine manual packed with lawn mower for complete instructions for the care and maintenance of engine. READ DIRECTIONS CAREFULLY.
- 2. When ready to start engine, place throttle control lever in "START" position and start engine in accordance with instructions in engine manual. After engine starts, move throttle control lever to desired engine speed. The engine is stopped by placing control lever in the "STOP" position.
- Be sure that lawn is clear of stones, sticks, wire or other objects which could damage lawn mower or engine. For best results and to insure more even grass distribution, do not mow when lawn is excessively wet.

# **ADJUSTMENTS**



Do not at any time make any adjustment to lawn mower without first stopping engine and disconnecting spark plug wire.

#### **CUTTING HEIGHT**

An adjusting plate and thumb lever at each wheel position provides cutting height adjustment. Each adjusting plate has five holes. Height of cut will be changed when the thumb lever is moved from one hole to another. Simply depress thumb lever towards wheel and move wheel and lever assembly to desired position. Cutting height will be raised as lever is moved toward front and lowered as lever is moved toward rear. All wheels must be positioned in relative height of cut positions.

#### **REMOTE THROTTLE**

If adjustment becomes necessary, the throttle control wire assembly can be reset as follows:

- 1. Loosen, but do not remove, screw securing throttle control wire assembly at engine.
- 2. Move throttle control lever on handle to "FAST" position.
- Move lever, to which control wire is fastened at engine, to full open position and retighten screw to secure throttle control wire assembly.

## LUBRICATION



#### **IMPORTANT**

Always stop engine and disconnect spark plug wire before cleaning, lubricating or doing any kind of work on lawn mower.

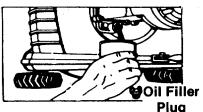
Wheels—Unit is provided with ball bearing wheels, lubricate at least once a season with light oil.

Throttle—Periodically lubricate throttle control lever and throttle wire assembly with a few drops of light oil (SAE No. 10 or 20) for ease of operation.

Engine—Follow engine manual for lubrication instructions.

**Discharge Chute Door Mechanism**—The torsion spring and pivot point should be lubricated periodically with light oil to prevent any rust or binding. Doors must work freely.

Always disconnect spark plug cable during repairs, refueling or changing oil. Enmay gine oil be drained through oil filler opening by tilting the mower on its side. Change oil after first 5 hours of operation while engine is Thereafter, warm. change oil every 25 hours of operation while engine is warm.



NOTE: FILL AND DRAIN OIL FROM OIL FILL PLUG.

## **MAINTENANCE**

**Cutting Blade**—The blade may easily be removed for grinding or replacement as follows:

- 1. Remove bolt and lockwasher holding blade and blade adapter to engine crankshaft.
- 2. Remove blade and blade adapter from engine crankshaft.

When sharpening blade, follow the original angle of grind as a guide. It is extremely important that each cutting edge receives an equal amount of grinding to prevent an unbalanced blade. An unbalanced blade will cause excessive vibration when rotating at high speeds and may cause personal injury or damage to the mower. Upon reassembly, make certain all parts are assembled properly and tightened securely.



To insure safe operation of your unit, ALL nuts and bolts must be checked periodically for correct tightness.

Deck—The underside of the mower deck should be cleaned after each period of use as grass clippings, leaves, dirt and other matter will accumulate. This accumulation of grass clippings, etc., is undesirable as it will invite rust and corrosion and may cause an uneven discharge of grass clippings at the next cutting.

The deck may be cleaned by tilting the mower forward or on its side and scraping clean with a suitable tool or by washing with a stream of water from a garden hose.



Do not direct the stream of water at a hot engine, as damage to the engine may result.

## **STORAGE**

The following steps should be taken to prepare lawn mower for storage:

- 1. Clean and lubricate mower thoroughly as described in the preceding instructions.
- 2. Refer to engine manual for correct engine storage instructions.
- 3. Coat mower's cutting blade with chassis grease to prevent rusting.
- 4. Place blocks under deck to raise tires clear of floor.
- 5. Store mower in a dry, clean area.

# USING YOUR ROTARY MOWER

For best results, do not cut wet grass because it tends to stick to underside of the mower thus preventing proper discharge of grass clippings. If wet grass must be cut, reduce walking speed.

New grass should be treated as wet grass, otherwise a normal walking speed is about the right pace for efficient mowing.

Lawn should be cut in the fall as long as there is growth.

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The manufacturer DOES NOT recommend the use of any accessory on this rotary mower other than those approved by the mower manufacturer.



Do not operate the mower with the chute doors open unless the complete grass catcher is properly mounted on the mower.



#### NOTE:

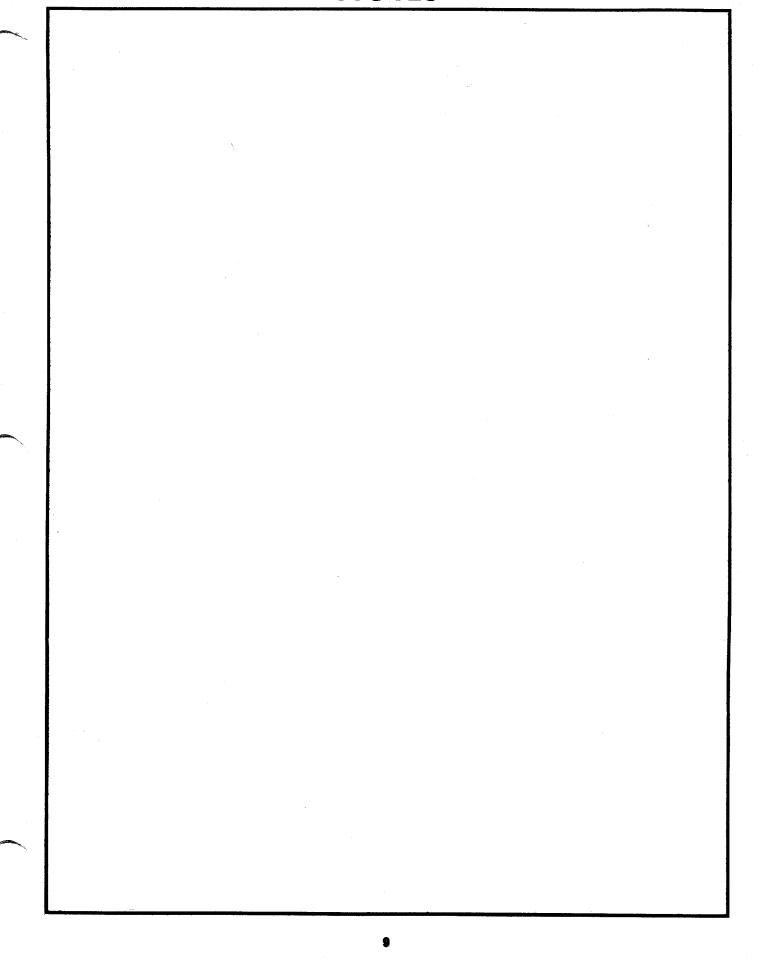
Under normal usage bag material is subject to wear and should be checked periodically. Be sure any replacement bag complies with the mower manufacturer's recommendations.

For replacement bags, use only factory authorized replacement bag No. 764-0166.

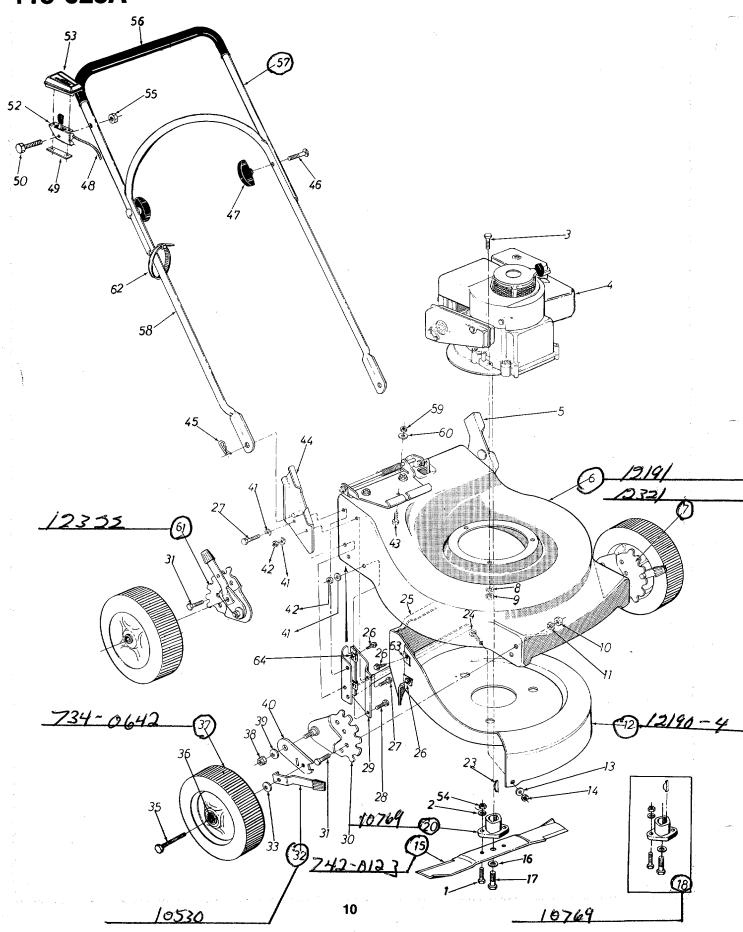


After striking a foreign object, stop the engine, remove wire from spark plug. Thoroughly inspect the mower for any damge, and repair the damage before restarting and operating the mower.

# **NOTES**



# 118-328A



#### **PARTS LIST FOR MODEL 118-328A**

	REF. NO.	PART NO.	COLOR	DESCRIPTION	NEW PART	REF.	PART NO.	COLOR CODE		NEW PART
	1	710-0		Hex Scr. 5/16-24 x 1.00" Lg.*		32	10530		Spring Lever Ass'y. with Knob	
	2	736-0		L-Wash. 5/16" Scr.*		33	736-0		Belleville Washer	
1	3	710-01	158	Hex Scr. 5/16-24 x 1.25" Lg.*		35	710-0		Hex Scr. 3/8-16 x 2.00" Lg.	
Ì	4			Engine		36	741-0		Ball Bearing	
	5	12297		Handle Brkt. Ass'y.—L.H.		37	734-0		Wheel Ass'y.—Comp.	
	6		<del>456</del>	Rear Discharge Deck		38	712-0		Hex Center L-Nut 3/8-16 Thd.	
	7	12321		Height Adjuster Ass'y.—L.H.		39	736-0		Belleville Washer	
	8	736-0		L-Wash. 5/16" Scr.		40	10619		Pivot Bar L-Wash. 1/4" Scr.*	[.
	9	712-0		Hex Nut 5/16-24 Thd.*		41	736-0		Hex Nut ¼ -20 Thd.*	
- 1	10	712-07		Hex Nut 3/8-16 Thd.		42	712-0			
1	11	736-0		L-Wash. 3/8" Scr. *		43	710-0°	16/	Carriage Bolt 1/4-20 x .50"	
	12		<del></del> 456	Rear Discharge Baffle			4 0000	,	Lg.* Handle Brkt. Ass'y.—R.H.	
	13	736-03		L-Wash. 1/4" Scr. *		44	12296		Internal Cotter Pin 1/8" Dia.	
	14	712-02		Hex Nut 1/4-20 Thd.*		45	714-0 710-0		Curved Hd. Scr. 5/16-18 x	
]	15	742-01		20" Blade		46	710-0	405	1.75" Lg.	
	16	736-02		L-Wash. 3/8" Scr.*		47	09966		Knob—Handle Ass'y.	
-	17	710-04	159	Hex Scr. 3/8-24 x 1.50" Lg. H.T.		47 48	746-0		Conduit and Wire	
- 1	4.0	40700		Blade Adapter Kit		49	726-0		Speed Nut #8-32—Twin Type	
J	18	10769		•		50	710-0		Hex Scr. 1/4-20 x 1.50" Lg.*	
Ì	20	10769		Blade Adapter Kit		52	11684		Throttle Control Ass'y.—	
	23	714-03	65	#6 Hi-Pro-Key 5/32 x 5/8" Dia.		32	11004		Comp.	
	24	710-01	67	Carriage Bolt 1/4-20 x .50" Lg.		53	731-0	344	Plastic Label	
	25		—456	Rear Deck Section Ass'y.		54	712-0	123	Hex Nut 5/16-24 Thd.*	
	26	710-04		Hex B-Tapp Scr. #10-Z x .62"		55	712-0	107	Hex Center L-Nut 1/4-20 Thd.	
	20	,,,,,		Lg.*		56	718-0	145	Grip	
Contract of	27	710-02	289	Hex Scr. 1/4-20 x .500" Lg.*		57	749-0	285	Upper Handle	ŀ
1	28	710-02		Hex Scr. 1/4-20 x .375" Lg.*		58	749-0	281	Lower Handle	
1	29		<b>—456</b>	Side Plate		59	712-0	287	Hex Nut 1/4-20 Thd.	
l	30	12323		Index Plate		60	736-0		L-Wash. 1/4" Scr.	
ŀ	31	710-02		Hex Sems Scr. 3/8-16 x .62"		61	12322		Height Adjuster Ass'y.—R.H.	
1		, , , , , , ,		Lg.*		62	726-0		Cable Tie-5" Lg.	
				_	1	63	726-0		Speed Nut "U" Type -10-Z	.
l						64	712-0	344	Speed Nut "U" Type-10-Z	

(456—Radiant Tangerine) When ordering parts if color or finish is important, use the appropriate color code shown at left. (e.g. Radiant Tangerine Finish 12191 (456).)

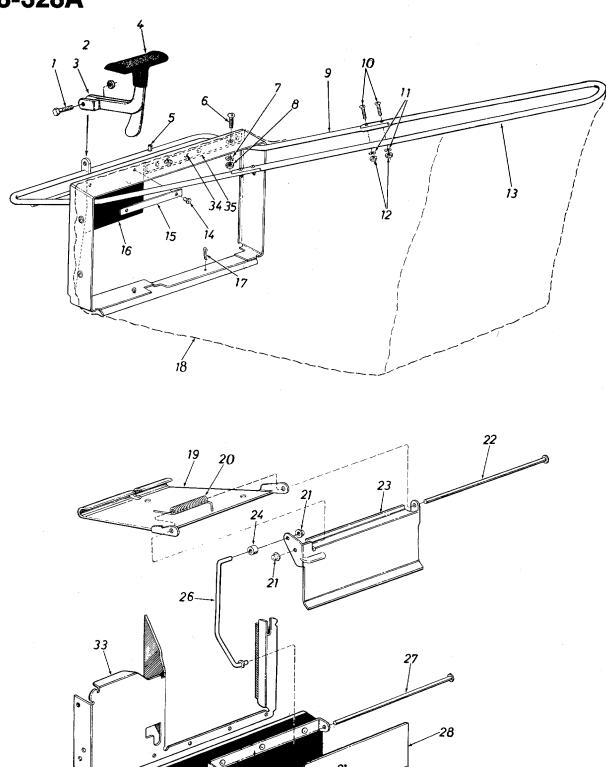


This instruction manual covers various models and all specifications shown do not necessarily apply to your model. Specifications subject to change without notice or obligation.

NOTE: The engine is not under warranty by the mower manufacturer . . . If repairs or service is needed on the engine, please contact your nearest authorized engine service outlet. Check the "Yellow Pages" of your telephone book under "Engines—Gasoline."

<sup>\*</sup> For faster service, obtain standard nuts, bolts, and washers locally. If these items cannot be obtained locally, order by part number and size as shown on parts list.

# 118-328A



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31 30 21

#### **PARTS LIST FOR MODEL 118-328A**

REF		COLOR CODE	DESCRIPTION	NEW PART	REF. NO.	PART NO.	COLOR	DESCRIPTION	NEW PART
1	710-0	117	Hex Scr. 5/16-24 x 1.00" Lg.*		18	764-01	66	Grass Catcher Bag	
2	712-02		Hex Cen. L-Nut 5/16-24 Thd.		19	12192		Grass Catcher Adapter	
3	13373		Cam Lever Ass'y.		20	732-02	295	Torsion Spring	
4	720-01	182	Knob—"T" Type	•	21	726-01	135	Push Nut 5/16" Rod	
5	715-02	247	Spring Pin Spiral		22	738-02	253	Hinge Rod	
6	710-01	92	Truss Mach. Scr. #10-24 x		23	12395		Chute Door—Upper Half	
			.38" Lg.*		24	748-02	246	Roller Spacer	
7	736-01	47	Ext. L-Wash. #10 Scr.*		26	747-01	141	Connecting Rod	
8	712-01	21	Hex Nut #10-24 Thd.*		27	738-02	253	Hinge Rod	
9	12579		Catcher Frame Ass'y. Lower		28	12194		Chute Door-Lower Half	
			Half		29	12195		Hinge Bracket	
10	710-04	167	Rd. Hd. Mach. Scr. #10-24 x		30	12185		Reinforcement Bar	
			1.00" Lg.*		31	728-01	131	Rivet .188 x .438	
11	736-01	47	Ext. L-Wash. #10 Scr.*		32	735-01	167	Rear Protective Flap	
12	712-01	21	Hex Nut #10-24 Thd.*		33	12612		Rear Deck Section Ass'y.	
13	749-02	284	Frame—Rear Half		34	12316		Reinforcement Bar	
14	728-01	28	Rivet		35	735-01	83	Grass Catcher Flap	
15	12185		Reinforcement Bar		ı			,	
16	735-01	68	Grass Catcher Flap		- 1				
17	714-01	15	Cotter Pin 1/8" Dia. x 1.00"		I				
			Lg.*						

<sup>\*</sup> For faster service, obtain standard nuts, bolts, and washers locally. If these items cannot be obtained locally, order by part number and size as shown on parts list.

(456—Radiant Tangerine) When ordering parts if color or finish is important, use the appropriate color code shown at left. (e.g. Radiant Tangerine Finish 12191 (456).)

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# PARTS INFORMATION

#### POWER EQUIPMENT PARTS AND SERVICE

Parts and service for all MTD manufactured power equipment are available through the authorized service firms listed below. All orders should specify the model number of your unit, parts numbers, description of parts and the quantity of each part required.

and me quantity of		
ALABAMA	BIRMINGH	
		.2625 4th Ave. S 35233
ARKANSAS		TTLE ROCK
Sutton's Lawn Mo		. Rt. 4, Box 368 72117
A4++ A4++ A4++	FORT SMIT	M 30001
Mity Mite Motors,	Inc.	. 2515 Towson Ave 72901
	PORTERVI	
Billious		75 North D Street 93257
	SAN BERN	ARDINO
Lawn Mower Supp	ly Co	25608 E. Boseline 92410
1 111 1	SAN FRAN	
J.W. Jewell Co	SACRAMEN	981 Folsom St 94107
Luttia & Savarson		2030 28th St 95818
	DENVER	2030 2011 31 73010
		527 West Evans 80223
CONNECTICUT	SUFFIELD	
		850 Thompsonville Rd. 06078
FLORIDA	<b>JACKSONY</b>	ILLE
Radco Distributor		. 2403 Market St 32206
	CORAL GA	
		365 Greco Ave 33146
GEORGIA	EAST POIN	
East Point Cycle	& Key	2834 Church St 30344
ILLINOIS	LIONS	8615 Ogden Ave60534
INDIANA	ELKHART	8013 Ogden Ave00334
		2101 Industrial Pkwy46514
IOWA	DUBUQUE	2101 111003111011 1 14740314
		. 2551 J.F. Kennedy 52001
LOUISIANA	NEW ORLE	ANS
		8330 Earhart Blvd 70118
MARYLAND	TAKOMA P	
Center Supply Co.	68	367 New Hampshire Ave. 20012
MASSACHUSETTS	SPRINGFIE	LD
	Co	300 Birnie Ave 01107
MICHIGAN	MOUNT CL	
Power Equipment		36463 South Gratiat 48043
Lorenz Service Co	LANSING	2500 S. Pennsylvania 48900
MINNESOTA	MINNETON	
		. 11212 Wayzata Blvd55343
MISSISSIPPI	BILOXI	
		. 506 Caillavet St 39533
MISSOURI	KANSAS CI	TY
Automotive Equip	Service	. 3117 Holmes St 64109
M1 4	ST. LOUIS	00151 - E DJ (0105
		2015 Lemay Ferry Rd. 63125
NEW JERSEY		.LMAWR
Lawnmower Parts Ir	nc	. 717 Creek Rd., P.O. Box 7 08030

# BRIGGS & STRATTON, TECUMSEH AND PEERLESS PARTS AND SERVICE

Briggs & Stratton, Tecumseh and Peerless parts and
service should be handled by your nearest authorized
engine service firm. Check the yellow pages of your
telephone directory under the listing Engines
Gasoline, Briggs & Stratton or Tecumseh Lauson —
NEW YORK CARTHAGE Gamble Dist., Inc West End Ave
NORTH CAROLINA GREENSBORO
Dixie Sales Company
Smith Hardware Co
National Central
Bleckrie, Inc
Stebe's Mid-State Mower Supply Box 366
Sunshine Wholesale Tire Outlet Route 224
OKLAHOMA MUSKOGÉE
Victory Motors, Inc
OREGON PORTLAND
Kenton Supply Co
Raub Supply Co James & Mulberry Sts 17604
Bluemont Co
TENNESSEE KNOXVILLE
Master Repair Service 2423 Broadway, N.E37917 MEMPHIS
Memphis Cycle & Supply Co 421 Monroe Ave 38103
American Sales & Service, Inc 1922 Lynnbrook 38116 TEXAS DALLAS
TEXAS DALLAS Marr Brothers, Inc
HOUSTON
Bullard Supply Co
Catto & Putty, Inc
Woodson Sales Corp 1702 N. Sylvania 76111
UTAH SALT LAKE CITY A-1 Engine & Mower Co 437 E. 9th St
VERMONT BURLINGTON
Vermont Appliance Co 44 Lakeside Ave05401 VIRGINIA RICHMOND
VIRGINIA RICHMOND RBI Corp. 963 Myers St. 23260
WASHINGTON SEATTLE Bailey's Rebuild, Inc 1325 E. Madison St98102
WEST VIRGINIA CHARLESTON Young's, Inc
WISCONSIN APPLETON
Automotive Supply Co 123 S. Linwood Ave54911

#### WARRANTY PARTS AND SERVICE POLICY

The purpose of warranty is to protect the customer from defects in workmanship and materials, defects which are NOT detected at the time of manufacture, it does not provide for the unlimited and unrestricted replacement of parts. Use and maintenance are the responsibility of the customer. The manufacturer cannot assume responsibility for conditions over which it has no control. Simply put, if it's the manufacturer's fault, it's the manufacturer's responsibility; if it's the customer's fault, it's the customer's responsibility.

## CLAIMS AGAINST THE MANUFACTURER'S WARRANTY INCLUDES

- 1. Replacement of Missing Parts on new equipment.
- 2. Replacement of Defective Parts within the warranty period.
- 3. Repair of Defects within the warranty period.

All claims MUST be substantiated with the following information:

- 1. Model Number of unit involved.
- 2. Date unit was purchased or first put into service.
- 3. Date of failure.
- 4. Nature of failure.