

Husqvarna – Sears

Scope of Work

Summary: This project is a one and a half hour visit to select Sears stores around the country. While the project doesn't require you to know about riding lawn mowers, it is mandatory that you view a video prior to visiting your store(s). The video will clearly show you what the issue is and how to address it; your mission is to go to the stores and explain it to the Sears sales associates. You will also be provided with a handout walking the associates through the steps. We understand you may not have previous experience with mowers but reviewing the video and the handout will allow you to understand the task at hand. The video link is:

<http://questmerchandiser.no-ip.org:8045/aspx/ICS/instructions/lehr/index.htm>

Project Execution: There is a potential issue with two different Husqvarna-produced Craftsman riding mowers at Sears - notice the key word is "potential" issue. When a tractor needs to be transported without the engine engaged, it's in a "free roll" situation, meaning it can be pushed. Sears stores are seeing instances where a tractor is not able to be "free rolled" and your job is to educate the sales associates on how to address.

You're being asked to visit the store to check the inventory on hand and review the "free roll" process with the store associates. Before visiting your stores, you'll need to call and ask for the "Area Sales Mgr of Lawn and Garden". The phone numbers are posted with each store. Let the ASM know when you want to visit their store; it's best if you schedule your visit for when the ASM will be there. If the ASM can't be there for your visit, ask if there's a key person you can work with. You'll need to review the video above and print a copy of a Powerpoint presentation (pages 6- 14 only) to leave with every store you're visiting. If you can't print the copies, we will mail them to you – just let your recruiter know one way or the other. There are only two models to check, and it only takes a couple of minutes to check each unit. Beyond checking the units, you're also going to need to record and submit the serial number of each unit you check. The serial number is located on a metal plate under the seat – just flip the seat back over and you'll see it; there are instructions in the Powerpoint that show you the process.

If you find any units that actually remain an issue and can't be fixed, you'll need to notate accordingly on the call report. Tell the store associate you're reporting that information to Husqvarna and Sears.

Important: The issue that you're helping to resolve has absolutely no impact on the performance of the tractor when the engine is on and operational. This is strictly an issue when a sales associate / consumer want to move the tractor without the engine in use. Even then, the likelihood that one will experience a "free roll" issue is low. Also note that this issue is known and is actually addressed in the User Manual provided with each tractor. The steps you're being asked to perform to rectify the issue are the exact same steps referenced in the User Manual.

Remember – the vast majority of the units will be fine but there may be a few that are problematic. One last point – you may want to wear gloves (disposable or otherwise) to avoid getting anything on your hands or clothes.

When completing your call report, notate the name of the person you worked with in the comments section. If you have any questions regarding this project, please contact the Quest office directly.