

Harry Homeowner
1123 82nd Street
Indianapolis, IN 26789

October 12, 2016

City Power Equipment
123 Main Street
Indianapolis, IN 46217

Dear Sir:

I am so frustrated! I have a STIHL string trimmer, model FS 40 C-E, that I use during the summer months to finish trimming in my lawn. Normally, I use the trimmer about once a month during the summer. It ran well the first season, but now in the spring, the thing will not start. It is more trouble to crank it than it is to use it and makes me very frustrated!

I always use the recommended fuel, mixing the gasoline and oil at the prescribed rate. Do you have a suggestion as to what my problem is and how I can resolve it?

Sincerely,

Harry Homeowner

As the Customer Service representative at the STIHL dealership, you are responding to the homeowner's request for assistance with his string trimmer.

Problem Diagnosis

The problem is most likely caused by the gasoline-oil mix sitting in the unit's fuel tank or your storage container over time. Most gasoline available today contains ethanol. When ethanol fuel sits for a long period of time, the fuel can break down into layers of gasoline, ethanol and water and may cause damage to some engine parts and make the engine hard to start.

Recommendations

- The string trimmer should be taken to the STIHL dealership for a service check.
- Always drain your equipment prior to storing and use fresh fuel mix, mixing only enough to use in a week.
- A recommended alternative to mixing your own fuel is to purchase and use pre-mixed fuel, MotoMix, in the string trimmer.

MotoMix is a premixed fuel specially blended for ultimate performance. This 50:1 mixture is a combination of premium non-ethanol, high octane motor fuel and is the highest-quality STIHL HP Ultra oil. MotoMix eliminates the hassle of mixing your own 2-stroke engine fuel while providing superior performance and lubrication. MotoMix contains no ethanol allowing it to maintain stability for up to 2 years after the seal is broken, so it stays fresh in the equipment during long storage periods. STIHL stands behind this formulation by doubling the limited warranty when you include MotoMix with your power tool purchase.