



Q & A

Q1: How can I tell if my neckerchief slide is affected by the recall?

A1: This recall involves the following PO numbers of Lion, Wolf, Bear, and Webelos neckerchief slides sold between February 2018 and August 2018. The PO numbers are listed on a tag attached to the back of the slide. No other PO or Lot numbers are involved in this recall.

PO#200233281

PO#200236630

PO#200228276

PO#200231755

Q2: Are any Tiger neckerchief slides or other styles/models involved in this recall?

Q2: No. The only styles or models of neckerchief slides involved in this recall are Lion, Wolf, Bear, and Webelos.

Q3: What is the problem with the neckerchief slides?

A3: The paint on the surface of the colored portion of some neckerchief slides may contain levels of lead above limits set by the federal government. The paint, which has a baked enamel coating, may pose a lead exposure risk, though we believe the risk is low. We believe that only certain batches of neckerchief slides, identified by the P.O. numbers below, are affected.

Affected Batches

PO#200233281

PO#200236630

PO#200228276

PO#200231755

Q4: How do I participate in the recall?

A4: Customers should stop using the recalled product. Customers may return the product to any Scout Shop or directly to the BSA's National Distribution Center in Charlotte, N.C. Instructions for returns can be found at <https://www.scoutshop.org/returns>.

Q5: I no longer have a receipt for my neckerchief slide. Can I still return it?

A5: Yes. You can still return neckerchief slide for a replacement.

Q6: The PO tag is no longer attached to my neckerchief slide. Can I still return it?

Q6: Yes. You can still return the neckerchief slide for a replacement.





Q7: Have any injuries related to the neckerchief slides been reported?

A7: No injury related to any of the neckerchief slides has been reported.

Q8: In addition to the consumer recall, what other steps is BSA taking?

A8: We have investigated the entire production process in cooperation with the manufacturer. We have identified an isolated, one-time production error which we believe caused this problem, and that error has been corrected. We are reviewing the quality controls we use to ensure the quality and safety of our products. Next month, our senior management will personally visit the factory where the neckerchief slides are made.

Q9: How many of these products have been purchased?

A9: This recall involves certain neckerchief slides made between December 2017 and June 2018, totaling approximately 745,440 units. However, more than 75% of the affected units are in inventory at BSA's distribution center and have never been distributed to consumers, retail outlets or our distributors.

Q10: How did you discover this problem?

A10: A concerned individual provided information suggesting a problem may exist. As soon as we received that information, we notified all our sales channels and initiated a "STOP SALE" action that included immediate removal of all potentially affected units from store shelves. We then began our own investigation, which included interviews with our manufacturer and additional testing of the products by an independent third-party lab. The results of those tests led us to identify the specific production batches which were affected.

Q11: Where was the product designed and manufactured?

A11: The product was designed in the USA by the BSA. The affected batches were manufactured in China.

Q12: I have purchased one of these neckerchief slides. What should I do with it?

A12: The BSA is offering a replacement or full refund to consumers who have purchased any of the affected neckerchief slides. You may return your neckerchief slide to any Scout Shop or directly to the BSA's National Distribution Center in Charlotte, N.C. Instructions for returning the product and obtaining the refund can be found at [link].

Q13: I thought all Boy Scout merchandise was manufactured in the United States. Now you are going to China?



A13: The Boy Scouts of America seeks out the best suppliers of merchandise we can find. We work with manufacturers in the U.S. and in other countries. In the modern world economy, the best suppliers may source some or all their products from foreign manufacturers.

Q14: What can I do to ensure my child's safety?

A14: This is the BSA's first product recall in several years, and we are not aware of any injury resulting from any of these neckerchief slides. If you have any concerns about your child's safety in connection with the present matter, you may throw away the product or return the product to BSA for a replacement.

Q15: Will there be more recalls?

A15: We believe we have identified all the batches of neckerchief slides that are affected. Regarding the neckerchief slides involved in this recall, we believe the production error that caused the problem was an isolated occurrence and has been corrected. We will remain vigilant in maintaining product quality and safety. Once again, we are not aware of any illness or injury resulting from any of the neckerchief slides.

Q16: How can I trust that other BSA products are safe?

A16: The safety of our products is our number one priority. Our quality control procedures include factory inspections, finished goods testing, and testing of raw materials. We are dedicated to maintaining product quality and safety. Once again, we are not aware of any injury resulting from the use of these products.