



## **RECALL NOTICE**

February 21, 2025

Dear Retailer/Distributor:

LG Electronics Canada, Inc. (LG) in cooperation with Health Canada, is announcing a voluntary recall of certain electric slide-in and freestanding ranges with front-mounted knobs, with specific model and serial numbers indicated below. Front-mounted knobs on these ranges can be activated by accidental contact by humans or pets, posing a fire hazard.

We are writing to instruct you to **immediately quarantine, segregate, and stop sale of all affected products (indicated in the list below) that are in your inventory or on your sales floor pending further direction.**

LG is undertaking this voluntary action as part of its commitment to product safety and customer service. LG has received reports of unintentional activation of the front-mounted knobs, but no reports of serious injuries in Canada.

LG will be providing a free warning label with instructions as to where and how to affix it on the range. The label will remind consumers to use LG's Lock Out/Control Lock function on the range control panel to disable activation of the heating elements when the range is not in use. LG is in the process of finalizing the recall and the labels. LG will provide retailers and distributors of these products with envelopes containing the label and instructions which must be attached to affected products in inventory in order for the product to be delivered to the consumer with the label once sold. We will provide you with the envelopes containing the labels and instructions as soon as possible. In the meantime, quarantine and do not sell these products.

### **Affected Products**

The following model and serial numbers are included in this recall **and cannot be sold until the envelope containing the label with placement instructions has been affixed** to the outside of the packaging of affected inventory. The model number is located on the ranges inside the oven door or storage drawer located on the bottom of the oven. Please note, with respect to models LDE4413 and LTE4815, the recall affects units manufactured up to 2018 and with respect to model LSE4611, the recall affects units manufactured up to 2022. As a result, you may not have any of these units in your inventory. With respect to all other models listed below, only those units manufactured through the end of 2023, as indicated by serial number, are affected. Units not included in the affected serial number ranges can continue to be sold to consumers. The date

of manufacture can also be found on the serial number / model number plate.

<b>Model Number</b>	<b>Serial No. (From)</b>	<b>Serial No. (To)</b>	<b>Date Range</b>
LDE4413ST <sup>1</sup>	605KMxxxxx xx	807KMxxxxx xx	May 2016 to July 2018
LSE4611ST	609KMxxxxx xx	203KMxxxxx xx	September 2016 to March 2022
LSE4611BD	705KMxxxxx xx	203KMxxxxx xx	May 2017 to March 2022
LSEL6337D	103KMxxxxx xx	304KMxxxxx xx	March 2021 to April 2023
LSEL6337F	103KMxxxxx xx	312KMxxxxx xx	March 2021 to December 2023
LSEL6331F	202MMxxxx xxx	310MMxxxxx xx	February 2022 to October 2023
LSEL6331F	311KMxxxxx xx	312KMxxxxx xx	November 2023 to December 2023
LSEL6333F	109MMxxxx xxx	312MMxxxxx xx	September 2021 to December 2023
LSEL6333F	308KMxxxxx xx	312KMxxxxx xx	August 2023 to December 2023
LSEL6333D	109MMxxxx xxx	310MMxxxxx xx	September 2021 to October 2023
LSEL6333D	309KMxxxxx xx	312KMxxxxx xx	September 2023 to December 2023
LSEL6335D	103KMxxxxx xx	312KMxxxxx xx	March 2021 to December 2023
LSEL6335F	103KMxxxxx xx	312KMxxxxx xx	March 2021 to December 2023
LTE4815ST	803KMxxxxx xx	803KMxxxxx xx	March 2018

### Next Steps

We request your cooperation in executing the recall by providing us with names and contact information for consumers who purchased the affected ranges. In the alternative, attached is a copy of a consumer notification letter. We ask that you may send it to consumers that purchased affected ranges directly once the recall is announced, after which we request that you confirm you have notified all consumers who purchased one of the subject products from you.

Consumers with recalled ranges should contact LG to obtain the free warning label and placement instructions. Contact LG via email at [lgrangesupport@lge.com](mailto:lgrangesupport@lge.com), toll-free at 1-888-

<sup>1</sup> Model LDE4413 was discontinued in Canada in or about July 2018.

542-2623 from 8:00am to 9:00pm (ET), or online at [https://www.lg.com/ca\\_en/support/contact-us/](https://www.lg.com/ca_en/support/contact-us/)

LG also encourages consumers to view LG's instructional video regarding the Control Lock/Lock Out function at <https://vimeo.com/1058807098/57407e04e5?ts=0&share=copy>. As the video demonstrates, consumers can activate the Control Lock function by pressing and holding the button for three seconds. To confirm the Control Lock function is on, a beep or melody will sound, and the control panel will display an image of a lock and/or "Loc." To deactivate the Control Lock function and use the cooktop, again press and hold the relevant button for three seconds.

Consumers are cautioned to keep children and pets away from the knobs, to check the range knobs to ensure they are off before leaving home or going to bed, and to not leave objects on the range when the range is not in use. Consumers should observe LG ranges' additional safety features, including a "Burner On" indicator light, an alert beep that sounds when the burner is activated, and a hot surface indicator light. Consumers are reminded to familiarize themselves with the operation of their range, and to follow the instruction and warnings contained in the owner's manual.

#### What is Required of You:

1. As indicated above, ensure that you have segregated and quarantined any of the recalled products identified above. Do not sell these products until LG has provided you with the envelope containing the label and placement instructions, which must be affixed to the outside of the packaging of affected so that it is delivered to the consumer when sold.
2. Assist LG in identifying and contacting consumers who own ranges that are subject to this voluntary recall program by either providing LG with the names and addresses of those consumers, or by sending them a copy of the letter to consumers, as attached. You should maintain a record of the consumers to whom you send the letter.
3. Direct all customers inquiring about the issue to the attached consumer notification letter, and the website, email address, and phone number identified above, for additional information regarding this voluntary recall, and to obtain further instructions for obtaining the label and using the Control Lock/Lock Out function.
4. If a consumer contacts you with additional questions about their range, and you verify that it is subject to the recall, contact LG. Please send the following information to LG by email, so that LG can communicate with the consumer, and retain a copy for your records: the consumer's name, address, contact information and serial number.

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LG is conducting this voluntary recall in cooperation with Health Canada, which will monitor

the effectiveness of the program. This recall mirrors the voluntary recall undertaken by LG Electronics USA, Inc. in the US, except that not all models sold in the US were sold in Canada. We appreciate your cooperation in ensuring that the recalled products are quarantined and not sold until they are remediated as outlined above, and in helping to notify consumers once the recall is announced, which LG expects will occur on or about February 26, 2025. We ask that you keep the information in this notice confidential in the meantime so that LG can coordinate the announcement with Health Canada.

Sincerely,

LG Electronics Canada, Inc.