

## IMPORTANT SAFETY NOTICE

May 21, 2015

Dear Valued Viking Customer:

The purpose of this letter is to advise you Viking Range, LLC, in cooperation with the U.S. Consumer Product Safety Commission and Health Canada, is conducting a voluntary recall of certain Viking and Brigade (Canada) freestanding gas ranges as listed below. Our records indicate you may have purchased one of these models. If so, Viking will repair it free of charge.

<b>Model Numbers<sup>1</sup></b>	<b>Serial Number Date Codes<sup>2</sup></b>
VGIC306	All serial number date codes
VGIC308	All serial number date codes
VGIC366	All serial number date codes
VGIC368	All serial number date codes
VGIC486	All serial number date codes
VGIC488	All serial number date codes
VGIC530 and CVGIC530	All serial number date codes
VGIC536 and CVGIC536	All serial number date codes
VGCC530 and CVGCC530	From 040108 to 010313
VGCC536 and CVGCC536	From 110108 to 010913
VGCC548 and CVGCC548	From 020109 to 010913
VGCC560 and CVGCC560	From 050111 to 010313
VGSC530 and CVGSC530	From 063008 to 063014
VGSC536 and CVGSC536	From 113008 to 063014
VGSC548 and CVGSC548	From 030109 to 063014

<sup>1</sup> Model numbers will have additional characters at the end depending on the top configuration and product finish. For example, a VGIC306 with 4 burners in stainless steel will be VGIC306-4B-SS.

<sup>2</sup> The first six numeric characters in the serial number represent the manufacturing date. For example, a range with serial number **020713**C10078316 was produced February 7, 2013.

There have been 75 reports of gas ranges turning on by themselves with three reports of minor burn injuries and four reports of minor property damage resulting in one payment of \$850.

The failure is caused when liquid seeps into the control panel area. You may continue to use your range; however, caution must be used when cooking or cleaning the surface area to ensure no liquid is allowed behind the control panel and landing ledge. If liquid does get into this area or if the unit turns on by itself, stop using the product immediately

and turn off the breaker to the product. Do not attempt to use the product again until the repair has been completed.

**PLEASE FOLLOW THESE STEPS IN ORDER TO DETERMINE IF YOUR RANGE IS SUBJECT TO THE RECALL:**

- Locate the model number/serial number on the rating plate on your range which is located in one of three places as noted below:
  1. On the left side panel under the left front grate support/ burner bowl
  2. On the front of the oven cavity below the control panel
  3. On the bottom of the control panel above the door



1)



2)



3)



- Determine if your range is affected by using one of the three options below:
  1. Use the chart listed on page one of this letter to see if your model number/serial number is affected.
  2. Visit [www.vikingrange.com](http://www.vikingrange.com) and click on the link titled "Safety Recall Information" in the bottom right hand corner of the home page. Next, click on the link titled "Gas Range Recall". Enter your model and serial number into the appropriate fields, and click "Submit." A notice will display if your range is affected.

3. Call the Viking toll free recall number 877-929-2581, Monday through Friday, 8:00 a.m. to 5:00 p.m. EST (please have your model number and serial number when calling).

**IF YOUR RANGE IS AFFECTED, PLEASE FOLLOW THESE STEPS TO SCHEDULE A FREE REPAIR:**

1. Write down the model number/serial number of your range.
2. Call the toll free recall number, 877-929-2581, Monday through Friday, 8:00 a.m. to 5:00 p.m. EST.
3. Be prepared to provide the following information:
  - a. Your name, address, telephone number and email address
  - b. Model number/serial number of your range

If your range is subject to the recall, Viking will arrange for an Authorized Service Company to contact you to schedule the free repair.

For additional information on the recall please visit [www.vikingrange.com](http://www.vikingrange.com) and click *Safety Recall Information* in the bottom right corner of the home page or call the Viking toll free recall number 877-929-2581.

Your safety is of the utmost importance to Viking Range, LLC. We appreciate your support in this effort and apologize for the inconvenience.

Sincerely,

Viking Range, LLC