

Samsung Is Recalling Select Slide-In Electric Ranges Due to Fire Hazard

Recall Date: 08 Aug 2024

Description: Samsung is voluntarily recalling select Slide-In Electric Ranges following reports of accidental activation of front-mounted range knobs, posing a fire hazard. For more information, please visit the [CPSC website](#).

The following items were sold at The Exchange or through our partnership with The Home Depot:

Samsung Slide-In Electric Range

UPC CODE	*MODEL NUMBER	UPC CODE	*MODEL NUMBER
887276142876	NE58K9500SG	887276040646	NE58H9950WS
887276132143	NE58K9850WS	887276988153	NE58F9710WS
887276409115	NE63T8751SS	887276988191	NE58F9500SS
887276409108	NE63T8751SG	887276409092	NE63T8711ST
887276585918	NE63A8711QN	887276409078	NE63T8711SG
887276594736	NE63BB871112	887276409085	NE63T8711SS
887276712468	NE63BG8315SS	887276409047	NE63T8511SG
887276697659	NE63BB851112	887276409009	NE63T8111SS
887276744278	NE63CB831512	887276344744	NE58R9311SS
887276409054	NE63T8511SS	887276336329	NE58R9431SG
887276409115	NE63T8751SS	887276409016	NE63T8311SG
887276336237	NE58R9431SS	887276409023	NE63T8311SS
887276314006	NE58R9431ST	887276409054	NE63T8511SS
887276290454	NE58N9430SG	887276409061	NE63T8511ST
887276144351	NE58K9850WG	887276408996	NE63T8111SG
887276132136	NE58K9430SS		

*The model number is located on the ranges on the inside upper left corner of the oven door or inside the storage bin located on the bottom of the oven.

Hazard: Front-mounted knobs on the ranges can be activated by accidental contact by humans or pets, posing a fire hazard.

Remedy: Consumers should contact Samsung to receive a free set of knob locks or covers compatible with their model of electric slide-in range to install. Consumers using the recalled ranges without knob locks or covers are cautioned to keep children and pets away from the knobs, to check the range knobs to ensure they are off before leaving the home or going to bed, and to not leave objects on the range when the range is not in use. Consumers with Wi-Fi enabled ranges can enable the “Cooktop On” notification on the Samsung SmartThings app to receive alerts on their smartphone when a cooktop burner is turned on.

Incidents/Injuries: Samsung has received over 300 reports of unintentional activation of the front-mounted knobs by humans or pets since 2013. These ranges have been involved in approximately 250 fires. At least 18 fires caused extensive property damage. Approximately 40 injuries have been reported, eight of which required medical attention, and there have been reports of seven fires involving pet deaths.

Sold at: The Exchange and through our partnership with The Home Depot

Consumer Contact: Consumers with affected product can contact Samsung toll-free at 833-775-0120 from 9 a.m. to 8 p.m. ET Monday through Friday, email at rangesupport@sea.samsung.com, or at samsung.com/us/support/range-knob-kit to request free knob locks.

Manufacturer: Samsung

Recall #: 24-021