

SAMSUNG

August 12, 2024

Dear Costco Member,

We write to inform you that **Samsung has announced a voluntary recall for certain slide-in electric range** models with front-mounted knobs. This announcement follows reports that front-mounted range knobs can be activated through accidental contact by people or pets posing a fire hazard if flammable objects are left on top of the range.

Costco records indicate that you, or one of your add-on members, have purchased a Samsung slide-in electric range model included on the list below, which were sold at Costco in the U.S. between 2016 and 2024.

The **remedy is a set of free knob locks or covers**, depending on your range model.

Affected Models				
NE58K9430SS/AA	NE58R9311SS/AA	NE63BB851112AA	NE63T8711SG/AA	NE58K9850WS/AA
NE58N9430SG/AA	NE63T8111SG/AA	NE63T8511SG/AA	NE63T8711SS/AA	NE58K9850WG/AA
NE58R9431SG/AA	NE63T8111SS/AA	NE63T8511SS/AA	NE63T8711ST/AA	NE58K9852WG/AA
NE58R9431SS/AA	NE63T8311SG/AA	NE63T8511ST/AA	NE63T8751SG/AA	NE58H9950WS/AA
NE58R9431ST/AA	NE63T8311SS/AA	NE63A8711QN/AA	NE63T8751SS/AA	
NE58F9500SS/AA	NE63CB831512AA	NE63BB871112AA	NE58K9500SG/AA	



What should consumers do:

To receive a set of free knob locks or covers, depending on your model, customers can:

- Visit: samsung.com/us/support/range-knob-kit
- Contact Samsung toll-free at **1-833-775-0120** from 9:00 a.m. to 8:00 p.m. ET Monday through Friday
- E-mail Samsung at rangesupport@sea.samsung.com
- Prior to contacting Samsung, please locate and note the serial number on your unit. The serial number can be found as depicted below:



You may continue to use your slide-in electric range while awaiting your set of free knob locks or covers, so long as the following range-safety precautions are followed:

- While not actively cooking, never place, leave, or store anything on the top of your range.
- Keep children and pets away from range knobs.
- Be sure to check your range knobs to ensure they are turned off after cooking.

Sincerely,

Samsung Electronics America