



RECALL NOTICE

February 26, 2025

Dear Customer:

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. The affected model and serial numbers are indicated below, and photos appear at the end of this notice. Front-mounted knobs on these ranges can be activated by accidental contact by humans or pets, posing a fire hazard. **Our records indicate that you purchased an affected range.**

The ranges were sold nationwide at retailers including Best Buy, The Home Depot, Lowes, Rona, The Brick, Costco, and Leons (in store and online), online by LG, and at smaller retailers between approximately May 2016 and June 2024. 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, including some reports of fires and minor injuries.

What are the next steps?

Consumers with affected ranges should contact LG directly for a free warning label and placement instructions. The label reminds 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. Contact LG via email at lgrangesupport@lge.com or toll-free at 1-888-542-2623 from 8:00am to 9:00pm (ET), or online at https://www.lg.com/ca_en/support/contact-us/.

LG encourages consumers to view LG's instructional video regarding the Lock Out/Control Lock/Lock Out function at <https://vimeo.com/1058807098/57407e04e5>. As the video demonstrates, you can activate the Lock Out/Control Lock function by pressing the button for three seconds. To confirm the Lock Out/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 Lock Out/Control Lock function and use the cooktop, again press 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. LG's ranges also include additional safety features such as a "Burner On" indicator light, an alert 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.

Affected Products

The following model and serial numbers (which were produced during the production dates identified above) are included in this recall. The model number, serial number and production date is located on the ranges listed, inside the oven door or storage drawer located on the bottom of the oven.

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

LG is conducting this voluntary recall in cooperation with Health Canada. We appreciate your cooperation in complying with this notice.

LG Electronics Canada, Inc.

¹ Model LDE4413 was discontinued in Canada in or about July 2018.



Scan QR code to view LG instructional videos regarding Control Lock/Lock Out function and cooking safety-related materials







