

March 23, 2012

Samsung Electronics Canada Recalls Microwave Ovens Sold Only in the U.S. Due to Fire Hazard

Toronto, ON – The Electrical Safety Authority is notifying the public that Samsung Electronics Canada Inc. has announced a repeat of previously issued U.S. recall notice from 2003 and 2004 related to these built-in microwaves in recreational vehicles, as well as Transport Canada recall announced in 2003. Consumers should stop using recalled products immediately.

Name of Product: Samsung Microwave Ovens Installed in Recreational Vehicles for Microwave Cooking

Manufacturer: Samsung Electronics Co., Seoul, Korea

Hazard: These microwave ovens may have a defective membrane keypad. As a result, an electrical short can occur causing the oven to activate spontaneously. This could result in excessive heat, smoke, or possibly a fire if combustible items are inappropriately stored in the microwave.

Incidents/Injuries: One incident with no injuries has been reported in Canada.

Description/Models: This Samsung Electronics Canada Inc. notification only involves the following models: MR5492W, MR1031WB, MR1032BB, MR1033SB, MR1352BB, and MR1352WB. No other models are affected. The sticker with the model and the serial number can be found on the right-side door jamb near the button that opens the door. The sticker is dark grey in colour with black lettering. The door must be opened to see the sticker.

Sold by: Samsung Electronics America Inc. to Recreational Vehicle assemblers and manufacturers from January 1, 1999 to September 12, 2003.

Manufactured in: Korea

Remedy: Consumers should stop using recalled products immediately and contact Samsung Electronics Canada to arrange free repair of the membrane panel. In the mean time, consumers should unplug their microwave, if possible. If the consumer is unable to unplug the microwave, they should leave the door ajar until the membrane panel is replaced. Consumers should never use a microwave oven for storage; or leave any towels, paper, cloth, or other products in the microwave after use.

Consumer Contact: For additional information, contact Samsung Electronics Canada Inc. at 1-800-SAMSUNG (726-7864), or by mail at 55 Standish Court, Mississauga, ON, L5R 4B2.

Remarks: The affected units are certified to U.S. standards by UL and were intended for sale and distribution in the U.S. only. For more information about UL product certification process, please visit <http://www.ul.com>.

The units were also certified to Canadian Standards by CSA International. For more information about CSA product certification process, please visit <http://csa-international.org>

Recreational vehicles with built-in Samsung microwave ovens affected by this recall may have been imported to Canada by consumers who purchased such vehicles in the U.S.

For more information visit the Transport Canada road safety recall database at <http://www.wapps.tc.gc.ca/Saf-Sec-Sur/7/VRDB-BDRV/SEARCH/Search.aspx?lang=eng>

