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## Over The Range Microwave Hood Combination 2001 - United States | Canada

**Date:** January 1, 2001

**Name of Product:** Over The Range Microwave Hood Combination 2001

**Hazard:** Recall: Fire hazard, do not use microwave.

### **Description:**

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Whirlpool Corporation, of Benton Harbor, Mich., is voluntarily recalling about 1,800,000 Whirlpool, KitchenAid and Kenmore brand "over the range" microwave-hood combinations. The recall does not include countertop microwaves. Use of the microwave-hood unit poses a risk of fire, which could cause personal injury or property damage.

This recall involves Whirlpool, KitchenAid and Kenmore brand microwave-hood units with serial numbers that begin with XC. The serial numbers, as well as the model number, can be found on a label on the bottom edge of the food cavity, inside the microwave door.

Department, mass merchandise and appliance stores, as well as builders and re-modelers sold the microwave-hood units nationwide from January 1998 through September 2001 for between \$249 and \$749.

Consumers with recalled microwave-hood units must immediately stop using the unit and disconnect the unit by unplugging it. Every potential user of the unit should be informed of the risk of fire and told not to use the microwave.

**How to identify and register your microwave hood combination for recall.**

***Only Over The Range models are affected. NO countertop models are affected.***

**Step 1.** - Identify your microwave/hood style.

Is your microwave sitting on the counter?

If yes, your microwave is not affected.

Is your microwave Over The Range as pictured below?

If yes, continue to step 2.



**Step 2.** - Locate the serial number and the model number.

Open your Over The Range Microwave door. Locate the serial number and the model number as illustrated below.



If your serial number **does not start with XC** or there is a **green square sticker** on or around the serial number tag, then your microwave **is not being recalled**.

**If your serial number starts with XC then please continue to step 3.**

**Step 3.-** Write down the **Serial Number** and **Model Number** on a piece of paper. **Please call 1-800-785-8897 Monday-Friday 8am - 8pm EST to complete your registration and schedule the free in-home repair.**

**Remedy:****For safety reasons, please:**

- Immediately stop using your microwave hood combination.
- Immediately disconnect the appliance by unplugging the microwave.
- Please inform every potential user of the risk of fire and instruct them not to use the microwave.

We apologize for this inconvenience and are committed to getting your Microwave Hood unit back in service as quickly as possible.

**Representative Models:**

Models that the serial number starts with "XC".