



U.S. CONSUMER PRODUCT SAFETY COMMISSION
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May 11, 2015

Mrs. Lorraine McCourt
CSA Gas Appliances Group, ANS Standard Developer
8501 East Pleasant Valley Road
Cleveland, OH 44131

Dear Mrs. McCourt:

Staff of the U.S. Consumer Product Safety Commission (CPSC) requests the formation of an American National Standards Institute ANSI/CSA Z21.1, American National Standard for Household Cooking Gas Appliances, Technical Advisory Group (TAG) to develop performance requirements for safe operation and shut down of gas ranges when the electronic control panel assembly malfunctions¹. This TAG is requested to review and address the malfunction of electronic control panels on gas ranges based, in part, on the numerous hazardous incidents reported in the CPSC databases.

Through the www.SaferProducts.gov database and other incident data collected by CPSC, staff is aware of gas range incidents in which operation is unpredictable with potential unsafe shut down. These gas range incident reports indicate that the upper electronic control panel may malfunction and spontaneously power various functions of the range. Several of these reported unsafe gas range control panel scenarios include: (1) the unit turning on without operator input; (2) the unit not turning off at the control panel; and (3) the oven increasing to high temperatures without operator input. In some reports, the gas range incidents exhibit more than one of these events in a single incident. Staff believes that these gas range control panel failure incidents could contribute to gas leaks, fires, or explosion hazards in residences.

This letter's attachment contains 176 descriptions of reported incidents associated with gas range control panel malfunctions collected from the CPSC's Injury or Potential Injury Incident (IPII) database. In general, the IPII file contains reports from a variety of sources, such as individual

¹ The views expressed in this letter are those of the CPSC staff, and they have not been reviewed or approved by, and may not necessarily reflect the views of, the Commission.

consumers, coroners, medical examiners, and fire or police departments. The IPII database was searched for gas range control panel incidents that occurred between the date range of 2005 to 2014, and included product codes for gas ranges and ranges unspecified as either electric or gas. The resulting data set was filtered to include only gas wall ovens, gas ranges, or dual fuel ranges through the available reported model number. The reported hazard of electrical malfunction was prioritized to collect the majority of gas range control panel malfunctions. Through this data search method, 176 IPII incidents were identified, as presented in Appendix A. These IPII incidents are intended to provide detail for standard development purposes but are not considered an inclusive dataset or statistically representative.

The IPII gas range control panel data in Appendix A show several incidents where the gas range unit turns on without operator input; the unit will not turn off at the control panel; and the oven increases to high temperatures without operator input. Additionally included in the Appendix A IPII reports are specific control panel component malfunctions, such as control panel electrical wiring fires, overheating of the control panel, and display of error codes. These control panel issues are considered influential in the spontaneous operation of the gas range functions and the inability to turn off the range. The Appendix A data includes a variety of unit models, age of units, and manufacturers.

Staff believes that the malfunctioning control panels on gas ranges can be addressed through the voluntary standards TAG process. This request for a TAG working group may align with previous requests from the Association of Home Appliance Manufacturers (AHAM) for CPSC participation in home appliance voluntary standards activities, and specifically, participation in ANSI/CSA Z21.1, American National Standard for Household Cooking Gas Appliances. Staff believes that with the assistance of the AHAM members and ANSI/CSA Z21.1 participants, voluntary standard test methods for gas ranges can be established to help ensure safe shutdown of the gas ranges from spontaneous control panel malfunction. Development of performance requirements and associated test methods can prevent additional unattended gas range incidents of unprompted ignition and the inability of consumers to turn off the gas range at the control panel.

CPSC staff looks forward to working with you on this important consumer safety issue.

Sincerely,

Susan Bathalon
Combustion Program Area Team Lead

cc:

Colin Church, Voluntary Standards Coordinator, CPSC
Daryl Hosler, Chairman of Z21/83 Committee on Performance and Installation of Gas Burning Appliances and Related Accessories
Jennifer Cleary, Director, Regulatory Affairs, AHAM
UL STP 795, Combustion Appliances

Appendix A Gas Range Control Panel Narrative Dataset

No.	Document Number	Incident Report Date	Investigation Document	Scenario	Incident Description
1	I1310764A	1/29/2013		Won't turn off / Control panel overheats	[REDACTED] gas range Model #[REDACTED] digital control fire. The digital oven control located on the back panel caught fire. The fire occurred while the range was not in use. The fire extinguished itself and was discovered at a later time. The fire caused some smoke damage and a burnt plastic odor to permeate the surrounding areas.
2	130117HCC1469	12/16/2012	130117HCC1469	Won't turn off & ramps up in temp & error code	Some time after Consumer's wife turned on the oven, she heard a loud banging sound and then she felt the kitchen getting very hot. Consumer's wife reports that the temperature gauge in the oven showed 550 degrees. Consumer's wife tried to turn off the oven, but she was unable to turn off the oven with the controls. When Consumer arrived home approximately one hour later, he turned off the circuit breaker, which appeared to re-set the range. Consumer reports that the oven temperature remained at 550 degrees until he arrived home and that the range displayed an "F10" error code during the incident. No property damage.
3	X1460007A	5/27/2014		Won't turn off & ramps up in temp	First incident, mid December 2013, the [REDACTED] double oven that was purchased from [REDACTED] would not turn off. The lower oven was baking for approx. 90 minutes and the upper oven was not in use. The cancel button for the lower oven would not turn it off. The next thing that happened was the lower oven jumped to a higher heat like the self-cleaning had been activated. It got so hot in the kitchen and the floor that we had to turn off the power to the kitchen, to cool the oven in order to get behind it and and unplug it. The [REDACTED] repairman came and ordered new parts which included a new control panel. The repairman stated that he was surprised that it hadn't happened already since the control panel is plastic and the back burners escalate the control panel burnout. I told him that I rarely use the back burners since they are smaller than the front burners and require reaching behind large pots to use them which is not safe and of poor design. My husband and I looked online and found other people had similar experiences with the [REDACTED]. The new parts were installed and the range was operational again. However, I will not let my teenagers and twenty something year old kids use the oven without my husband or I being at home due to safety concerns. The second incident, happened this week, May 2014. Again the problem was with the lower oven. I finished baking, pushed the cancel button which appeared to have turned off the oven. However, 20-30 minutes later, the kitchen was warm, opened the oven which was still baking at 350 degrees. We were able to unplug the oven to turn it off. [REDACTED] came today and will install new parts on June 11. However, the replacement parts are a temporary fix. The oven is not safe; it could cause a fire or explosion and should be recalled.
4	H1130294A	2/15/2011		Won't turn off & error code	The electronic computer that controls the oven temperature and the clock on the control board has been replaced three times. The electronic mechanism didn't work well she noticed error message and the range would not power off. On 8/25/2010 she had the electronic computer replaced for the fourth time. On 2/15/2011 when the oven was powered in the on in the bake setting and at any degree it begins to smoking within five minutes of being powered on. It smelled like a plastic burning. The smoke was coming from the control panel behind the knobs in which are located just above the oven. When she powered the range in the off position it stopped smoking.

					The firm has not been contacted and she has discontinued the use of the oven in fear that it poses as a fire hazard.
5	I11C0177A	12/7/2011		Won't turn off & error code	[REDACTED] gas stove model [REDACTED], SN [REDACTED], after pre-heating to 375 and then cooking dinner for approx 1 hour would not shut off by turning dial to off. I unplugged it and shut off gas. Plugged it back in and turned on gas, it instantly ignited, while oven dial was in off position. Did this twice with same result. I searched the internet for this type of event and found the same exact problem with same exact stove. Thanks very much.
6	I12C0325A	12/8/2012		Won't turn off & error code	Oven remained on after it was turned off. We woke up around 1 am with smell of smoke in the house. I ran downstairs and the range was smoking and was displaying FIRE. I pulled it out and unplugged it and burnt my hand while pulling it out. At this time, it does it all the time now.
7	H0670115A	7/9/2006		Won't turn off & Control panel wiring fire	OWNER OF A GAS RANGE WITH OVEN REPORTS THAT AFTER TURNING OFF THE BROILER, IT REMAINED IN THE ON POSITION & SPARKS CAME OUT FROM BEHIND THE CONTROL PANEL WHERE THE TEMPERATURE DIAL IS LOCATED. NO INJURY. FIRE HAZARD.
8	I1280555A	8/24/2012		Won't turn off & control panel wiring	Last night while using the oven portion of our [REDACTED] Dual Fuel Range, a fire broke out on the back of the unit behind the control panel. It started by a popping noise followed by all of the lights on the control panel lighting up. I tried turning off the oven at the oven's control panel but nothing happened. Lastly flames came out from the back top portion of the unit and reached up to the microwave above by the time I made it to the fuse box and was able to shut it off.
9	H1090081A	6/10/2007		Won't turn off & control panel error code	CONSUMER WAS USING THE GAS WALL OVEN WHEN F11 ERROR CODE BEGAN FLASHING ON THE CONTROL BOARD. CONSUMER WAS ABLE TO TURN IT OFF. HAS HAPPENED MULTIPLE TIMES. IN A RECENT OCCURRENCE, THE HEAT COULD NOT BE TURNED OFF, CONSUMER HAD TO USE THE CIRCUIT BREAKER.
10	H11A0036A	10/2/2011		Won't turn off & control panel error code	The consumer says the oven was on and very hot and could not get it to shut off. There was an F2 code on the digital display and a constant beeping. She contacted the gas company who disconnected the unit. She never had any issues with it before. She says there was an electronic ignition installed on it a few years ago. She tried to contact the manufacturer but was not able to reach anyone.
11	H11A0267A	10/27/2011		Won't turn off & control panel error code	Consumer stated that while she was using the range/oven at 400 degrees approximately 20 mins later the oven stayed on and would not turn off. There was an error code F10, and flames in the bottom of the oven that could not be contained. Her son was able to disconnect the gas from the range to turn it off. This was the first incident. 10/27/11 Consumer contacted the retailer and was advised that there would be charge for a service person to be sent out. Consumer feels that this range is a fire hazard and should be recalled.
12	I1120011A	1/31/2011		Won't turn off & control panel error	We turned on the oven of our [REDACTED] Dual Fuel Range (Model [REDACTED]) and after about five minutes, heard a strange cracking/popping sound. We ran into the kitchen and saw that smoke was coming out of the back of the oven where the sound was coming from. The electronic display was fading in and out. We tried to turn it off, but couldn't and so I ran outside and turned off the breaker. The Fire Dept. came and told us it was definitely the stove and not wiring in our house.

					They felt the top of the range display and it was hot to the touch.
13	H1280234A	8/12/2012		Won't turn off & control panel error	The caller stated that while pre-heating his gas oven the display panel malfunctioned. It ceased to function for approximately 5 mins after the unit was in use. However, the range continued to preheat. The range was disconnected to prevent any damages. 8/22/12 The manufacturer was contacted and he was advised that he would have to purchase the replacement parts. The caller feels that this gas range is a safety hazard and should be recalled.
14	I12A0153A	9/22/2012		Won't turn off & ramps up in temp	Our [REDACTED] gas stove's electronics malfunctioned and gas flow could not be shut off. The stove kept on getting hotter and hotter. Our house almost caught on fire. Apparently this has happened with other [REDACTED] and [REDACTED] models.
15	I1190625A	9/19/2011		Won't turn off	I was making dinner in the oven of my [REDACTED] range. The circuit breaker flipped. I turned it back on and the oven appeared to be functioning. I then received an error message ID 11 which was not in the hand-book. I tried cancelling the oven and it would not shut-off. It not only would not shut-off it began to heat up beyond the 350 degrees it was set for. The oven appeared to be off as the display was blank. I only noticed it was not off because I could still see the flame in the bottom of the oven. I called the Fire Department. They shut off the gas and electricity to the stove. My appliance serviceman said that the oven had a manufacturers defect. The ignitor wire had frayed and ground itself on the oven wall. He replaced the ignitor wire and turned the stove on. The problem still existed and he said the circuit board was fried as well. I had him disconnect the oven and I contacted [REDACTED]. They opened an investigation. I want you to be aware of this problem in case they do not do anything to warn people of the existence of this problem. If I had left the house or not checked the flame, my house would have been on fire. The model number of this range is [REDACTED], serial number is [REDACTED]. I bought the range in 2007 so it is only 4 years old. Please contact me if you have any further questions. Thank you, [REDACTED]
16	H13B0107A	11/6/2013		Won't turn off	Around November 6th or 7th, 2013 she turned the oven on to 350 degrees to bake spaghetti squash. The oven had been on for approximately 45 minutes after preheating. After the 45 minute bake the caller removed the squash and pushed the oven button to "stop" which should turn the oven off, however the oven did not go to off. She kept pressing the stop button but the oven would not turn off. She did not notice whether the temperature of the oven was rising or staying set at 350 degrees. Her husband returned home from work, turned the temperature of the oven down then he was able to press stop and turn the oven off. This happened repeatedly. The caller contacted the manufacturer the same day but the manufacturer advised her of a very high monetary charge to have them send a technician out because she didn't obtain the extended warranty. She was offered a \$500 warranty at a charge of \$259 which she declined. (for 90 days!) She then spoke with [REDACTED] Corp [REDACTED] who said she would research any information about the range and then a young lady who offered her a \$75 with a rebate of \$65 and final charge of \$10 for the tech to come look at the range which she declined, because they wouldn't come for more than a week.

					<p>Caller is planning to purchase a new range because it is two weeks before Thanksgiving and she doesn't want to take chances while expecting 18 dinner guests.</p> <p>She is reporting because this range is just two years old and unsafe.</p> <p>There are no injuries being reported, thankfully because she hasn't used the oven</p> <p>The burners also don't ignite.</p>
17	H09C0079A	6/15/2006		Won't turn off	OFF BUTTON ON GAS OVEN DOES NOT TURN THE UNIT OFF.
18	H08A0209A	7/10/2008		Won't turn off	AFTER THE GAS WALL OVEN HAS OPERATING & TURNED TO THE "OFF" POSITION, THE OVEN CONTINUES TO OPERATE & REMAIN HEATED FOR SEVERAL HOURS BEFORE COOLING OFF. CONSUMER ALSO COMPLAINS THAT THE ODOR OF GAS IS PRESENT WHILE THE UNIT IS OPERATING. NO INJURY.
19	H10C0230A	12/2/2010		Won't turn off	CONSUMER REPORTS THAT THE GAS OVEN WAS IN USE AND IT WOULD NOT TURN OFF WHEN THE OFF BUTTON WAS PRESSED. CONSUMER UNPLUGGED THE ELECTRICAL IGNITER OF THE OVEN.
20	H1110041A	12/29/2010		Won't turn off	CONSUMER HAD BEEN COOKING ON THE GAS RANGE, TRIED TO TURN GAS RANGE/OVEN OFF BUT IT WAS NON RESPONSIVE. DIGITAL CONTROL FOR OVEN LOCKED UP IN THE "ON" POSITION MAKING IT IMPOSSIBLE FOR HIM TO TURN IT OFF. HE TURNED BREAKER OFF THEN UNPLUGGED GAS RANGE.
21	I11A0371A	1/17/2011		Won't turn off	[REDACTED] oven Model [REDACTED] does not turn off every time. After pressing the "Cancel" button, the panel lights go out but the oven continues heating. Multiple presses does not work. Eventually, the oven turns off by itself. I reported to [REDACTED] and they sent a technician as a good faith gesture. The technician and [REDACTED] said that they never heard of this problem. The technician said he couldn't do anything since the oven was "off". He would have to be here during the problem.
22	H1150221A	3/29/2011	110610CCC1700	Won't turn off	<p>Consumer feels that the gas/electric range could pose a fire hazard.</p> <p>Consumer stated that every time that his used his range he cannot turn 'off' by pressing the "off" bottom in the control panel. Consumer said that the 'off' bottom in the control panel did not work the only way turned 'off' the range is by shutting 'off' the circuit breaker or gas valve.</p> <p>No further information</p>
23	I1150007A	4/20/2011		Won't turn off	<p>Apparently there is a recall on certain [REDACTED] ranges, Mine needs to be added to the list. Or if it is please let me know.</p> <p>The oven was on. We were unaware that the broiler came on and continued to heat up. There was a fire and flames coming up from the back of the stove. Fortunately my daughter was in the kitchen and saw it. We grabbed extinguisher but it burned itself out. We turned oven off. Then noticed broiler was still on and getting hotter. Had to unplug/flip breaker to get it to turn off. Seems there is something in the controls that burned up but wonder why and if part is replaced if it could happen again. This is very dangerous and could of been disastrous! (we bought this range new.)</p> <p>Thank you, [redacted]</p>
24	H1160046A	5/7/2011	110606CCC2584	Won't turn off	The consumer says the offswitch refuses to work. The consumer says the only way to shut off the unit is by turning off the circuit breaker. The consumer says she contacted the manufacturer who denied that there was a problem and that her unit was out of warranty. The consumer says the

				unit is a major safety issue. The consumer says in another incident her husband was trying to pull the oven out and he grabbed the door by accident and the door came off the hinges. She says when the door came off the center piece of glass shattered. The consumer says that all models with the silver oval membrane switch panel on the front of the stove.
25	H1180233A	6/15/2011	Won't turn off	<p>Caller began noticing around the beginning or mid June that the electronic button on her gas range was not working to turn oven off.</p> <p>She didn't contact the manufacturer at that time because she has stated that it is an all day process. She had scheduled a visit from the repair tech with the manufacturer on 08/18/2011, he never showed up so she scheduled another today, the tech came out, told her that the range can not be repaired because the part is no longer made.</p> <p>She would like this range reported to alert the public</p> <p>She would like for her range to be repaired at manufacturer expense.</p>
26	H11B0106A	10/17/2011	Won't turn off	<p>On 10/17/2011 around 6:00 AM, a strong plastic odor and smoke woke up the consumer. The consumer went to the kitchen and noticed that the smoke was coming from the range oven. The consumer pressed the power "off" button to turn off the oven, but it would not turn off.</p> <p>The consumer immediately called the management people for the rental property, who immediately turned off the gas from the main utility room.</p> <p>The consumer said that he did not have any previous issues with the electrical/gas range.</p> <p>The consumer feels that the range presents a fire hazard.</p>
27	I11B0280A	11/11/2011	Won't turn off	<p>Our [REDACTED] Oven Off switch will not turn flame off, therefore is running continuously. The Off button contact is designed to for shutting down oven. The stove is fairly new with very little use. Reading online complaints as regards to [REDACTED] Ovens and the off that are defective, consumers are concerned for household safety. Now im dealing with this. I paid extra to purchase a higher quality stove, thinking [REDACTED] is the one. I have four children, please for the sake of safety, the [REDACTED] Stoves must be recalled for the defective off switches. Shall I disconnect the gas when the food is cooked completely. We need help as this is an on going safety issue that has not been taken seriously. I am forwarding letters to Congress and our states Attorney General.</p> <p>A concerned citizen .</p> <p>Sincerely, [REDACTED] I may be contacted at [REDACTED] .</p>
28	H1210081A	12/22/2011	Won't turn off	<p>Around December 22, 2011, caller had been cooking at 375 degrees when she noticed that the control panel was flashing error code.</p> <p>She tried to turn it off but it would not turn off until she turned it off at the circuit breaker.</p> <p>A few days later the same incident happened with it not turning off again until the circuit breaker was turned off.</p> <p>Approximately one week later she and her husband noticed that the house was becoming excessively warm and then found that the oven had come on by itself when they walked near it. They turned the oven off at the circuit breaker again when it would not turn off manually.</p> <p>Callers had problems with the inside workings of the control panel in past, replacing some parts for 3rd time including the ECH.</p> <p>Caller contacted manufacturer sometime around December 26, 2011 and reported this incident.</p>

				<p>Caller is not sure who she spoke with but she was told that they would cover all parts and she would pay for labor since she had replaced these same parts now for the third time. Caller would like for the public to be made aware because she believes this to be a severe fire hazard.</p>
29	H1230268A	2/12/2012	Won't turn off	<p>The consumer was baking in the oven at 400 degrees for one hour and a 30 minutes. The consumer attempted to power the oven in the off position by the switch but it would not power off. After trying to power the oven off for five minutes she then contacted [REDACTED] (gas company). They came out to shut the gas off and disconnect the electrical wiring within one hour. The consumer was given a red tag for the range and advised not to use it until the manufacture was contacted and the necessary repairs were made. The consumer contacted the retailer 03/23/2012 and the consumer states that she was advised to contact their service center for repair. The firm has not been contacted but the consumer plans to do so. The consumer did not contact the service center but plans to do so. The range is still currently in operable and has the gas company's red tag on it.</p>
30	I1270051A	7/3/2012	Won't turn off	<p>After using my gas [REDACTED] gas range the "off" button failed to operate making it impossible to turn the oven off without using the circuit breaker. This is not the first time it has happened. In August of 2008 we had it serviced and they replaced the switch membrane which corrected the problem. Until today, July 3, 2012. Granted it has been 4 years since we had the problem fixed the first time, it's the same problem and [REDACTED] seems to be well aware of the issue but only "warranties" that part for 90 days even though it is a safety issue. In searching online I have found many people experiencing the same problem. It seems that even though they are aware that this is a safety issue that many people are experiencing they are not correcting the problem and forcing people like me to have it serviced and have the part replaced, while in the meantime we are not using the oven and keeping it turned off at the circuit breaker. I hope it doesn't take someone getting hurt before they take responsibility for this issue. The model # [REDACTED], Serial # [REDACTED].</p>
31	I1290280A	9/5/2012	Won't turn off	<p>We have owned a [REDACTED] stove that has required multiple repairs to the touch panel control. It is now on it's fourth one in three years. Now the stove will not turn off. We need to shut off the circuit breaker in the garage to get the oven to stop running. [REDACTED] will not cover the labor cost to have someone come out and see why the panel has failed again. I feel that a stove that has failed to function properly multiple times and now will not turn off by normal means is a fire hazard. I'm tired of sinking money into an unsafe and defective product.</p>
32	I1320530A	2/24/2013	Won't turn off	<p>THE STOP TOUCH BUTTON ON THE PANEL OF THIS [REDACTED] 30' GAS RANGE MODEL KGRA806PSS01 HAS STOPPED WORKING. ONCE THE OVEN IS TURNED ON IT WILL RAMAIN ON SINCE THE STOP BUTTON WILL NOT WORK... UNLESS I SHUT THE MAINS (KITCHEN) OFF. I THINK THIS IS A SAFETY HAZARD AS THE OVEN WILL NOT TURN OFF BECUASE OF THE FAULTY MEMBRANE SWITCH THE [REDACTED] HAS USED IN THEIR PRODUCT. I DID A RESEARCH ON THIS AND FOUND OUT THIS IS A WIDELY KNOWN PROBLEM WITH THE [REDACTED] GAS RANGE THAT HAS TOUCH CONTROL PANEL AND YET THERE HAS'NT BEEN ANY RECALLS FROM THE COMPANY. I AM NOT USING MY OVEN ANYMORE.</p>

33	I1330471A	3/31/2013		Won't turn off	[REDACTED] Duel Fuel Range model number [REDACTED] We were cooking Easter dinner and just were going to get dinner out of the oven, I heard a loud noise and turned around with flames shooting out the back of our oven and black smoke. The oven door locked and I could not open to take out the food and the oven would NOT TURN OFF!!!! HOW DANGEROUS!!!! What if we had not been home as we use the delay start and turn off function all of the time!! Our home would have burned to the ground! We are beyond frustrated but incredibly grateful that no one was hurt!
34	X1431055A	3/4/2014	140326HWE0001	Won't turn off	Called to [REDACTED] for a stove that won't shut off, something glowing inside. Nothing showing upon arrival but smoke detector sounding. Residents were inside the building. Owner directed us to stove. Stove very hot to touch, appeared to be on high with all knobs and control panel off. Owner, [REDACTED], stated they had a breaker trip for the stove. She reset the breaker and a short time later smelled something hot. Some smoke appeared and their smoke alarm sounded. Stove was pulled out and gas shut off to unit. The unit also unplugged. Informed homeowner to leave stove pulled out to allow it to cool. Stove is a [REDACTED] model [REDACTED]. No other problems found. Informed to call again if needed. All other units called off. 03/13/2014 Inspector [REDACTED] and [REDACTED] met with the owner to photograph the stove and discuss event leading up to her calling 911. The owner stated she had cooked dinner in the oven, she turned it off and then the breaker tripped. She reset the breaker, she then noticed that something was very hot and appeared to be glowing inside. She stated that all the burners were in the off position & the oven was off. I advised her that I would forward the report and photos to CPSC for possible evaluation.
35	H1450030A	5/3/2014		Won't turn off	The consumer stated that she was pre-heating the oven at 425 degrees for about 10 minutes. Immediately after she set a pizza to bake for 22 minutes. The consumer removed the pizza from the oven and tried to turn it off using the control panel. The oven would not turn off. The consumer tried to turn it off with different control panel commands but the appliance was un-responsive. After 45 minutes, the consumer consulted a friend that is employed as a handy-man and he suggested for her to disconnect the circuit breaker for the range. The consumer did not know how to disconnect the circuit breaker for her range. She set the oven with a timer and by the end of that time the oven turned off by itself. The consumer discontinued the use of this product. The consumer did not contacted the manufacturer because she is not the owner of the house. She plans to contact them in the near future. The consumer thinks this product is dangerous and she is afraid to use it. There were no relevant CPSC recalls found involving this product.
36	H1450215A	5/20/2014		Won't turn off	The consumer stated that he was baking in his range's oven for 45 minutes at 350 degrees. He tried to turn off the oven by pressing the "off" option on the control panel keypad. The consumer pressed the button multiple times, but the control panel did not respond and the oven would not turn off. Immediately, the consumer decided to disconnect the range's power by turning off the circuit breaker. The consumer was not injured and no property damage was associated with this incident. He discontinued the use of this product. Immediately, the consumer contacted the manufacturer. He reported the situation, and requested

					<p>the company to cover the cost of the labor, diagnostic and replacement parts to repair this product. The manufacturer offered to cover the costs of labor and diagnostics but not the replacement parts which would cost around \$300.00. The customer service representative informed the consumer that they would have to replace the control panel and an electronic latch. The consumer declined the offer.</p> <p>The consumer believes this product poses a fire hazard.</p> <p>No CPSC recalls involving this specific product could be found at this moment.</p>
37	H0660171A	5/31/2006		Turns itself on & won't turn off	OWNER OF A GAS RANGE WITH OVEN REPORTS THAT OVEN TURNED ITSELF TO THE "BROIL" FEATURE & IT WOULD NOT TURN OFF WHEN THE "CANCEL" BUTTON WAS PRESSED. NO INJURY. FIRE HAZARD.
38	H0670275A	7/28/2006		Turns itself on & won't turn off	GAS OVEN TURNED ON BY ITSELF AND COULD NOT BE TURNED OFF. ONCE THE OVEN WAS UNPLUGGED FROM THE WALL IT THEN TURNED OFF. NO INJURY.
39	H06A0169A	10/19/2006		Turns itself on & won't turn off	WHILE 72 YEAR OLD WOMAN WAS USING GAS RANGE, OVEN TURNED ITSELF ON WHILE KNOB WAS IN OFF POSITION. SMOKE CAME FROM THE OVEN. IT WOULD NOT TURN OFF WITH THE ON/OFF SWITCH. NO INJURY.
40	H0720149A	2/12/2007		Turns itself on & won't turn off	GAS RANGE WAS TURNED OFF WHEN CONSUMER SMELLED SMOKE & DISCOVERED THAT THE STOVE WAS HOT & THE HEATING ELEMENT WAS ON. OVEN WOULD NOT TURN OFF. NO INJURY.
41	H0890278A	3/15/2008		Turns itself on & won't turn off	GAS RANGE/OVEN WAS TURNED TO THE "OFF" POSITION, WHEN CONSUMER NOTICED THAT THE GAS RANGE OVEN HAD SUDDENLY TURNED ITSELF TO THE "ON" POSITION WHILE IT WAS OFF. CONSUMER WAS ABLE TO TURN OFF THE GAS RANGE OVEN FROM "ON/OFF" SWITCH. NO INJURY. FIRE HAZARD.
42	H0870326A	6/1/2008		Turns itself on & won't turn off	GAS RANGE WITH OVEN TURNED ON BY ITSELF WHILE IN THE OFF POSITION. UNIT WOULD NOT TURN OFF ^AFTER CONSUMER PRESSED SEVERAL CONTROL BUTTONS. NO INJURY. FIRE HAZARD.
43	H09A0375A	10/23/2009		Turns itself on & won't turn off	THE CONTROL PANEL ON THE GAS STOVE WHICH ALSO CONTROLS THE OVEN TURNS ON BY ITSELF. THE ALARM GOES OFF AND THE CONVECTION PART OF THE UNIT COMES ON AND WOULD NOT SHUT OFF. THE OVEN MAY TURN ON IN THE MIDDLE OF THE NIGHT. THE OVEN HAS OTHER MALFUNCTIONS TOO.
44	H1110183A	1/2/2011		Turns itself on & won't turn off	CONSUMER STATED THAT SHE SMELLED AN ODOR OF SOMETHING BURNING LIKE IT WAS SELF CLEANING AND DISCOVER THAT THE GAS OVEN HAD TURNED ON SPONTANEOUSLY BY ITSELF. SHE WAS UNABLE TO USE THE CONTROL KNOBS TO TURN IT OFF & HAD TO POWER IT OFF FROM THE CIRCUIT BREAKER.
45	I1160222A	5/31/2011		Turns itself on & won't turn off	<p>[REDACTED] microwave.</p> <p>Microwave beeps in an erratic pattern and then turns on by itself. The display alternates between a 3 minute countdown and the word "PAN". Only unplugging or opening the door makes it stop.</p> <p>[REDACTED] shipped the part to my house (10 days) and paid for the replacement with no hassle, no cost. I had to unplug the microwave while waiting for the part to arrive.</p> <p>This is my second [REDACTED] appliance with a major safety defect. My stove (XXXX) "off" button failed. [REDACTED] gave hassle about covering replacement installation costs, but ultimately replaced next day free.</p>

					I will not buy [REDACTED] appliances. Not worth the risk, and they don't recall failing/dangerous products.
46	H1230176A	3/15/2012	120321CCC2537	Turns itself on & won't turn off	<p>Caller woke this morning 03/15/2012 noticing that his 1500 square foot L shaped house was very hot.</p> <p>Caller had not gone to bed until after midnight and woke at 6:25AM.</p> <p>Temperature was 80 degrees outside during the day so his furnace has been turned off this entire week, however the furnace fan was turned on to cool the house.</p> <p>He walked through the house to the kitchen and when he walked toward the gas range the heat was extremely hot, he could not touch the range.</p> <p>He opened the oven and heat came roaring out.</p> <p>He tried unsuccessfully to turn the range off using the controls, then pulled the range out from the wall, turned off gas and unplugged range.</p> <p>He has not used the burners on the range to cook since the morning of 03/14/2012 when he cooked breakfast then turned it off.</p> <p>He hasn't used the oven in approximately one month.</p> <p>He lives alone and opts to use his grill and microwave.</p> <p>He is filing report so that public will be aware that there is a danger with this range turning on and becoming so hot as to heat his entire house.</p> <p>Caller would like this range replaced by a different model and at manufacturer expense.</p> <p>Until now he has loved the stove but sees it now as a definite safety hazard.</p>
47	H1290009A	8/31/2012		Turns itself on & won't turn off	<p>Caller was sitting in another room from her kitchen and her cleaning lady came running out of the kitchen yelling that she had no idea what had happened but that smoke was coming out of the gas stove.</p> <p>No one had used the stove since the day before (over 24 hours)</p> <p>Caller ran into the kitchen, saw that the smoke was coming out of the right side of the stove, checked to turn stove off, however it was not turned on.</p> <p>She immediately contacted the fire department.</p> <p>The fire department came in, saw the smoke, disconnected gas from stove, put stove outside in caller's front yard then advised caller to definitely keep stove out of her house and replace with new one.</p> <p>Cause of fire was short in the wires according to firehouse</p>
48	130117HCC3346	12/21/2012	130117HCC3346	Turns itself on & won't turn off	<p>Consumer reports that the range turned on by itself during the night, causing the smoke alarm to sound. Consumer reports that the oven temperature reached almost 500 degrees. Consumer reports that the oven continues to turn on and off by itself. Consumer reports damage to some cookie sheets. No injuries reported. It was reported that the control board had been replaced on 12/28/11.</p>
49	I13B0405A	11/24/2013		Turns itself on & won't turn off	<p>Appliance name and model number: [REDACTED] Double Oven Freestanding Range, model no: [REDACTED]. The oven randomly turns on to broil settings and 170 degrees Fahrenheit. At this point, the control panel does not always respond to button presses to shut the oven off. Even if the oven responds to button presses and successfully shut the oven off, the oven turns on again after a few seconds. The only safe way to counteract the issue is to shut the power off to the oven at the</p>

					<p>main breaker panel.</p> <p>The danger with this issue is that this could happen while there is no one at home, or during the night when there is no one there to shut the oven off. As it is a heat source it could pose a fire hazard under certain circumstances.</p>
50	I1450228A	5/11/2014		Turns itself on & won't turn off	<p>My [REDACTED] stove went on while we were out for mother's day luncheon. We left at around 12:30 and make sure that everything is off when we leave. When we returned at 4:30, I opened the door into my house and was met by an overwhelming heat wave. The kitchen was extremely hot and I ran to the stove. It said it was locked and I could not shut it off. I went downstairs to my circuit breakers and turned it off. I waited about 90 minutes and then pulled the stove out and unplugged it. The heat melted my microwave door handle and burned my legs thru my pants. The repair man came today May 15 2014 and stated that the computer burned out. He ordered the new parts. However, I wonder if this a problem endemic to this model, and if it may happen again. What if we did not return when we did? What if it occurred while we were sleeping?</p>
51	X1380162A	4/26/2013	130807CWE0001	Turns itself on & will not turn off	<p>08/07/2013 00:23:19</p> <p>Message = I own the following product [REDACTED] serial # [REDACTED] was sleeping & around 3am I smelled smoke. My partner & I woke up & began looking for the source. We found a fire in the stove. Needless to say we were hysterical since the stove was not being used so we couldn't turn it off. I went outside & turned off the electrical breaker to the stove. The stove is on its own circuit. All of the wiring to the house & the electrical box was replaced approximately 5 years ago. I called [REDACTED] Customer Service when they opened. I was very upset. We had almost called the Fire Department but once we turned the breaker off, the fire went out. It was an electrical fire within the stove. [REDACTED] sent out a [REDACTED] Technician on April 26th 2013. The first man 1st checked the stove & then asked us to turn the breaker back on. He screamed out the window & told us to turn the breaker back off because it started another fire. He said he thought the stove needed a new control panel. He said he would order the part & they would call us when it came in. The 2nd technician came out several weeks later. They took the control panel & noticed a small bug in it. He said the bug may have caused the problem however he put the new part in the stove, asked us to turn the breaker back on & again he screamed out the window & told us to turn the breaker off because it started another electrical fire. This proved that the cause was not the small roach in the back of the control panel. The Front control panel has an electrical connection to the back control panel. He called his boss & told him he did not see any bugs in the back panel. The service man took the new part back with him & left the control panel out of the stove. He told us he didn't know if Kitchen Aidie would cover the service. We expressed our feeling by stating the bug did not cause the fire. He proved this when he installed the New Panel & a Fire started again. I have not heard from [REDACTED] since. This would have burned down my entire house. This is a Gas Stove & Convection oven with electronic (electric) Starters & Controls. This could have caused an explosion which could have endangered adjacent property & lives. I have at least 20 photos proving this is not a roach infested stove or space. The oven was rarely used & this is obvious in the photos.</p>
52	H0950136A	2/15/2009		Turns itself on & ramps up in temp & won't	<p>CONSUMER STATED THE GAS OVEN WAS TURNED TO THE "ON" WHEN HE TOOK FOOD OUT. HE THEN TURNED THE UNIT TO THE "OFF" POSITION. THE OVEN THEN TURNED ITSELF BACK ON. OVEN HAD TO BE UNPLUGGED FROM THE WALL</p>

				turn off	
53	I1430364A	12/20/2013	140325HCC1506	Turns itself on & ramps up in temp	[REDACTED] gas oven turns on by itself and heats uncontrollably. The temperature was so high that the cabinets next to the stove were damaged. The problem was reported to [REDACTED] and the oven was serviced by replacing the control board. This did not solve the problem and the oven again turned on by itself. Fortunately we caught it early.
54	X1240128A	2/1/2012		Turns itself on & ramps to high temperature	Dear [redacted]: Please help. I have tried and tried. I've called. I've written dozens of letters. Still nothing. I feel there has been not only no concern but deception and evasiveness on the part of [REDACTED] am enclosing some of the communications I've had. Two years after the first [REDACTED] Gas Slide-in Range was installed it failed. It would all of a sudden go to 500 degrees by itself over and over again. Thank God I was home. I called maintenance in the building and had everything disconnected. After two months [REDACTED] sent their rep and said it was indeed defective. I paid over \$2000 for the range On Oct. 2006 the new range (Model [REDACTED] - Serial [REDACTED]) was installed in my home. Now, in such a short time again the computerized control panel does not work. The warrantee expired 10/2011 but this is the second [REDACTED] I've had in the last seven years where the control panel was defective and dangerous. I'm fearful of fire. Reviews on line indicate that other customers have had the same complaint and fear with this product - the control panel. [REDACTED] has been remiss giving no warnings to owners of this range. They have been deceptive, neglectful and possibly fraudulent. I have called Customer Service and got no help, only a list of repair service people at my expense. I followed up and the cost would be \$800 for the replacement repair. I want [REDACTED]/[REDACTED] to come and diagnose, replace the defective part at no expense to me. Or install a NOT [REDACTED] range. When is enough - enough. Please help. You may contact me at [redacted]. [redacted]
55	X12B0063A	10/13/2012		Turns itself on & oven temp ramps up	"FIRE HAZARD" : Purchased [REDACTED] Gas Stove Model # 02EN3SS on 8/3/12, delivered on 8/7/12. was not installed until late Aug-Early Sept (construction completion), Stove broiler began to turn on by itself. [REDACTED] Tech came and assessed as faulty thermostat, and wanted to replace it. We insisted on NEW unit, [REDACTED] DID so on 9/7/12. On 10/ 13/ 12, stove was set to 325 deg, for 30 min. After only 15 min. smoke alarms activated, room filled with smoke from charred food, room was very hot as well as Stove was very hot. temperature was out of control. (inside was clean before use, and normal food being heated, [REDACTED] wants to send Tech again probably to replace thermostat. We do not trust this model and feel it is a hazard to public for fire, or someone getting burned by hot metal. Serial # of 2nd stove - [REDACTED]. Do not have Serial # of first. (bought at [REDACTED]) Thank you
56	H1440024A	10/1/2005		Turns itself	Caller purchased a [REDACTED] double wall oven in 2001, the electronic keycode came up reading a

				on & error code	<p>7 and attempting to turn itself on. This has happened and been replaced over times. 10/01/2005 Replaced touchpad control panel 05/25/2006 Replaced touchpad control panel 08/28/2006 Replaced touchpad control panel 07/29/2013 replaced ERC 03/30/2014 Ordered touchpad control panel Caller is reporting this incident as a severe safety hazard due to the wall oven trying to turn on during the malfunction periods of this keycode. She is asking for an inspection of this wall oven to assure safety for not only her family but those in the public population.</p>
57	X1110744A	1/1/2007		Turns itself on & error code	Gas range will come on spontaneously by itself. The electronic display will show a code and beep unpredictably throughout the day. Circuit breaker has to be shut off to prevent problem.
58	X1120001A	1/27/2011		Turns itself on & error code	Gas range oven will turn on by itself. There is an electronic problem with the unit. It will beep often & display an error code. Consumer has to turn it off at the circuit breaker.
59	H1260197A	12/15/2011		Turns itself on & error code	<p>The consumer says the range turns on by itself at 350 degrees. She says it stays on or sometimes it goes off on its own. There is also an F11 code that comes on and shut off. she has heard beeping. The consumer contacted the manufacturer who sent out a technician on 1-13-12 who told her the issue was a faulty relay. She was told by the technician to unplug the unit when she steps out of the house which prompted her to contact us.</p>
60	I12C0064A	12/3/2012		Turns itself on & error code	<p>Our [REDACTED] gas range and oven started to catch fire on Monday December 3, 2012 at about 7:30 AM. My husband heard the oven beeping and it had turned itself on and was displaying an error code "F1". He turned the oven off, thinking one of our adult children had just left it on from the previous night. It started beeping again and it had turned itself on again. He came to find me. By the time we got back in the kitchen, it was starting to catch on fire - it smelled like an electrical fire and there were fumes and smoke but no open flames yet. He pulled the range/oven out and unplugged it and this was enough to stop the fire from progressing (I did have a fire extinguisher ready). When I looked online, I found an article from 10/24/2012 titled "Fire chief: [REDACTED] ovens magically ignite, burning 6 homes in Perth Amboy." at www.nj.com. The article listed this site. We still have the oven if any agency wants to pick it up to analyze the failure. It was a very old range/oven which has worked well since 1990. It was also raining and we noticed a water leak from the hood/vent and assumed that the dripping water had caused an electrical short. It was a miracle that this failure happened while my husband was awake in the next room and home to save our house. If it had happened an hour or more earlier, our two children and we would have been sleeping and probably would not have heard the smoke alarms until the fire had progressed to open flames (Note - the fire alarms did not go off). If it had happened even an hour later, we would have been at work and one son would have been still asleep upstairs with his door closed and a fan running so he might not have heard the smoke alarms until the fire was very</p>

					advanced and had involved the stairs.
61	H1490037A	9/6/2014		Turns itself on & error code	<p>(09/06/2014) The consumer stated that the top broiler, the oven light, the convection fan came on by itself. The computer LED readout indicated the number 8. The consumer shut the gas off to the appliance. After the range cooled down, the consumer open the oven door to see why everything came on by itself.</p> <p>The consumer stated that nothing was in use on the range when this happened.</p> <p>(09/06/2014) The consumer contacted the company. The consumer explained the incident. He was advised that they might be willing to help him out with the cost of a new circuit board. The consumer was also advised that he would have pay for service visit.</p> <p>The consumer stated that he checked the internet and found similar complaints with the same model.</p> <p>The consumer thinks that this product should be recalled. He does not want it repaired.</p> <p>The consumer stated that his biggest scare is that this could have happened when no one was at home.</p>
62	H1380130A	8/11/2013		Turns itself on & Control panel wiring fire	<p>The consumer says that he was getting ready to go to bed. The stove had been in use an hour prior to them going to bed. He and his wife then noticed white smoke that smelled like burning rubber. He did not see actual flames but their were blackened electrical components inside the unit.</p> <p>The consumer turned the gas off. he took off the top and he could see that the electric smoke was emitting smoke. He unplugged the electric box by an electric plug underneath the counter.</p> <p>The consumer says that the top of the stove is very hot even when not in use. He says that it sometimes feels like it is on when it is not.</p>
63	I1110918A	1/27/2011		Turns itself on	The Gas range started by it self in the middle of the night and almost burned down my house.
64	I1170682A	5/10/2011		Turns itself on	My [REDACTED] gas range is 6 years old. The oven preheats by itself! You can be 3 feet away from it and it turns on. Now there is gas leaking from it. We unplugged it and turned the gas off. I contacted [REDACTED] and they said it is now a safty issue and I would have to pay to have it fixed. I am afraid to have this range in my home.
65	H1250210A	5/17/2012		Turns itself on	<p>The consumer has a range with four burners and an oven. The consumer stated that she was using the oven on the "broiler option" for approximately 10 minutes. The consumer stated that she turned off the broiler by turning the knob to the off position. The knobs are located in the front of the range. The consumer stated that approximately 2 hours later she returned to the kitchen and the broiler was on.</p> <p>The consumer stated that she contacted the maintenance person at her apartment and they could not find what was wrong with the range. She stated that the maintenance person turned off the gas and the electricity to the oven. The consumer stated that there were no visible damages to the range.</p> <p>The consumer stated that there were no damages to her home and no one was injured.</p> <p>The consumer stated that she contacted the manufacturer and they sent a technician on 05/18/2012 to service the range. The consumer stated that they are going to fixed the range and that they will be replacing the thermostat.</p>
66	I1230253A	6/1/2006		Turns itself on	Gas range turns-on on it's own. Possible fire hazard. The electronic control panel on this model suffers from electrical interference which causes the oven to activate on it's own. This problem is

					documented in [REDACTED] Service Pointer [REDACTED]. I contacted [REDACTED] about this problem, but customer service said they would not pay for the fix since the product is out of warranty despite the possible fire hazard. I am currently using the Child Safety Lock feature to temporarily disable the control panel, however even the Child Safety Lock unlocks on it's own.
67	H06B0237A	11/13/2006		Turns itself on	OWNER OF A GAS RANGE WITH AN ELECTRICAL CONTROL PANEL REPORTS THAT RANGE TURNED INTSELF TO THE "ON" POSITION ON THE "BROIL" SETTING". THE SAME HAPPENED A FEW MINUTES AFTER THE OVEN WAS TURNED OFF. NO INJURY. FIRE HAZARD.
68	H09B0036A	11/2/2007		Turns itself on	CONSUMER WAS APPROXIMATELY 4 1/2 FEET FROM GAS RANGE WHEN SHE HEARD MUCH CLICKING AND THEN SAW THE LIGHTS COME ON AS HER OVEN LIT ITSELF.
69	H0840335A	4/30/2008		Turns itself on	THE OVEN ON GAS RANGE CAME ON BY ITSELF. WHEN THIS HAPPENS THE CONTROL PANEL ALTERNATES DISPLAYING HIGH AND LOW READINGS. FIRE HAZARD. NO INJURY.
70	H0940002A	3/24/2009		Turns itself on	GAS RANGE OVEN TURNS ON BY ITSELF WHILE IN THE OFF POSITION. OVEN PRESENTS A FIRE HAZARD.
71	H09A0233A	9/25/2009		Turns itself on	THE OVEN OF THE GAS RANGE COMES ON AND HEATS BY ITSELF TO THE (BROIL) HIGH SETTING. WHEN CONSUMER PUSHED THE OFF BUTTON THE PANEL BEGAN TO BEEP/FLASH ERROR. SHE THEN PULLED THE CIRCUIT BREAKER. ONE MORNING SHE FOUND THE OVEN WAS ON AT THE HIGHEST SETTING.
72	I1250448A	6/10/2010		Turns itself on	I purchased a [REDACTED] double oven gas range, model [REDACTED] April 2009. Approximately June 2010 I came in and found the top oven had turned itself on and heated to 350 degrees. I have no idea how long it had been on. From that time forward it has continued to to so with more and more frequency. Now it is nearly constant. I contacted [REDACTED] on line support and they advised me to go directly to the store and speak with the appliance manager. The appliance crew stated "he won't answer". The manager on duty arranged a service call to be performed. The service tech advised us that the part needed would be 500.00 and [REDACTED] would not cover the cost. His advise, and what we've had to do to be safe, is to put the plug on a power strip so we can disconnect the power when not in use. This is FAR more than a convenience issue. This is an extreme hazard. It has become even more urgent in our case as my Mother has come to live with us and is very anxious with and confused by this appliance. All indications from on-line research is that [REDACTED] will continue to ignore this hazard unless forced to deal with it.
73	I1220448A	2/1/2012		Turns itself on	I have a [REDACTED] gas Stove that the oven turns on by it self. The knob is in the off position. This only happens once in a while. So far it has happened only 3 times this month.
74	X1321196A	4/1/2012		Turns itself on	We are writing to you regarding the [REDACTED] 30" Gas Range that we purchased last year. As a result of numerous problems with the range, it is clear to us that this range is defective. We are requesting a refund or store credit. The range was purchased from [REDACTED] on 3/10/12. We paid \$3,413.62 (including tax). Our sales associate promised delivery quickly, but there were many delays and we did not receive the range until late March. Already frustrated with the late delivery, the range was poorly delivered on the back of a small pick-up truck by one older man. He had no one else to assist him to bring in the range into our house. We were surprised to see the lack of care and caution used in delivering a high-end and very heavy kitchen appliance.

				<p>Right away, we had issues with our range. Our first service call happened in early April, 2012. The oven was not heating up properly. Whatever we were baking or roasting was not cooking properly. The oven would start to heat up, but then the finished product was still raw and uncooked. The thermostat was adjusted and it appeared to be working well again, but as we discovered later, it was never repaired properly that time.</p> <p>The second service call was much more serious. In late April the oven started going on by itself! One day, we finished dinner, cleaned up and were in the living room when we heard the clicking sound of the oven being ignited. No one was in the kitchen and no one turned it on. The oven dial was off, but the oven was clearly heating up, quickly and quite hot. We could not turn it off by turning the dial, so we were forced to unplug it from the back. At that point the oven was extremely hot and it was a dangerous act to try to move a heavy and hot range to unplug it. We called [REDACTED] right away, to ask for help and express our concerns.</p> <p>We spoke to the manager at that point, but he said that all he could do was order service for us. When the serviceman came out, no problems were discovered. We were outraged when we plugged our range back in to make dinner and the turning on of the oven by itself happened once again. Luckily, we were home and we heard the clicking sound once again. When I opened the oven door to check the temperature, large blue flames shot out of the oven towards us. It was very scary! My husband was not home, so my 14 year old son and I had to move the extremely hot oven out from the wall once again to unplug the range. It was again a dangerous thing to do. Once again, I called [REDACTED] and [REDACTED] for repair on this issue and a new Thermostat Kit and DSI Module were replaced on the [REDACTED] range. Although this issue occurred twice and has been repaired, we are still fearful that it may reoccur. This could be extremely unsafe if it happens when no one is home, or even worse if one of our older children are home alone. We are confident this is something your company would not want to be responsible for. The third service call was requested in July of 2012 for the range not cooking properly again. This time, the repairman said it was due to lack of preheating and called it an "education" service call. We feel strongly, especially with my husband being a private chef, that we know how to operate our range and it wasn't a preheating issue, but the uneven and incorrect cooking arising again. Our fourth service call in January of 2013 was requested because the range was not cooking properly just as we foresaw. We had preheated the oven, set a chicken in to roast, came back after an hour of roasting and the chicken was still raw in a luke warm oven. We could reach in and place our hands on the metal grates inside the oven and not burn ourselves. Although the dial read 350 degrees, it probably was only about 100 degrees. We were so infuriated by having our range out of service once again. Dinner could not be finished and take-out had to be ordered again. Once again, I called [REDACTED] and spoke to a salesman at the store. He knew, by voice, who we were and remembered all of our numerous problems with our [REDACTED] range. We told him of our current problem and he said again that he was sorry, but that service would have to be called out on the issue. He continued to tell me that he uses our story, of our [REDACTED] range going on by itself, to encourage his customers NOT to buy [REDACTED] ranges. Instead, he guides his customers to other ranges with better reviews. It is insulting to know that the store we assuredly purchased a very expensive range from, is now using our story to sway their customers to purchase other "better" ranges, while we still have our defective range sitting in our kitchen. I followed up with a phone call to the store</p>
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					<p>manager, to express our concerns over our range and our disgust that our personal story is being used to sway consumers away from [REDACTED] ranges. We asked for our range to be returned and to receive store credit to purchase another range. He had to check with upper management and he would get back to me in a few days since it was the start of the holiday weekend. When he did, he said no, he was sorry but we could not return it for store credit. We want a reliable appliance in our home, especially since we paid a large amount of money thinking we were getting one of the best professional grade appliances.</p> <p>In February 2013, the entire electrical panel of the wall where the [REDACTED] range is plugged into shorted out and the electrical plugs had to be replaced. This electrical problem did not occur anywhere in the house, only to the wall where the range is plugged into. Again, this range remains defective in more and more ways. Being so outraged over the numerous problems on a major appliance that costs over \$3000.00, we called the Southern California [REDACTED] Distributer and spoke with you. As you know, we expressed our concerns that this product is a "lemon" and needs to be replaced. You stated that if we wanted the range returned, we would have to contact the national [REDACTED] product center in [REDACTED]. We called that location and spoke on January 15, 2013. She listened thoughtfully to our concerns and expressed sympathy to our issues, but she did say that a return would have to be authorized by you. We found this confusing because you had stated that you could not authorize a return, but that only the [REDACTED] office could. After receiving these conflicted messages, our frustrations with our [REDACTED] range grew. We are now formally asking for our defective range to be returned to [REDACTED] and we request store credit or refund in the amount of \$3,413.62. We ask this of both [REDACTED] and [REDACTED]. We look forward to a response from both parties in order to receive the fair resolution we are seeking. If we do not receive a response from you by March 15, 2013, indicating your agreement to make us whole, our only available course of action will be legal action. Thank you for listening to our requests and concerns.</p>
75	I1250081A	5/4/2012		Turns itself on	<p>I purchased this gas range brand new from [REDACTED] retail store, [REDACTED], Md [REDACTED]. This stove has a flaw in it's design, this is the second time this stove has out of the blue started trying to ignite itself and the only way to stop it is to unplug it from the wall. Both time I have been home, and been able to unplug it before a problem arose, what happens when someone isn't home. [REDACTED] comes out and claims that it is repaired, but yet it continues to happen causing a danger to family and home.</p>
76	I1280290A	8/13/2012		Turns itself on	<p>I purchased a [REDACTED] gas range, product #[REDACTED], 01/12/2011. This month my tenants have noticed that the kitchen was warm at random times throughout the day & night. After further investigation, we have found that the oven is turning on and off on its own, creating a possible fire hazard. One appliance repairman has stated that it is a thermostat issue but was not sure.</p>
77	H12A0115A	10/2/2012	121018CNE1125	Turns itself on	<p>GAS RANGE TURNED ITSELF ON WHEN NO ONE WAS HOME RESULTING IN AN OVEN FIRE EXTENDING TO COUNTERTOP AND CABINETS.</p>
78	H1370179A	1/2/2013		Turns itself on	<p>Caller is reporting gas range acquired early 2005 as a severe fire hazard. During 2013 the range began as caller was cooking the self cleaning cycle would just randomly turn on.</p>

					<p>In the beginning this incident happened whenever the caller was cooking on the back burners then around March 2013 the incident would happen instead whenever she was cooking on the front burners.</p> <p>Around April 2013 it didn't seem to matter which burner she was cooking on.</p> <p>In April 2013 the self cleaning function would turn on even when the range was turned off and one time when the caller was baking food in the oven.</p> <p>The caller contacted the manufacturer in March 2013 but states that the representatives she spoke with were less than interested or responsive.</p> <p>The caller contacted a repair tech service who contacted the [REDACTED] Tech Information Line but the service tech said that [REDACTED] said that they couldn't tell whether it was a master control or touch screen so they recommended replacing both.</p> <p>Caller was presented with an estimate for this replacement for approximately \$500.</p> <p>She disposed of the range and purchased another.</p> <p>There are no injuries being reported</p>
79	H1330100A	3/4/2013		Turns itself on	<p>(03/04/2013) The consumer stated that he noticed that the inside left of the oven was hot. One night he was taking a pan out of the oven. He stated that the pan was hot. The oven was not on nor had it been used that day. He checked it another time, and it was hot again. He started checking periodically. One morning he checked it and noticed that the igniter was glowing. The consumer open the oven and discovered that it was hot. From then on he would unplug the stove after each use.</p>
80	H1380223A	8/10/2013	130905CCC1122	Turns itself on	<p>Caller is reporting a 30", four burner gas range purchased in 1997 that on August 10th, 2013, approximately 7:30AM the smoke detectors began sounding in callers' mothers' home where his daughter and grandchildren also live upstairs.</p> <p>Caller's mother, daughter and his grandchildren evacuated the home and called the fire department.</p> <p>The fire department was at the home within five minutes, they secured the oven by unplugging it and turning the gas off at the main gas line in the basement.</p> <p>They then opened windows and doors to clear the smoke.</p> <p>The caller decided to put the gas range to the test so he plugged the range back into the circuit, went downstairs, turned the gas back on and before he arrived back in the kitchen the oven had turned itself back on and was already very hot with all knobs set at off.</p> <p>There were no injuries</p> <p>Caller has not contacted the manufacturer but does intend to contact them</p>
81	H13A0042A	9/16/2013	131021CCC1038	Turns itself on	<p>(09/15/2013) The consumer stated that the family went out at about 10am. When they returned around 1230pm, the range had turned on by itself. The consumer stated that the range was in the baking mode at 350 degrees. The consumer stated that the kitchen was very hot. The consumer stated that he turned the range off from the control panel.</p> <p>The consumer stated that night around 10:30p, he checked to make sure that the range was off.</p>

					<p>The consumer stated that around 4:am he woke up because he smelled something coming from the kitchen as if someone was cooking. He went down to the kitchen and saw that the oven was on again in the baking mode at 350 degrees. The consume stated that he turned the oven off at the control panel. He also disconnected the range from the circuit breaker.</p> <p>The consumer stated that there have been different error codes since he purchased the range. The consumer stated that he called the manufacturer about the codes. The consumer was advised to turn off the range at the circuit breaker for half an hour and then restart the range. The consumer was advised that the codes would go away.</p> <p>(09/16/2013) The consumer stated that he contacted that manufacturer. He spoke to [REDACTED] who created a file #969259. A technician was schedule to come out on 9/23.</p> <p>The technician came out but did not do anything. The consumer stated that the technician did not turn on the range. The consumer stated that the technician noted what had happened and advised the consumer that he would send the information to the manufacturer.</p>
82	I13A0158A	10/9/2013		Turns itself on	<p>We have a [REDACTED] gas range (model #[REDACTED], serial #[REDACTED]). Several times, the oven has started to heat up spontaneously. The display does not show that the oven is heating, and the oven seems to get very, very hot. The only way to stop it that we have found is to unplug the unit. My husband researched the problem and discovered at an online forum that this is a known problem with other [REDACTED] ranges from a few years ago. The online search revealed that it is probably a problem with the electronic controls.</p> <p>There does not seem to be a recall listed on the [REDACTED] website. This seems to be a potential fire hazard, if it had happened when we were not home or at night.</p>
83	H1040218A	1/2/2008		Turns itself on	<p>THE GAS RANGE BEGAN BEEPING WHILE IT WAS TURNED OFF AND NOT IN USE. IN JANUARY' 09 THE OVEN BEGAN SELF-CLEANING/ BROIL BY ITSELF. IN AUGUST' 09 THE OVEN BEGAN TURNING ON BY ITSELF. IN APRIL' 10 THE OVEN AGAIN BEGAN TURNING ON BY ITSELF.</p>
84	H09C0116A	1/15/2009		Turns itself on	<p>GAS RANGE WITH OVEN TURNED ON BY ITSELF.</p>
85	H09C0109A	11/26/2009		Turns itself on	<p>GAS RANGE WAS BEING USED WHEN IT'S OVEN TURNED ON BY ITSELF. THE SAME INCIDENT HAPPENED AGAIN. NO INJURY. FIRE HAZARD.</p>
86	H1030240A	3/12/2010		Turns itself on	<p>WHEN THE CONSUMER'S FAMILY WOKE IN THE MORNING, THEY SMELLED GAS. THE GAS OVEN THAT HAD BEEN NOT USED IN 2 DAYS WAS ON AND ALL OF THE KNOBS WERE SET TO OFF. THE ELEMENTS INSIDE THE GAS OVEN WERE SO HOT THEY WERE GLOWING.</p>
87	H1030320A	3/18/2010		Turns itself on	<p>GAS STOVE TURNS ON BY ITSELF BUT DISPLAYS THAT IT IS OFF. CONSUMER PRESSED BUTTON TO TURN OFF & IT DID. THIS HAS HAPPENED ON 3 OCCASIONS.</p>
88	X1140981A	4/19/2011	110426CCC1516	Turns itself on	<p>4 incidents involved gas oven units turning on by themselves. This causes a problem especially when items are stored inside the oven.</p>
89	H11B0029A	9/7/2011	111103CNE1548	Turns itself on	<p>Unit is 1 of over 100 units of same brand & model natural gas ranges purchased for housing authority's rentals. Renter reported to maintenance that oven would not turn on. Maintenance repounded and with control in off position opened oven door and oven ignited without out turning knob to on psotion. Maintenance replaced thermostat which corrected problem. Housing Authority reported another prior incident to CPSC in 2010 (SEE: 100922CNE0643 S# 11-810-6300) in which thermostat came on without turning knob to on psotion with stove of same brand, model and manufacturer.</p>

90	I11B0159A	11/7/2011	Turns itself on	<p>Today November 7, 2011 My wife called me into the kitchen to check out our [REDACTED] gas stove. She explained to me that she had tripped the circuit breaker to the stove because the burners had started sparking as if they were trying to lite. she said she tried turning the control knob and of course the burners lit and went out, but the sparking kept on going. Each time I reset the circuit breaker the sparks would get faster and louder and the control knobs start to pop and spark as if to short circuit. I eventually just unplug the stove and stop using it for safety reasons. Also back in July of this year the oven on this stove would turn on by itself. The timer would beep and the panel would show the that the oven is heating up as if someone had turned it on. But of course no one had'nt.</p> <p>I called [REDACTED] customer service to see if they had any ideas or what could cause this. Their only option was to call a repairman at my expense, no thanks.</p> <p>My stove is a [REDACTED] double oven gas range (model [REDACTED]). Purchase about July 2006.</p>
91	H11B0231A	11/25/2011	Turns itself on	<p>The consumer stated that his daughter's gas range is a potential hazard as the oven of the range turns on spontaneously. The consumer stated that he woke up this morning and found that both the lower and upper oven turn on. This morning they both were very hot. The consumer stated that he turned it off twice this morning and it turned itself on twice. The consumer stated that no one has been injured by the product and has yet to call the fire department.</p> <p>The consumer stated that the product appears fine and has not caused any damage to his daughter's home. The consumer stated that he had no problems with the burners but they are on separate controls from the ovens. The consumer noticed that the firm had a recall for similar hazard in release [REDACTED]. The consumer opted to shut off the circuit breaker to prevent the range from turning back on. The consumer called the retailer who is also the firm this morning and was given a case number of [REDACTED]. The firm informed the consumer that they can repair the range but it will be at the consumer's expense.</p>
92	H11B0265A	11/25/2011	Turns itself on	<p>The consumer stated that his double oven door gas range is a potential fire hazard. The consumer stated that he woke up one morning to find that the lower oven door was on without someone turning it on. The consumer stated that he has only had issues with the lower oven and no other of the products components.</p> <p>The consumer stated that the product has not damaged his home or caused anyone injury. The product appears to show no signs of damage. The consumer has not called his insurance company about his product. The consumer has yet to call the firm. The consumer called the retailer about the issue and was recommended to check with the CPSC if his product was on recall.</p>
93	X1210846A	12/21/2011	Turns itself on	<p>RE: [REDACTED] gas range model: [REDACTED] serial:[REDACTED]</p> <p>Reference range was purchased on 20 December 2010 and put into service in early December 2010. On or about 21 December 2011 the oven would not maintain temperature. When turned on the oven would come up to the set temperature then shut off. After 3 or 4 tries, we shut off the oven and took our dog for a walk. Upon our return we smelled something hot. The oven was in an uncontrolled burn with the control knob in the off position. The only way to shut the oven off was to disconnect the electric cord. It took two service calls, first on 29 December when the technician verified the condition, but had no service part. A second service technician replaced the thermostat on 05 January 2012 and the oven returned to normal operation.</p> <p>My concern is the failure mode was an uncontrollable oven, even with the oven control set to the</p>

					off position. This failure mode is both a safety hazard and a fire hazard. In the 13 months between our purchase of this range and the oven failure, the range and oven received little use as we split our time approximately 50/50 between Florida and a Northern state.
94	H1250219A	4/28/2012		Turns itself on	The reported stated that her mother's oven on her range continues to turn on by itself. The consumer stated that the range turns on to the "broil feature" and she is unaware of the temperature it reaches. The consumer stated that the oven has turned on by itself. The consumer stated that it had turned on at night and when the consumer woke up the kitchen was filled with smoke. The consumer stated that to turn off the range they had to unplug the range. The consumer stated that the only visible damages were smoke damages to the oven glass. The consumer stated that her mother did not have to contact the fire department and no one was injured. The consumer stated that they contacted the retailer and they informed them that they would send a technician but they would have to pay for the service. The consumer stated that they could not fix it because it's without warranty. The consumer stated that the technician came over to service the range, but no repairs were done because they wanted to charge. The consumer stated that the technician stated that the problem was with the control panel. The consumer stated that she believes this product should be investigated because of the fire hazard that it poses.
95	I1250481A	5/22/2012		Turns itself on	Our [REDACTED] gas stovetop, model [REDACTED], exploded while it was turned off and unattended. The burner switch shorted out spontaneously with a loud explosion followed by a white hot shower of sparks that shot up at least 12 inches above the cooktop. Fortunately, there was nothing flammable in the vicinity. Had there been a newspaper or dish towel near the cooktop, our new house would be cinders We are in a new retirement development and took the appliance upgrade to [REDACTED] when we bought our house 1.5 years ago.
96	H1280056A	8/5/2012		Turns itself on	Gas Oven purchased sometime around 1997 turned on by itself on Sunday, August 5th, 2012. No one had used the oven for a few days. Handles to pans stored in the oven heated and burned which caused the smoke alarm to sound and alert the caller and his family. Caller turned oven off, then on and off again to be sure that it wasn't turning off, he then went to basement and turned gas off in basement then outside to turn gas outside off. He had called 911, fire engines arrived, checked oven out, verified that gas was turned off. Oven was still on high because the electric was still on, however once fire officials unplugged from outlet and disconnected from electricity it finally turned off. Consumer contacted manufacturer August 7th, 2012 who provided phone number to service and they in turn advised consumer that cost is \$129 per hour plus parts charge to come out and look at oven for repair. There were no injuries Caller would like to have this stove repaired at manufacturer expense.
97	I12A0178A	9/20/2012		Turns itself on	On September 20th 2012 we returned to our home after a 4 hour absence. Immediately upon entering the house we could smell that something was very hot. We went straight to the gas range

					and noticed that the display panel indicated the broiler was on and was set to HI. The range, microwave above it and counters were very hot to the touch indicating to us that the broiler had been on for quite some time. The entire house was filled with a "hot" smell. I had not used the stove or broiler that day. In fact, I hadn't used the broiler in quite some time. We turned the broiler off. Less than half an hour later, it did the same thing. Our [REDACTED] gas range, MODEL NUMBER [REDACTED], SERIAL NUMBER [REDACTED] had once again TURNED ITSELF ON to HI broil. We unplugged it and have not used it since. Our local appliance repairman, in consultation with the [REDACTED] technicians, diagnosed it as a bad control module. Our range is 5 years old, but this is still a very dangerous malfunction. Had it occurred 4 days later, we would have been on vacation and would have most likely returned to a burned down home. I did some research on the Internet, thinking there must have been a recall on the product. I found no recall, but did find several other consumer reports stating control module problems with the [REDACTED] gas range and even another report exactly the same experience as ours.
98	H1290221A	9/25/2012		Turns itself on	(09/25/2012) The consumer stated that the oven to her gas range comes on by itself. This has happened about four times. The consumer stated that she did not call her gas company. (09/25/2012) The consumer stated that she called her local [REDACTED] store parts department. They offered to come out and replace the thermostat. The consumer declined the offer.
99	I1290610A	9/27/2012	121031CCC3066	Turns itself on	My slide-in [REDACTED] stove model fan won't turn off for 48 hours. Then the oven started to turn on automatically, on it's own and heat up. We had to unplug the unit and disconnect the gas line to prevent the oven from automatically coming on when we were not home or possibly catch fire.
100	I1460351A	5/15/2014		Turns itself on	[REDACTED] double oven convection model [REDACTED] the touch pad beeps and turns on oven by self stove is approxamety 4 years old sometimes convection fan runs when not in use I store my pans in oven scared it will enter its own cook temp and burn house down contacted [REDACTED] they said its out of warranty and tried to sell me new control pad 560.00 bucks they were aware of problem this model stove has had service repair while under warenty it kept blowing the circuit breaker the repair man said put in a 30 amp breaker to fix this is a gas stove
101	I1480427A	8/13/2014	140829HCC3885	Turns itself on	Our 2004 [REDACTED] [REDACTED] Dual Fuel range burst into flames when it was not in use. Thankfully, it was in the middle of the day and our cleaning lady was in the living room. If she had not been there to extinguish, our house would likely have burnt down. When [REDACTED] was contacted about the problem, they sent inspectors out to our house where it was mentioned that a faulty circuit board had cause the accident. [REDACTED] management told us it was a "safely contained" defect and offered us a 10% discount on a newly purchased range. My family could have been killed if the range had exploded at night when we were asleep. I will never buy from [REDACTED] again and believe their products are poorly designed and dangerous to use.
102	H0920200A	2/16/2009		Turns itself on & control panel error code	TWO BURNERS ON THE GAS RANGE WERE IN USE, WHEN THE OVEN CAME BACK ON BY ITSELF. A VARIETY OF MESSAGES BEGAN TO COME ACROSS THE SCREEN. OVEN COULDN'T BE TURNED OFF, DOOR LOCKED BY ITSELF, & COULD NOT BE OPENED.
103	X1150234A	7/29/2009	110505CNE1105	Turned itself on after power	The respondent reports about a residential fire incident where they found smoke condition from a malfunctioning oven of a gas range which came on when power resumed after an outage, heating up pots and pans inside. The oven had not been used that day.

				restored	
104	H1150112A	5/15/2011	110520CCC3749	Turned itself on	Consumer feels that her dual oven range could pose a fire hazard. Consumer stated that around 8:15 pm her gas range (oven) turned on spontaneously without being. Consumer was in the dinning room went she hear beeping noise. She immediately when to the kitchen and her oven was on consumer immediately turned 'off' Consumer called and explained the incident to a manufacturer rep., (name unknown), who told consumer that they could send a service technician to her house but consumer would have to pay for service. Consumer accept the offer.
105	H1180097A	8/9/2011		Turned itself on	While the consumer was preparing to leave the home the consumer noticed that there was hot air coming from the oven. The control panel indicated that the oven was not powered in the on position. The consumer indicated that she used the oven on 8/7/2011 to bake a roast but when she was done she had powered the unit in the off position. She contacted the firm on 8/8/2011 and was advised that there was no current recall on the unit and she did not want to have any repairs made to the unit and instead she will replace the unit. No further information was provided.
106	H1320001A	1/12/2013		Ramps up in temp & won't turn off & error code	The consumer stated that the while she was using the electric oven was getting progressively hotter at 175 degrees, she heard a beeping noise, she attempted to turn it off but it would not turn off, she had to use the circuit breaker to switch off the unit. The oven also displayed an error code of F11. The manufacturer was contacted 3 weeks ago, a technician was sent out and the electronic control was replaced. The consumer feels that this oven is a fire hazard which could have caused a house fire if no one was present. She's home unless she uses the slow cooker feature. UPDATE: Contacted mfr approx. 1/13/13 and he was extremely rude, discourteous and unconcerned. He offered no help or information but did offer me a \$100 off list price of a new stove. Contacted my retail [REDACTED] store, was told to use "Google" whereby I found a telephone number for a technician who told me that F11 error was a "runaway oven"- I was advised to purchase and install an electronic control unit which I did- my major concern is that there is no safety feature to shut off stove thereby creating a major fire hazard when this F11 error happens. In my opinion, it is an enormous manufacturing defect!!
107	I1440046A	3/27/2014		Ramps up in temp & won't turn off	[REDACTED] Gas slide in range has a major malfunction. The broiler turns on while oven is set and will not turn off at the panel. We had to turn it off at the breaker panel to keep from fire. After research, this is a common problem with this model.
108	I1310342A	1/11/2013		Ramps up in temp	My [REDACTED] Gas Stove - 30 inch, Model # [REDACTED], Serial # [REDACTED] has a faulty electronic panel that overrides other commands and turns on the self clean mode when I use the back left burner of the stovetop. Last night, while I was warming an item in the oven at 350' and heating a small saucepan of liquid on the top left rear burner the self clean mode came on an was difficult to disengage. This seems to be a serious fire hazard. If I had stepped out of the kitchen, we could well have had a catastrophe!
109	H08B0139A	10/10/2006		Ramps up in	DIGITAL DISPLAY ON GAS RANGE SET TO 325 DEGREES WOULD SUDENLY SWITCH TO BROIL ON ITS

				temp	OWN & OVEN BECOMES HOT REACHING TEMPERETAURES AS HIGH AS 570 DEGREES. ALSO, A TICKING SOUND CAME FROM RANGE & SMOKE ALARMS ACTIVATED. NO INJURY.
110	I1450240A	2/14/2014		Ramps up in temp	[REDACTED] gas range repeatedly 'runs away' and the oven burner stays on, burning food and in one case starting a fire in the oven. I have contacted [REDACTED] safety and they have sent service technicians to my home several times. They could not duplicate the problem and ultimately blamed the issue on 'user error'. The latest incident was recorded and can be viewed on YouTube. In it, the oven is set at 200 degrees and it overheats to the point where it sends a remote digital thermometer off range. YouTube Link: [REDACTED]
111	I1330251A	3/14/2013		Ramps up in temp & won't shut off	My [REDACTED] kitchen gas cook stove oven did not shut off when I turned the oven control knob off this morning. In addition it had heated up to an unsafe temp. Smoke was beginning to appear from the back. The oven control was set at 325degrees when was heating up some food then shut it off. Several minutes later I checked it again to make sure I had turned it off before I left for work. The control knob was off but I noticed a yellow glow at the bottom of the oven. I opened the broiler and the gas flame was still on at full. The turned the control knob on and off several times but the gas flame did not go off. I pulled the extremity hot stove away from the wall to unplug it. The entire stove was too hot to touch without protection. I unplugged the stove which stopped the gas flame. I'm sure the stove would have continued to heat up and would have set the wood cabinets and wall on fire destroying my house.
112	H1250189A	5/18/2012		Ramp up of temp	The consumer stated that on 5/18/2012 he was using the oven feature (only), of his gas range for 30 minutes at 425 degrees. The consumer stated that after he was done cooking he turned off the oven. He stated that after approximately 15 minutes after he started smelling burning hot metal. When he realized that it was the oven that had stayed on although he turned the nubs off. The consumer stated that he double check the nub and the oven was still on. He stated that he looked over at the thermometer that hangs inside the oven he noticed that it measuring over 600 hundred. The consumer stated that the thermometer measures up to 600 degrees. The consumer stated that to turn it off her had to pull the range off the wall and turn off the gas line. The consumer stated that he did not unplug the electric feature of the range. The consumer stated that after turn it off it took approximately 3 hours for the oven to cool off. The consumer stated that he will not be using the range anymore. The consumer stated that no one was injured. The consumer stated that he did not contact the manufacturer and does not plan to contact them.
113	H1430118A	3/16/2014	140325HCC2473	Ramp up in temp & won't turn off	3/16/14 Caller stated that she turned off the Gas oven after using it at 350 degrees for approximately half hour, however, the temperature increased causing the heating element to become red hot instead of powering off. The control panel could not be used to power off the unit. Her spouse had to unplugged the unit. There were no prior incidents or services with the oven. The manufacturer was not contacted as yet. Caller feels that this oven is a fire hazard and should be reported.

114	I1450002A	5/1/2014		Ramp up in temp & Control panel wiring fire	My wife turned on our [REDACTED] 30" gas oven to pre-heat it in order to toast a breakfast bagel. The oven went to LOCK cycle and then started (what appeared to be) the self cleaning cycle operation. Thick Black smoke started to pour out of the front control panel and flames could be seen inside the oven. The plastic control panel began to smolder and melt with black smoke pouring out of the top of the stove at which time I ran to the basement to turn off the gas line to the the stove. The fire department was called.
115	I1430113A	5/12/2013	140320HCC1496	Ramp up in temp	[REDACTED] 36" Range, Model #[REDACTED] Oven would not operate properly. Upon selecting temperature for preheating the oven, convection fan would not kick on but Oven would start heating. Temperature would rise to exceeding hot regardless of the set temperature. Afterwards, oven would stop heating for a bit, then cycle on and off without reaching desired temperature. Initially, when the temperature become so hot, the heat emanated from the rear and front of oven with potential for scorching the owner or melting surrounding items. Repair/assessment/parts/labor totaled approximately \$750. Was told control module stopped working and needed to replace whole assembly. Upon researching for solutions, this is a common element for both ranges and wall ovens.
116	I12C0238A	12/12/2012		Oven temp ramps up	[REDACTED] gas range model# [REDACTED]. The oven had several problems but most importantly, when the oven is set to 400F or more, it cannot stop preheating. The needle of a separate oven thermometer strained past 550F (the thermometer's upper limit) and the oven was still preheating. We don't know how high the temperature really got and we shut off the oven when we realized what was happening so luckily, nothing bad happened. We've called [REDACTED]'s customer service hotline and [REDACTED] sent a repair company which has unsuccessfully tried 4 times in the past month to fix this problem. We were told by the repair company that it's a control module problem. They've tried replacing the module twice with new parts ordered from [REDACTED]. The first time they tried replacing it, the repair guy told us that the new part was defective so he had to order another new part. The second time he replaced it, the oven still gave us the same problems. We've spoken to [REDACTED]'s reps several times but they've refused to replace our product or even refund us and are insisting that we have the repair company send someone out as many times as necessary to fix the oven. We're very worried because it's a gas range with a defective control panel that can't seem to be repaired or even diagnosed by experienced repairmen.
117	H1280147A	8/11/2012		Oven ramped up in temperature	The consumer stated that she was pre-heating the oven at a temperature of 350 degrees when the self-cleaning feature came automatically. Heavy smoke and noxious fumes were coming from the oven as soon as she turned it on. She pressed the cancel button to turn off the oven. She stated that there was oil spewing from the top of stove near the control panel. The consumer stated that she called the fire department. She stated that the fire department unplugged the stove and turned off the gas. She stated that they told her that the stove was defective. The consumer will call the manufacturer.
118	H1440210A	7/6/2005		Control panel wiring fire	The consumer stated that the oven's bottom (bake) element continuously has a short circuit which blows out the mother board. The consumer stated that the oven light comes on and off by itself. The consumer stated that sometimes the bottom bake element fails to turn off.

					<p>The consumer stated that sometimes the broiler element will not turn on when the bottom element is on.</p> <p>The wires connected to the bottom element from the back of the stove are black. The consumer stated that there were sparks from the wires/element. The consumer reported fire inside the oven. The consumer stated that when she has the oven on, sometimes she hears a pop and sees flames. The consumer stated that she keeps the oven closed. The consumer stated that she has to turn off the circuit breaker to get the the flame contained.</p> <p>The consumer stated that she has had 4 elements and 2 mother boards replaced on the unit. The consumer stated that her unit is no longer under warranty.</p> <p>The consumer stated that she has had issues with this unit since within a year after purchase. The consumer stated that all of these problems are intermittent.</p>
119	H09A0470A	7/15/2009		Control panel wiring fire	SMOKE WAS EMITTING FROM THE OVEN AND CONTROL PANEL OF THE GAS RANGE WAS FLASHING "F1". THE SIGN FLASHED ON AN EARLIER OCCASION ALSO. CONSUMER DISCONTINUED USING THE OVEN.
120	I1130202A	2/14/2011		Control panel wiring fire	when we used the self cleaning feature on the [REDACTED] Gemini gas range model # [REDACTED] THE INTERNAL WIRES ON THE RANGE BURNED OUT AND SHORTED. The repairman said that a fire could have occurred.
121	I1120741A	2/26/2011		Control panel wiring fire	I bought my [REDACTED] Dual Fuel Range in 2005, model # [REDACTED]. While preheating the oven last night, we hear a loud fan/sizzle noise for about 4 seconds followed by a bang. The bang was accompanied with smoke and flames. The burning was from behind the clock where the electrical work/circuit board is located. Nothing will work, but luckily the fire went out. No previous issues with the product before this. However, the circuit board shorting out and starting a fire would appear to be a safety hazard for consumers.
122	I1180121A	8/5/2011		Control panel wiring fire	The control circuit board of our [REDACTED] Dual Fuel Range model [REDACTED] caught fire. After pressing Start to pre-heat the oven, I heard a cracking sound and a wall of flames shot out from behind the control panel followed by black smoke. All controls turned on, the oven door locked itself shut, and the self cleaning mechanism began heating the oven. I was home alone when the incident happened, so I had to pull the oven out from underneath the wooden cupboards, run out to the garage, pull a refrigerator away from the wall to find the breaker box and kill the power.
123	I11B0492A	11/22/2011		Control panel wiring fire	<p>Our [REDACTED] Dual Fuel Range Model# [REDACTED] was purchased in December 2004. It has always worked well and never gave any problems until tonight.</p> <p>Tonight my wife was using the oven at 425 degrees, baking some pizza bread. The oven had been on about 35 to 45 minutes when we heard an "arcing or sparking" sound coming from the kitchen. My son said he saw flashing occurring from somewhere near the display, at the top of the unit. This may have come from behind the unit, a vent is immediately below the top. It appears that there is a small amount "electric smoke" residue on the top.</p> <p>The breaker was tripped. I unplugged the range and turned off the gas. After doing a little investigation on the internet, it appears that this is a problem that has occurred with quite a few [REDACTED]/[REDACTED] Dual Fuel ranges as well as other types.</p> <p>I don't know if you can provide any feedback, but I'd like to know if there are any proceedings for this problem.</p> <p>I talked to a [REDACTED] hotline guy on the 800 number and got a person who confirmed my</p>

					<p>information and was intending to send out a service man. I declined to have one come out until I find out more information.</p> <p>It appears that some people have had luck getting their units replaced with a newer or different model. I'm not sure that I want this one repaired with what I've read about other incidents. Any information or suggestions you can provide may be helpful.</p>
124	I11C0637A	11/23/2011		Control panel wiring fire	<p>The day before Thanksgiving my stove started to have a burning electrical smell coming out of the door. When I opened the oven door, I saw that the switch that is supposed to depress and turn the light off and on automatically when you open the door was glowing. I touched it with a wooden spoon and particles of glowing plastic came off on to my rug. I quickly pulled the stove away from the wall and unplugged it. I contacted [REDACTED] and was told that my stove was no longer under warranty, so there was nothing they could do except to recommend an approved repairman. Had I not been home, who knows what could have happened, but I believe there would have been a fire.</p>
125	I11B0526A	11/23/2011		Control panel wiring fire	<p>While preheating my oven last night, I heard a buzzing noise and went back into the kitchen to see sparks and flames, shooting out of the back and top of the range. If it had not been for the quick actions of my husband, who knows what might have happened. He quickly shut off the breaker and gas line, as it is a dual fuel range. The back and top of the entire control panel was burned. This could have had disastrous consequences!</p>
126	H11B0286A	11/29/2011		Control panel wiring fire	<p>The consumer says that the unit started smoking and flames were shooting out. She had to pull the range out and unplug it to get it to stop. She says she smelled burned plastic and the wires connecting to the control panel were also burned. She feels very fortunate to be home at the time of the incident. The consumer says that the unit was not on at all at the time of the incident. The last time it was used was the night before. The consumer contacted the manufacturer who told her it is not under a recall.</p>
127	I11C0087A	12/4/2011		Control panel wiring fire	<p>[REDACTED] Dual Fuel Range model [REDACTED]</p> <p>After a little more than 5 years we were cooking in the oven and the electric mother board started to flame and then smoke from the back. It started an electrical fire! Our circuit turned off, we unplugged the range, and made sure that breaker was switched off. This was a very serious problem. We did call the [REDACTED] hotline and they wanted to schedule an appointment and the parts to fix the problem up front. How do they know what the problem is and how to fix it, if it is even fixable before anyone looks at the range? The [REDACTED] Customer Care Center was only wanting to have an up front payment.</p>
128	I1210727A	1/27/2012		Control panel wiring fire	<p>15 minutes into an oven cooking cycle, an obvious electrical short was heard, a flash and smoke emanated from the backside of the Control Circuit Board area of our [REDACTED] Dual Fuel Oven. The home's independent circuit breaker [supplying power to the oven] popped immediately. The oven was pulled from it's slide-in position within the counter space. Black soot-type marks were on the wall [the factory cover was in place on the back of the control panel].</p>
129	I1220603A	2/11/2012		Control panel wiring fire	<p>On February 11, 2012, my [REDACTED] double oven [REDACTED], caught on fire, caused by a faulty electrical panel in the back of the oven. (the electric switch that ignites the gas oven) The fire started to shoot out of the upper right hand side of the oven. Luckily the fire alarms went off, and we were able to put out the fire before my entire house went up in flames. The oven was bought in 2006. Back 3 years ago, we had a [REDACTED] repairman come out and switch out the electrical switch, that powers on the gas oven, he replaced the convection fan as well. 3 years later, the unit</p>

					caught on fire. Looking at the internet, I spotted the there had been a voluntary recall on this product 2 years before I had ever bought the oven, and [REDACTED]/[REDACTED] failed to keep from selling the faulty oven. There are numerous stories on the internet that tell you of customers being shocked, burned, and flames breaking out in these ovens... The house damage was just under 10,000, and all that [REDACTED] is willing to offer me is \$600.00 toward my new oven. So [REDACTED], depreciated my oven 65% over 5 years. I wanted to send this out to let everyone know, that [REDACTED] was not even willing to take care of my insurance deductible, much less replace my appliance that burned up, or give me money to buy a new one to replace the one that burned, due to their negligence, and lack of recalling all ovens. [REDACTED] will also be quick to tell you that [REDACTED] in 2005 is not them. Just an FYI for all future [REDACTED]/[REDACTED] double oven buyers, they will sell you an appliance, but they are not willing to take care of their customers, when they appliance almost claims your home and family. Shame on you [REDACTED]!
130	I1230342A	2/26/2012		Control panel wiring fire	My wife and I were in the Kitchen when we heard the range making a buzzing noise. My wife was cooking dinner and had the oven set on convection. We both looked at the range when we heard the buzzing sound, that when we saw an orange yellow light illuminating behind the oven which lasted 3-5 seconds, the display went out and black smoke followed. It would be understandable if had buzzed and then stopped working, however I am very disturbed that this product cased a fire to start.
131	I1230041A	3/1/2012		Control panel wiring fire	My [REDACTED] gas range model [REDACTED], serial number [REDACTED] purchased in Jan Of 2001 started on fire last night. (3/1/2012). The electronic display module made a crackling sound while the oven was on, and shortly afterwards started billowing acrid plastic smelling smoke. We immediately turned off the oven, but the smoke did not subside, and was getting worse. We scrambled to pull out the oven from the wall and unplug it. Once unplugged, the smoke subsided.
132	I1230353A	3/16/2012		Control panel wiring fire	Stove has start to smoke. The switchboard has caught on fire. I had to turn off the oven in order not to start a house fire. The picture depicts smoke from switchboard and burn switchboard and wirings.
133	H1240216A	4/23/2012		Control panel wiring fire	The consumer stated that he went to turn on the front right burner of his counter top gas range and it ignited the gas. The consumer turned the dial, to turn on the burner and it did not make the usual click sound. The consumer stated that he saw a glowing spark emitted by the control panel. The consumer stated that when the gas ignited, it burned up the control panel of the range. The knobs are located beneath the burners and the control panel is located directly underneath the knobs. The consumer immediately unplugged the range and turned off the gas. The consumer stated that there were no damages to the home structure. The consumer plans to contact the manufacture. The consumer believes that this is a fire hazard that needs to be investigated.
134	I1260053A	6/3/2012		Control panel wiring fire	Had turned the oven about 5 minutes previously to preheat to 375*. At the stove cooking when I heard electrical humming, then saw black smoke, followed by flames from the rear of the control console.
135	I1270003A	6/25/2012		Control panel wiring fire	[REDACTED] Dual Fuel Range purchased in 2004 caught fire. We were baking for no more than 10 minutes when range made a loud popping noise; smoke and a flame appeared at back of oven. Fire department was called. Firemen believed that the cause was a faulty circuit board. No damage to our house. [REDACTED] offered no help whatsoever other than a 10% off coupon for a future

					purchase.
136	I1260570A	6/26/2012		Control panel wiring fire	Cooking on range last night, two loud pops, sparks and smoke came from beneath the top. Continued to sizzle and burn until I pulled the range out and unplugged it.
137	I1280545A	7/5/2012		Control panel wiring fire	The electronic control panel started on fire and may have caused a house fire if I was not in the kitchen at the time. The oven was on , but all of the burners were off. There were sparks, smoke and flames coming from the rear of the control assembly panel. I have already reported this to [REDACTED] and they claimed that there is no history of this problem with this model.
138	H1270223A	7/12/2012		Control panel wiring fire	The consumer says on July 12th 2012 around 9:30am when he smelled a strong odor and sparks coming from the stove. he said the range was not in use. he said the circuit breakers tripped. He called public service of NJ who sent an emergency technician. The technician mentioned that the product is dangerous and needs to be reported. He contacted the manufacturer yesterday who sent a technician today. The tech took out the control board out of the stove. He basically said that it did not work and that they would replace it. The tech with the manufacturer said that they want the old control board back. The consumer would like to keep the control board for possible inspection. The consumer contacted the retailer who said they would take care of the issue and they did not.
139	H1280322A	8/13/2012		Control panel wiring fire	The consumer says that her husband woke up in the morning and found that the oven was on. She says there was no indication on the digital panel that it was on. She says that the igniter has not worked correctly on several occasions. The consumer contacted the manufacturer who sent out a technician on 8-21-2012. The technician said that the heating element shorted out as well as the control panel. They stated that because of the age of the appliance they would not pay for the repair.
140	I12A0059A	10/2/2012		Control panel wiring fire	[REDACTED] range The range igniters starting ticking by them self's, a small explosion happened, and the range burst into flames. Flames were in the top oven and shooting out the vent holes and the holes where the knobs are located. Coal black smoke was also pouring out of the vents. After the flames subsided the kitchen and house smelled of burning wire insulation and plastic.
141	H12C0199A	12/24/2012		Control panel wiring fire	The consumer says she turned the oven on to pre heat at 425. she said the unit started making a "popping" noise, and flames shot out of the back. The consumer says they pulled the stove out and unplugged it. they have not used it since. Her back wall was blackened. The consumer says that there are numerous reports of the same thing happening with this unit. The consumer contacted the retailer who said the unit is not on recall.
142	I1310442A	12/25/2012		Control panel wiring fire	My wife and I own a [REDACTED] Dual Fuel Range, Model #[REDACTED]... We purchased it as a wedding gift for each other on May 6, 2005. On Christmas morning (12/25/12) we were cooking muffins in the oven and heard popping and cracking from the kitchen. My wife and I ran to the kitchen and found black smoke and flames coming out from the back of the clock and electronics. I quickly turned off the oven and the flames stopped. I then turned off the circuit breaker too. We then pulled the oven away from the wall and turned off the gas. Now the oven is locked like it is self cleaning mode and we cannot open the oven door to get the muffin pans out. I am a electrical engineer who designs circuit boards that operate high voltage and high current energy. This type of

				<p>design failure is unacceptable and consumers should be warned of the inherent danger in these products.</p> <p>As it was Christmas morning when this failed my wife and I gave thanks that we were home when it did so no one was injured and nothing other than the range was broken. Many time since we have reflected that one of the features we use routinely is the delayed start function, imagine if this failure mode happened one of the days we used this feature. We could have come home to our house on fire!</p>
143	H1310139A	1/9/2013	Control panel wiring fire	<p>(01/09/2013) The consumer stated that she had turned the front right burner on for about three minutes. She heard snapping sounds. There were nine inch flames coming from the control board above the oven door. The consumer stated that she turned it off at the knobs. The stove was still in flames for about 30 or 45 seconds. There was smoking and an electrical smell. The stove continued to smoke for about a minute and a half. The consumer turned on the stove and the oven about thirty minutes later. And nothing happened. Later that evening, her husband turned on the stove. The oven worked and the left side burners work. The burners on the right side did not work. The consumer stated that she can hear and smell the gas on the right side.</p> <p>(01/09/2013) The consumer called [REDACTED]. She was told that because it was not under warranty she would be charged \$160 for a repair visit. She told them that she was concerned about safety. She was advised to call their Recall department. She was told that they would put in a report with the manufacturer. She was told that the manufacturer was [REDACTED]. She was advised that the manufacturer would call within 48 hours to get a report filled out. They did not call her.</p> <p>(01/11/2013) The consumer called the Recall department and [REDACTED] repair. When she called [REDACTED] repair, she was told that there was not a report on file. She asked for the manufacturer's number. She was advised that they could not give her the number. She was referred to CPSC.</p> <p>(01/11/2013) The consumer called the Recall department. She was told that they understood her concern. She was told that someone would call her. They have not called.</p>
144	H1320096A	2/2/2013	Control panel wiring fire	<p>The consumer says she turned the oven on to preheat. As soon as she turned it on, sparks started flying from the start screen panel.</p> <p>It was enough sparking that she had to back away. It then shot up a ball of fire from behind the stove. That caused fire damage to her wooden cabinets. This was followed by a large boom and it shut itself off.</p> <p>An insurance adjustor came out to her home who said the control panel is completely fried.</p> <p>The consumer called several numbers for the retailer/manufacturer but ended up getting hung up on. The company refused to send out a technician unless she purchases a service plan. She had no issues with the unit prior to this incident.</p> <p>The consumer has a model number similar to the ones listed in Release # [REDACTED], her model however is not an exact match.</p>
145	I1320489A	2/22/2013	Control panel wiring fire	<p>Our [REDACTED] oven nearly burnt our kitchen down. We were in the kitchen, I was doing the dishes and from behind me I heard a loud pop, turned around and saw sparks aimed at my husband's head. Immediately after there were flames and dark black smoke coming up and out of the control panel. Despite the panel clearly no longer not working, the oven continued to work. Had we not been standing within arm's reach of the oven, this would have been a serious fire</p>

					<p>situation. Our four children were asleep and we were nearly done for the night ourselves. My husband was able to isolate the faulty wire and tape it off. It appears that one of the wires got disconnected from the electronic panel board after it got burnt.</p> <p>We now have NO working stove or oven. Our house reeks of dark sooty foul smelling burnt smoky air. From other posts we have read on-line it seems that this type of electrical malfunction is in fact not rare and this product should have been re-called. This is a MAJOR SAFETY HAZARD. At a minimum we expect to be compensated for our costs to repair or replace our oven and that a response will come IMMEDIATELY.</p> <p>What I am most amazed by is that this oven is actually designed to be used when no one is around. It has a timed shut-off. What if we hadn't been there. What if we had been in another room in the house or outside in the yard and this had happened. The ONLY reason there was not a serious fire is because we happened to be right there when it happened. This is a complete product malfunction and/or factory/design defect and the manufacturer needs to take responsibility.</p>
146	130606CCC2683	5/15/2013	130606CCC2683	Control panel wiring fire	<p>WHEN CONSUMER PRE-HEATED THE OVEN, THE CONTROL PANEL CAUGHT ON FIRE. CONSUMER REPORTS THAT FLAMES WERE COMING OUT FROM THE TOP AND BACK OF THE RANGE. CONSUMER'S HUSBAND PULLED THE RANGE AWAY FROM THE WALL AND UNPLUGGED THE RANGE.</p>
147	H1380058A	7/15/2013	130812CCC3859	Control panel wiring fire	<p>The consumer stated that while using the gas cooktop and electric oven she heard a popping noise and then black smoke emitted from the rear of the control panel. She immediately powered it off and switched off the circuit breaker. The gas range now operates without the electrical feature it has to be manually operated with a match. The electric oven is now inoperable.</p> <p>7/16/13 The manufacturer was contacted and she was advised that her range/oven was not part of the recall, she was told that they could not take a report on the incident.</p> <p>The model number is not included in a recall.</p> <p>The consumer feels that this range could have caused a house fire if she was not present.</p>
148	I1380089A	8/3/2013	130812HCC1042	Control panel wiring fire	<p>I was baking bread and muffins in a [REDACTED] dual fuel double oven range model [REDACTED]. I happened to have both ovens going at the same time with very moist doughs in each so the steam that vents from just below the control panel on the top of the range was more pronounced than usual. I heard an arcing sound like you hear when someone is welding, and I noticed this light coming from the digital control panel. The sound lasted about 2 seconds when flames started coming from the back of the digital control panel. I ran to the garage and flipped off the breaker. I went back inside the kitchen and opened the patio door to let the smoke out. It smelled of burning plastic. When everything had cooled down I removed the back panel on the stove and saw the electrical connectors at the control board were blackened and fused along with the wires leading from the ovens and that the baffle that supposedly separates the oven vent from the control panel has two gaps one at either end. This allows steam and heat from the oven to enter the area of the control panel. So in effect they let heated steam run across live electrical circuits. I believe it was the steam from the use of both ovens at the same time that caused the arcing to start.</p> <p>It's like venting a clothes drier through a desktop computer. Sooner or later something bad is going to happen and in my case it was nearly a very very bad thing. If I had not been standing right in front of the stove the kitchen could have started on fire and I could have lost my house. Instead I only lost a 2000 dollar stove. These thing should be recalled and redesigned so that they are not</p>

					vented across the control board.
149	H13C0065A	12/2/2013	131217HCC1215	Control panel wiring fire	<p>Caller stated that her tenants related to her that the gas range started smoking and they unplugged it to contain the fire. She stated that the electrical wiring melted due to overheating.</p> <p>12/3/13 The manufacturer was contacted and a service rep was sent out 12/5/13 and she was advised that the circuit board malfunctioned and would need to replace the part, she declines to have it repair because she feels that the range being 8 months old should not have caused this problem, therefore the unit should be replaced. She is concerned that this unit is a fire hazard and should be reported.</p> <p>The range is not part of a recall.</p>
150	140319HCC2462	1/23/2014	140319HCC2462	Control panel wiring fire	<p>Insurance Company demand letter alleges that the control panel shorted, causing a fire in Consumers' home. No injuries reported.</p>
151	I1440370A	2/28/2014	140506CCC1595	Control panel wiring fire	<p>We had a fire in the oven in the [REDACTED] Gas range we use in our kitchen on 2/28/14. The fire started roughly 15 minutes after the over was turned on. This could have led to a whole house fire and we were fortunate that my wife was in the kitchen at the time. She started screaming and I rushed to the kitchen to see smoke and small flames coming from the oven/range. We were lucky that the fire did not spread.</p> <p>The technician from the local appliance repair company who inspected the appliance pointed out that the wire harness and controls for the push button models were closely packed in the range and if the button was not fully pressed in, it could cause arcing and lead to a fire. Appartently this has happened with other [REDACTED] push button range models.</p> <p>We contacted the [REDACTED] Customer Service immediately after the incident and are still trying to resolve this with them. Their File # is [REDACTED]</p>
152	140319HCC1488	3/5/2014	140319HCC1488	Control panel wiring fire	<p>Consumer reports that the control panel caught on fire. A technician serviced the range and replaced the control board and panel.</p>
153	I1430395A	3/14/2014	140401HCC1537	Control panel wiring fire	<p>I purchased an [REDACTED] Dual Fuel Range in early 2011. The control panel has burned out multiple times. The control panel is located near the gas stove top and there is a concern that a burning/faulty control panel could ignite the gas. I am also concerned because on one occasion when this happened the oven locked and went into cleaning mode with food inside. I have reported my concerns to [REDACTED] and have requested a replacement of the range if this is a lemon range or a refund if this is a problem with the design of this particular model. They have not responded to this request.</p>
154	I1440155A	4/6/2014		Control panel wiring fire	<p>Watching TV Sunday night heard a popping noise in the kitchen looked up and saw sparks shooting out of the control knobs of my [REDACTED] Model [REDACTED] Serial#[REDACTED], then flames came out from the control knob area. I yelled for my wife to get the fire extinguisher while I ran to turn off the circuit breaker for the range. When I got back upstairs the fire had gone out but the house was full of smoke. We opened up the door and windows to clear the smoke out. After settling down I pulled the stove out and turned the gas valve off located behind the stove. I called the fire chief and left message about the incident. Monday 4-7-14 the fire investigator came by to check out the stove verifying a faulty electrical problem with the controls had started the fire. Case #[REDACTED] with the hall county georgia fire department 770-531-6838. Contacted [REDACTED] 4-</p>

					7-14 explained problem sent service tech out 4-8-14 to inspect unit. The tech confirmed problem with the gas control unit for the stove. [REDACTED] said was repairable at my expense since unit was no longer in warranty quoted \$233 for repair. There is no way I could with a clear conscience put this unit back in one of my properties after seeing first hand what resulted in a potentially catastrophic fire.
155	I1440578A	4/28/2014		Control panel wiring fire	While using the oven, several times the relays on the circuit boards are heard clicking to their on/off states. Generally occurred while cooking foods at normal temperatures and seeing steam exit the flue. Sometimes when the clicking occurred the stove would continue to make sounds and the clock would not function normally. Then while the oven was on, a capacitor short circuited causing the oven to be non-functional, which ruined both circuit boards that control the range's electronic functionality.
156	H1460077A	5/15/2014		Control panel wiring fire	(05/15/2014) The consumer stated that she had pre-heated the oven to 350 degrees and put in a pan of lasagna. In less than a minute, there was popping noises coming from the back of the stove. Thick black smoke was rising from the back of the unit. This was followed by fire. The consumer stated that the circuit breaker cut the electricity and the fire went out. The stove stopped working. It got so hot that the oven door locked as if it were in a cleaning cycle. The consumer stated that they had to pry the door open to get the food out. (05/17/2015)The consumer contacted [REDACTED] and did not receive a response.
157	I1480312A	8/13/2005	140829HCC1906	Control panel overheats & error codes	Home kitchen stove [REDACTED] stove [REDACTED] 1st incident happened shortly after purchase. Oven would no longer work, kept receiving an F7 code on the lcd screen. After repeated calls to [REDACTED] phone number with no help other than to suggest repair man. Ultimately we had no choice but to have the licensed repair man come to diagnose. He stated that some circuit type board needed to be replaced \$500, and the caused was excessive heat from too much cooking. Unreal to say that but more shocking that the product was not able to handle normal house hold cooking. Now we just recently are having the same issue again. Thank you [REDACTED]
158	I1130483A	3/7/2011		Control panel overheats & error codes	When cooking on the back burners of the range, the electronic control for the oven overheats. This has caused ours to malfunction. Random numbers flash on the screen and beeps sound. We fear that this could cause the oven to ignite unexpectedly when we are away from home and cause a fire. Company has been contacted about this problem numerous times, but they will only replace the control at our cost, while telling us that the problem will reoccur as long as we continue to use the back burners of the stove. This is unacceptable, as we have small children in the house, and as such, need to use the back burners which the children cannot reach.
159	I1240585A	4/28/2012		Control panel overheats & error codes	On April 28th, I put my [REDACTED] gas stove/oven into clean mode. I placed the fan above the stove on high and went to the other room. I returned approximately 35-40 minutes later and noticed a burning odor. I went to touch the control panel and before I could I noticed the area was incredibly hot. I grabbed a damp cloth and tried to turn it off, but the panel even with the cloth was too hot. Through the plastic piece one could see the metal fingers of the control board discoloring the plastic. Since no manual controls were available and the control panel was too hot, went to the basement and turned the kitchen breaker off. Upon cooling, i turned it back on and the panel was beeping with an F11 code. The control panel and oven are unusable. Given the seriousness of the

					<p>panel damage, I deem this to be a serious safety hazard and it should be investigated. I contacted [REDACTED] today and after numerous (unhelpful operators) I was informed it was manufactured by [REDACTED]. Given the lack of helpfulness to even listen to my safety concern, I find no alternative, but to let the CPSC do it.</p> <p>Note: this appliance was with the house when we moved in, but after much research I was able to determine its origin from the 2008-9 timeframe.</p>
160	I1250504A	5/21/2012		Control panel overheats & error codes	<p>I have a [REDACTED] Gas oven/cooktop, model # [REDACTED], that I put on self-cleaning mode. After an hour of being in this mode, the oven shut off, and the LED panel on the front went dark. The oven would not un-lock, even after 5 days. I called a repairman to come out, and after he replaced a very expensive fuse, he commented that this was the third one he had replaced the same part on this week. I checked on-line and it is quite apparent [REDACTED] is well aware of this happening to many consumers. Why have a self-clean mode when so many people are having to replace expensive parts after trying this. Also, this same oven has on more than 1 occasion started cooking at extreme temperatures - ex: set at 350 degrees, and suddenly the internal temperature jumps up to extreme heat, burning food in minutes. After replacing the thermostat in the past, this still happens from time to time. I am very concerned about potential fire hazards due to the product malfunction.</p>
161	I1160112A	5/10/2011		Control panel overheats	<p>[REDACTED] downdraft range of only 2 years (and very low usage) electronic board has stopped working. Board is responsible for controlling delivery of gas to the oven. In other reports on line this has caused several fires and had cause the safety glass to break out of the oven. Apparently, the control board was not insulated and the heat from the oven melts the protective plastic covering on the wires and results in the failure of the electronics board and the other problems observed.</p>
162	H07C0192A	12/15/2007		Control panel overheats	<p>39 YEAR OLD FEMALE CONSUMER REPORTS DISCOVERING THAT THE CONTROL PANEL ON HER GAS RANGE WAS MELTING AFTER THE UNIT HAD BEEN ON FOR APPROXIMATELY 15 MINUTES. NO INJURIES.</p>
163	H1230129A	3/15/2008		Control panel overheats	<p>The consumer says that she has used the self cleaning feature twice. She says it gets so hot that it blows out the control panel. She contacted the manufacturer who said they don't know anything about it. A technician she contacted on her own told her not to use the cleaning feature. Another technician was sent by the manufacturer about four years ago who replaced the control board.</p>
164	H08A0077A	10/2/2008		Control panel overheats	<p>CONSUMER WAS OPERATING THE BROILER SECTION OF THE GAS RANGE WHILE ON FOR 10 MINUTES. SHE NOTICED A MOISTURE ON THE CONTROL PANEL WHICH CAME FROM HEAT COMING OUT OF THE BROIL SECTION FO THE RANGE & SHUT OFF THE UNIT. THE CONTROL PANEL HAD MELTED. NO INJURY.</p>
165	I1140073A	3/7/2011		Control panel overheats	<p>several weeks ago I set the top oven of my [REDACTED] gemini oven to the 3-hour clean. About 2 hours into the process I started to smell something electrical burning. I could not stop the process and the system ended up tripping a circuit breaker. I reset the breaker and the oven continued until the time was up. My son looked at it the next day and all the insulation was burned off the wiring in the top oven. There was smoke on the panel on the outside of the top of the stove. My son called [REDACTED] and after waiting for over an hour for a response on the phone, he was eventually told that this make and model was not a part of a previous recall. Sorry--there is nothing we can do.</p>

					<p>This was an extremely dangerous situation and one that I think should be covered. It is an expensive repair for me to make. Over and above the danger, I was not happy with the response from [REDACTED] and their customer service.</p>
166	H1220098A	1/1/2012		Control panel overheats	<p>The consumer stated that she placed the oven on Broil-high for less than a minute, she smelled a burnt odor and then she noticed that the control panel was melting she immediately powered it off. 2/2012 The consumer contacted the retailer and she was informed that the range/oven was no longer under warranty. 2/8/12 The manufacturer was contacted and she was advised that they were not responsible for the failure of the unit (melting) and she should contact the retailer. The consumer feels that this unit is a fire hazard and should be investigated.</p>
167	I1220659A	2/23/2012		Control panel overheats	<p>My husband and I purchased a [REDACTED] 30" Gas Range Model #[REDACTED] on 10-10-2011 from [REDACTED]. I first used the self cleaning feature on 2-23-2012 and the temperature sensor failed, melted the control board rendering the oven unusable. Also, the control knobs for the cooking surface are very loose and the slightest bump causes the gas to flow without igniting. This has happened several times and although my husband and I are aware of the problem and are careful we have come home to a house filled with gas. I have reported these problems to Lowe's and filed a complaint with their appliance department. I requested a replacement of the range but was denied because of a 90 day period to file a complaint had passed and that the control board and sensor can be replaced. My concern is not so much about the sensor but about the controls for the range top which I was told by the repairman could not be fixed. My feeling is that this product is unsafe and could potentially cause a fire, explosion or both especially if young children were in the home.</p>
168	I12A0141A	9/29/2012		Control panel overheats	<p>[REDACTED], Model # [REDACTED], Serial # [REDACTED]. We used the self clean option for the first time since we moved in (Dec 2011). After a few minutes, one of our smoke alarms and/or carbon monoxide alarms went off. Excessive smoke and odor emitted from the top of the oven door. After 3 hours, the self cleaning was over. The door would not open, the oven displayed a "F9-2" error (latch error). Eventually we were able to open it. We noticed the plastic bezel on top of the door was melted all over the top of the oven door (photos available). There was a strong acrid odor throughout the house, which took several days to remove with open windows and doors. We contacted [REDACTED] and talked to someone in their safety department. They agreed to pay for a service call by [REDACTED]. The service tech inspected the range and reported back the next day that they believed the circuit board failed on the range, allowing the broiler relay to stay on too long, causing an overheat condition. The service tech contacted [REDACTED], and Whilpool refused to pay for repairs. I contacted the safety person at [REDACTED] again, and they said they would not pay for repairs due to the age of the range (approximately 9 years old). The service tech advised us the range was safe to use, except for the self clean function. I consider this both a health and safety issue due to the toxic smoke generated from the melting plastic, and the risk of fire caused by the overheat.</p>

169	X1310844A	12/1/2012	130130CBB1504	Control panel overheats	<p>Saturday night I went to heat our kitchen oven and upon pressing the start button the range went up in cloud of thick black smoke as the motherboard caught fire. The oven was purchased from [REDACTED] on July 1. 2005 and is model [REDACTED]. By now you must be asking yourself? Why is the guy writing a United States Senator with his oven problems?? The answer is very simple. A query of this model number yields large amounts of data of similar failures of this model and have been reported to the Consumer Products Safety Commission at SaferProducts.gov. I was appalled at the number of failures and the lack of action by the commission demanding that the product be recalled as a severe fire hazard. The response by [REDACTED] is despicable, there isn't any. Ford recalled some of their autos today as there were 12 reported fires. This model oven has had hundreds of fires and there has been no action taken. Do we need a tragic death to have some action taken? I hope not. Here is a link of complaints just in Massachusetts: [REDACTED] [REDACTED] oven Complaints, Reviews- fire http://www.complaintsboard.com/complaints/[REDACTED] Please have someone from your office investigate this matter further and have this product recalled and removed from the market place. Thank you for your help and your fine representation of our State. We are fortunate to have you as our Senator.</p>
170	I1320574A	1/22/2013		Control panel overheats	<p>It is more than 3 weeks, the broiler made some flashes, then the control board and panel doesn't work anymore. There is no injuries but I can not use the oven. What should I do? I'm not sure about the exact date, But I'm sure it is more than 3 weeks. The Appliance is [REDACTED] Rages .</p>
171	H1370210A	7/1/2013		Control panel overheats	<p>The consumer stated that she turned on the self cleaning cycle of her oven and it melted the control panel and the hood of the exhaust fan. The consumer stated that she was not using the burners and the self cleaning cycle was on for approximately 1 hour. The consumer stated that 3 hours later she went to use the range and noticed that it was still hot to the touch. The consumer stated that the control panel showed that the self cleaning cycle was off, but the range was still hot. The consumer stated that there were melted parts on the control panel and the handle of the exhaust fan show melting areas as well. The consumer stated that the range was still usable. She stated that no one was injured. The consumer stated that she contacted the manufacturer and they did not provide any assistance. The consumer stated that she believed that this product should be investigated due to the burn and fire hazard that it poses to consumers.</p>
172	I1430234A	11/28/2013	140327HCC2500	Control panel overheats	<p>I purchased a [REDACTED] double oven in 2009. The control panel goes out when you boil liquid on the back two burners. The control panel overheats and turns off. When the control panel goes out the ovens quit working you could be in the middle of cooking and it will go off. You have to wait until it cools off to get the control panel to work again. Sometimes the control panel turns on the</p>

					oven after it over heats. You just never know. I looked up this problem on line and it seems that [REDACTED] has corrected this design flaw. That's what there repair men call it. But they do not want to give the poor people that bought the older version in 2008 or 2009.
173	H1430145A	3/19/2014	140327CCC3480	Control panel overheats	Consumer stated that he started experiencing problems with is wall oven immediately after it was installed, control panel got as hot as the temperature inside the oven, which he feels is a fire hazard. He has tried to be cautious by using oven mittens to prevent himself from getting burnt. He has contacting the manufacturer since installation of 2011 and has had several service calls for replacing the control panel module at least 4 times most current 3/19/14. This did not resolve the issue the incident kept re-occurring. The control panel still remains hot. He is concerned that they are not addressing the safety issue of the unit being a burn hazard to the consumer and should be reported so that this can be resolved. The product is not affected by a recall.
174	I1450141A	5/8/2014	140520HCC3609	Control panel overheats	I turned the self cleaning oven feature on for the first time on the top oven and let it cycle. After a couple of hours, it had finished it's cleaning cycle I checked the control panel and all seemed well and went to bed. When I got up in the morning, I walked by the stove and discovered that the control panel plastic face had melted, and found that the control panel buttons were un-responsive. I killed the power to reset the stove, and found that the control panel was flashing an error code indicating that the keypad was shorted. Guess I was lucky the stove hadn't caught fire in the night while I was sleeping.
175	I1460132A	6/1/2014		Control panel overheats	I purchased a [REDACTED] Gas Range/Oven (Model#[REDACTED]-Serial # [REDACTED]) in May 2013 from a local appliance outlet ([REDACTED]). It was delivered to my home on May 11, 2013 and installed by the local appliance outlet. It worked until Sunday June 1, 2014, when while using the broiler, the electric key pad and range control melted. There were no items on the stove top. I was only using the broil setting when this occurred. The product has a twelve month warranty which expired on approximately May 11, 2014. I called [REDACTED] and they also said the warranty expired but after listening to my complaint that the electric key pad and range control melted, the tech told me they would authorize the parts to repair it for free but I would have to pay for the service (\$152.37) from an authorized repair company that have listed. Finally, today the oven was repaired, for now, but my worry is that this problem may happen again. The vent for the oven is located under the control panel. I have noticed that the vent area gets very hot when using the broil cycle. I believe this is a dangerous problem and a possible product defect. Is there any information on this problem happening with this oven for other owners? I also believe that I should be reimbursed for the service fee and [REDACTED] should re-think the placement of the oven vent. I will be more wary of using this product.
176	H1090006A	7/15/2010		Control panel error code	CONSUMER FEELS THAT THE GAS RANGE COULD POSE A FIRE HAZARD DUE TO ITS MALFUNCTIONING ELECTRIC PANEL.