



February 27, 2024

To our valued customers,

I want to make you aware that we have identified a consumer experience issue that impacts a limited number of our Electrolux and Frigidaire Professional 36" induction ranges. Importantly, there are no safety concerns. The issue is a software glitch, requiring consumers to turn a burner on twice after the range has been inactive for more than four hours.

We have isolated the impacted units to two models and less than 315 units in total. Attached is a list of impacted models and serial numbers. Importantly, we are implementing a solution to remedy the issue going forward.

For the inventory you have on hand, we ask that you stop selling and quarantine any of the serial numbers from the attached list. In the next week, your account manager will reach out to discuss how we will retrieve the impacted units from your location. Units that fall outside of this serial range below may continue to be sold.

As always, we are committed to providing innovative and high-quality products to our consumers and are contacting them directly to schedule a no-cost, in-home service visit to replace the circuit board inside the unit. If consumers reach out to you directly, you can direct them to our Customer Service team at 877-232-6822.

Thank you for your help and patience as we strive to provide the best ownership experience for our consumers; we appreciate your business.

Sincerely,

A handwritten signature in black ink, appearing to read "TJ Stoffer", written over a light blue horizontal line.

TJ Stoffer

Senior Vice President, Sales
Electrolux Group North America

Impacted Models and Serial Numbers:

Model	Serial Number
PCFI3670AF	SM33100001
PCFI3670AF	SM33100002
PCFI3670AF	SM33100003
PCFI3670AF	SM33100004
PCFI3670AF	SM33100010
PCFI3670AF	SM33100011
PCFI3670AF	SM33100012
PCFI3670AF	SM33100013
PCFI3670AF	SM33100014
PCFI3670AF	SM33100015
PCFI3670AF	SM33100016
PCFI3670AF	SM33100017
PCFI3670AF	SM33100018
PCFI3670AF	SM33100019
PCFI3670AF	SM33100020
PCFI3670AF	SM33100021
PCFI3670AF	SM33100022
PCFI3670AF	SM33100023
PCFI3670AF	SM33100045
PCFI3670AF	SM33100046
PCFI3670AF	SM33100047
PCFI3670AF	SM33100048
PCFI3670AF	SM33100049
PCFI3670AF	SM33100052
PCFI3670AF	SM33100053
PCFI3670AF	SM33100054
PCFI3670AF	SM33100055
PCFI3670AF	SM33100056
PCFI3670AF	SM33100057
PCFI3670AF	SM33100058
PCFI3670AF	SM33100059
PCFI3670AF	SM33100060
PCFI3670AF	SM33100061
PCFI3670AF	SM33100062
PCFI3670AF	SM33100063
PCFI3670AF	SM33100064
PCFI3670AF	SM33100085
PCFI3670AF	SM33100086
PCFI3670AF	SM33100087
PCFI3670AF	SM33100088
PCFI3670AF	SM33100089

PCFI3670AF	SM33100090
PCFI3670AF	SM33100091
PCFI3670AF	SM33100092
PCFI3670AF	SM33100093
PCFI3670AF	SM33100095
PCFI3670AF	SM33100096
PCFI3670AF	SM33700097
PCFI3670AF	SM33700098
PCFI3670AF	SM33700099
PCFI3670AF	SM33700100
PCFI3670AF	SM33700101
PCFI3670AF	SM33700102
PCFI3670AF	SM33700103
PCFI3670AF	SM33700104
PCFI3670AF	SM33700105
PCFI3670AF	SM33700106
PCFI3670AF	SM33700107
PCFI3670AF	SM33700108
PCFI3670AF	SM33700109
PCFI3670AF	SM33700110
PCFI3670AF	SM33700111
PCFI3670AF	SM33700112
PCFI3670AF	SM33700113
PCFI3670AF	SM33700114
PCFI3670AF	SM33700115
PCFI3670AF	SM33700116
PCFI3670AF	SM33700117
PCFI3670AF	SM33700118
PCFI3670AF	SM33700119
PCFI3670AF	SM33700120
PCFI3670AF	SM33700121
PCFI3670AF	SM33700122
PCFI3670AF	SM33700123
PCFI3670AF	SM33700124
PCFI3670AF	SM33700125
PCFI3670AF	SM33700126
PCFI3670AF	SM33700127
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PCFI3670AF	SM33700129
PCFI3670AF	SM33700130
PCFI3670AF	SM33700131
PCFI3670AF	SM33700132
PCFI3670AF	SM33700133

PCFI3670AF	SM33700134
PCFI3670AF	SM33700135
PCFI3670AF	SM33700136
PCFI3670AF	SM33700137
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PCFI3670AF	SM33700139
PCFI3670AF	SM33700140
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PCFI3670AF	SM33700148
PCFI3670AF	SM33700150
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PCFI3670AF	SM33700152
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PCFI3670AF	SM33700168
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PCFI3670AF	SM33700171
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PCFI3670AF	SM33700209
PCFI3670AF	SM33700210
PCFI3670AF	SM33700211
PCFI3670AF	SM33700212
PCFI3670AF	SM33700216
PCFI3670AF	SM33700217
PCFI3670AF	SM33700218
PCFI3670AF	SM33700219
PCFI3670AF	SM33700221
PCFI3670AF	SM33700222
PCFI3670AF	SM33700223
PCFI3670AF	SM33700224
PCFI3670AF	SM33700225
PCFI3670AF	SM33700226

PCFI3670AF	SM33700227
PCFI3670AF	SM33700228
PCFI3670AF	SM33700229
PCFI3670AF	SM33700229
PCFI3670AF	SM33700230
PCFI3670AF	SM33700231
PCFI3670AF	SM33700232
PCFI3670AF	SM33700233
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PCFI3670AF	SM33700259
PCFI3670AF	SM33700260
PCFI3670AF	SM33700260
PCFI3670AF	SM33700261
PCFI3670AF	SM33700262
PCFI3670AF	SM33700263
PCFI3670AF	SM33700264
PCFI3670AF	SM33700265
PCFI3670AF	SM33700266
PCFI3670AF	SM33700267
PCFI3670AF	SM33700268

PCFI3670AF	SM33700269
PCFI3670AF	SM33700270
PCFI3670AF	SM33700271
PCFI3670AF	SM33700272
PCFI3670AF	SM33700273
PCFI3670AF	SM33700274
PCFI3670AF	SM33700275
PCFI3670AF	SM33700276
PCFI3670AF	SM33700277
PCFI3670AF	SM33700278
PCFI3670AF	SM33700279
PCFI3670AF	SM33700280
PCFI3670AF	SM33700282
PCFI3670AF	SM33700284
PCFI3670AF	SM33700285
PCFI3670AF	SM33700287
PCFI3670AF	SM34400004
PCFI3670AF	SM34400005
PCFI3670AF	SM34400007
PCFI3670AF	SM34400111
PCFI3670AF	SM34400120
PCFI3670AF	SM34400122
PCFI3670AF	SM34400133
PCFI3670AF	SM34400135
PCFI3670AF	SM34400138
PCFI3670AF	SM34400143
PCFI3670AF	SM34400145
PCFI3670AF	SM34400161
PCFI3670AF	SM34400169
PCFI3670AF	SM34400170
PCFI3670AF	SM34400171
PCFI3670AF	SM34400172
PCFI3670AF	SM34400173
PCFI3670AF	SM34400175
PCFI3670AF	SM34400177
PCFI3670AF	SM34400178
PCFI3670AF	SM34400180
PCFI3670AF	SM34400182
PCFI3670AF	SM34400183
PCFI3670AF	SM34400189
PCFI3670AF	SM34500004
PCFI3670AF	SM34500082
PCFI3670AF	SM34500084

Model	Serial Number
ECFI3668AS	SM34400193
ECFI3668AS	SM34400200
ECFI3668AS	SM34400201
ECFI3668AS	SM34400202
ECFI3668AS	SM34400204
ECFI3668AS	SM34400207
ECFI3668AS	SM34400208
ECFI3668AS	SM34400209
ECFI3668AS	SM34400210
ECFI3668AS	SM34400211
ECFI3668AS	SM34400215
ECFI3668AS	SM34400216
ECFI3668AS	SM34400246
ECFI3668AS	SM34400251
ECFI3668AS	SM34400264
ECFI3668AS	SM34400265
ECFI3668AS	SM34400266
ECFI3668AS	SM34400267
ECFI3668AS	SM34400268
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ECFI3668AS	SM34400294
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ECFI3668AS	SM34400296
ECFI3668AS	SM34400297
ECFI3668AS	SM34400298
ECFI3668AS	SM34400307
ECFI3668AS	SM34400311
ECFI3668AS	SM34400319
ECFI3668AS	SM34400320

ECFI3668AS	SM34400329
ECFI3668AS	SM34400331
ECFI3668AS	SM34400332
ECFI3668AS	SM34400333
ECFI3668AS	SM34400334
ECFI3668AS	SM34400335
ECFI3668AS	SM34400344
ECFI3668AS	SM34400373
ECFI3668AS	SM34400375
ECFI3668AS	SM34400376
ECFI3668AS	SM34400377
ECFI3668AS	SM34400378
ECFI3668AS	SM34500098
ECFI3668AS	SM34500101
ECFI3668AS	SM34500125
ECFI3668AS	SM34500127
ECFI3668AS	SM34500129
ECFI3668AS	SM34500134