

Web Site Questions and Answers

Model 463720407 Heat Shield Recall

Welcome to Char-Broil's Heat Shield Recall Website. Please answer the questions below to see if your grill is included in this recall.

1. *From what store did you purchase your grill?*

You must have purchased your grill from Big Lots to be effected by this heat shield issue.

2. *What is the model number of your grill?*

The issue with the heat shield only applies to model number 463720407. No other grill model is affected. Some grill models do not require heat shields.

3. *Where do I find the serial number on my grill?*



The serial number is behind the front panel on a white sticker. The red circle indicates the location of the 16 digit alpha numerical serial number. Please record all 16 digits.

4. *Where were the grills sold and what were the selling prices?*

The grills were sold only at Big Lots stores nationwide for about \$115 and \$130.

5. *Do I have the correct heat shield?*



Identify your heat shield from the pictures above.

6. *If I have the incorrect shield or no heat shield, what do I have to do to order the correct heat shield?*

Please call our Grill Service at 1-866-671-7988 between 8 a.m. and 5 p.m. ET Monday through Friday, and talk with one of Grill Service Experts in order to receive the correct heat shield and installation instructions, free of charge.

You may also order the heat shield on line by clicking on the link below, Fill out the Account Information and in the Question box type in, “I am requesting a heat shield for my 463720407 grill, part number 80010089, purchased at Big Lots on _____, and give date”.

<https://www.charbroil.com/charbroilwarranty/ConsumerWebsite/ConsumerCreateCaseAlt.aspx>

7. *If I have been operating my grill without the heat shield, are the parts damaged?*

To determine if the parts are damaged, perform the 50/50 soap and water leak test on your tank and the valve/hose assembly, which can be found in your instruction manual or listed on our web site, at:

<http://www.charbroil.com/CharBroilWarranty/webcontrols/ViewKnowledge.aspx?KID=446>

This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission.

A copy of the CPSC Press Release is below.

NEWS from CPSC

U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

Washington, DC 20207

FOR IMMEDIATE RELEASE

May 1, 2007

Release #07-170

Firm's Recall Hotline: (866) 671-7988

CPSC Recall Hotline: (800) 638-2772

CPSC Media Contact: (301) 504-7908

Char-Broil Recalls Two-Burner Gas Grills Sold Exclusively at Big Lots Stores Due to Fire, Burn Hazard

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed.

Name of product: Char-Broil Two-Burner Gas Grills Model 463720407

Units: About 600

Importer: Char-Broil LLC, of Columbus, Ga.

Manufacturer: Winmax, of China

Hazard: The recalled grills could have an incorrect heat shield that does not fit the grills. Without the correct heat shield, the propane tank, hose, and regulator could overheat and damage these components, presenting a risk of fire and burn to consumers, if a propane leak occurs.

Incidents/Injuries: None reported. Five consumers have received grills without the correct heat shield.

Description: Only Char-Broil gas grills with model number 463720407 are included in the recall. This is a two-burner 360 square inch cooking surface gas grill with a 170 square inch swing-away rack, two side shelves and a condiment basket. Char-Broil's logo is on the top of the lid of the grill. The serial number is located on the white rating label on the back of the upper front panel of the grill. The serial numbers range from G305040611002821 to G305040611003420.

Sold at: Big Lots stores nationwide from January 2007 through March 2007 for about \$115 and \$130.

Manufactured in: China

Remedy: Consumers should inspect their grill to determine whether the heat shield is properly installed. If the heat shield is missing or cannot be installed per instructions, stop using the grill and immediately contact Char-Broil. Char-Broil will send the consumer, free of charge, the correct heat shield and installation instructions.

Consumer Contact: For additional information, contact Char-Broil toll-free at (866) 671-7988 between 8 a.m. and 5 p.m. ET Monday through Friday, or visit the firm's Web site at www.charbroil.com



Grill Model 463720407



Incorrect Heat Shield - Correct Heat Shield

[Send the link for this page to a friend!](#) The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from more than 15,000 types of consumer products under the agency's jurisdiction. Deaths, injuries and property damage from consumer product incidents cost the nation more than \$700 billion annually. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard or can injure children. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the 30 percent decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270, or visit CPSC's web site at www.cpsc.gov/talk.html. To join a CPSC email subscription list, please go to www.cpsc.gov/cpsclist.asp. Consumers can obtain this release and recall information at CPSC's Web site at www.cpsc.gov.