

Questions and Answers

Vertical Gas Smoker Model 07701413 Recall

Please answer the questions below to see if your grill is included in this product recall which is being conducted in cooperation with the U.S. Consumer Product Safety Commission.

1. *What is the model number of the recalled smoker?*

The only model of the Vertical Gas Smoker subject to this recall is 07701413.

2. *Where do I find the model number of my Vertical Smoker?*



The model number is on the right rear leg on a metal tag. The number is printed in black ink above the serial number.

The regulator on the recalled smokers looks like the regulator to the right. Note the "G" on the top.



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

Amazon.com, Brandsmart, Grill Market, GSI Commerce, Interline Brands, Mid-States Dist. Co, Orgill, Inc., Pricemart, Privimont De Columbia Otda –CWO, Scruggs Farm Lawn & Garden, The Home Depot, The Grill Outlet, True Value, United Hardware Dist.-Warehouse, and Wal-Mart. The price of the Vertical Smoker is approximately \$139.00.

4. *If I have the discrepant Hose/Valve/Regulator assembly, what do I have to do to order the proper Hose/Valve/Regulator assembly?*

Please call our Grill Service at 1-866-671-7988 between 8 a.m. and 6 p.m. ET Monday through Friday, and talk with one of the Grill Service Experts in order to receive the new Hose/Valve/Regulator assembly and installation instructions, free of charge.

You may also order the Hose/Valve/Regulator assembly on line by clicking on the link below

<https://www.charbroil.com/Support/CreateCase.aspx>

(Be sure to hold down the CTRL button as you click on this link with your mouse)

Fill out the Account Information and in the Question box type in, “I am requesting a Hose/Valve/Regulator assembly for my 07701413 Vertical Smoker purchased at _____ on _____”[date purchased].

7. *If I have been operating my Vertical Gas Smoker without any issues, do I need to replace the Hose/Valve/Regulator assembly?*

Yes, you need to replace the Hose/Valve/Regulator assembly if you have the one shown in the pictures above that is the subject of this recall. When the Vertical Gas Smoker’s temperature setting is in “low”, the Hose/Valve/Regulator assembly may not allow sufficient gas to flow, causing the flame to extinguish. When this occurs, gas continues to flow and build up inside the smoker. The build-up of gas can cause an explosion, posing an injury hazard.

<http://www.charbroil.com/Support/article.aspx?articleid=446>

(Be sure to hold down the CTRL button as you click on this link with your mouse.)