

FAQ's for the Husqvarna Viking Designer I Sewing and Embroidery Machine Recall 2006

Consumer Q's and A's:

Q: What do I do when I receive a notice that my Husqvarna Viking Designer I sewing and embroidery machine may be included in the recall?

A: If you purchased a Husqvarna Viking Designer I sewing and embroidery machine during January 1999 through February 2004 and falls within the serial numbers subject to this recall, you should bring your sewing machine to your local Husqvarna Viking dealer so that the transformer component can be replaced.

Q: How long will it take to replace the transformer on my Husqvarna Viking Designer I sewing and embroidery machine?

A: Your dealer is committed to returning your machine as quickly as possible so that you can continue "keeping the world sewing". Your dealer will probably schedule your machine to be brought to them at a specific date and time when they have the necessary components to replace the transformer.

Q: Am I in danger that my Designer I sewing and embroidery machine could overheat?

A: Husqvarna Viking has determined that there have been two situations when a transformer has overheated in a Husqvarna Viking Designer I sewing and embroidery machine sold from January 1999 through February 2004. Husqvarna Viking implemented a change to this component in February 2004, and there have been no reported incidents involving machines manufactured after that date. Husqvarna Viking is not aware of any injuries associated with this product.

Q: I already had my Husqvarna Viking Designer I sewing and embroidery machine transformer replaced during a recall for the same component in 2003. Do I have to have the transformer replaced again?

A: This is a different scenario. We are replacing the applicable transformer with a different style transformer for Designer I sewing and embroidery machines purchased by consumers between January 1999 and February 2004. Please contact your dealer for further information.

Q: My dealer that I bought my machine from is no longer in business. What do I do?

A: Please contact the local dealer in your area for further information and help. They have been instructed to replace all transformers regardless if they sold the machine to you or not.