

Frequently Asked Questions for the Designer I Recall 2006

What do I do when I receive the notice?

If you purchased a Husqvarna Viking Designer I sewing machine during January 1999 through February 2004, you should bring the sewing machine to your local Husqvarna Viking dealer so that the power supply component can be upgraded.

How long will it take to upgrade my Designer I?

Your dealer is committed to returning your machine as quickly as possible so that you can continue "keeping the world sewing".

Am I in danger that my Designer I could overheat?

Husqvarna Viking has determined that in three out of 55,000 Husqvarna Viking Designer I sewing machines sold from January 1999 through February 2004, the power supply component caused the machines to overheat. 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.

I already had my Husqvarna Viking Designer I transformer replaced with the first recall in 2003. Do I have to do this again?

This is a different scenario. We are replacing the applicable transformer with a different style transformer for Designer I's purchased between January 1999 and February 2004. Please contact your dealer for further information.

I saw an article in the newspaper about the recall. Before I carry the machine into the dealer, I want to know if my machine is affected.

Please contact your dealer for further information; they should be able to quickly determine if your transformer is being recalled.

I saw the article in the newspaper and before I carry machine into the dealer, I want to know if my machine is affected. How do I quickly find my Serial Number?

Your serial number is located at the bottom of the machine. Once identified contact your dealer for further information; they should be able to quickly determine if your transformer is being recalled.

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

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.