

Dear Valued Customer,

Outstanding product quality and high customer satisfaction is a central pillar of Liebherr's approach to market. The safety of our consumers has the highest priority.

Daily, sophisticated tests allow us to continuously examine and improve the quality and safety of our products. You have received this letter because we have identified a potential safety issue with a limited number of Liebherr refrigerator models. Liebherr is voluntarily retrofitting the affected refrigerators at no cost to you.

Through our quality inspections and customer feedback we discovered the refrigerator door may become loose on certain 30-inch wide freestanding bottom freezer refrigerator models. These refrigerators were sold individually as the **CS 1601** model, the **CS 1650** model, or the **CS 1640** model (specific indexes only), and as part of the side-by-side model **SBS 32S0**. All of the affected refrigerators were sold between **January 2003** and **July 2011**. The affected units have index numbers as indicated in the table on page 3.

ALL LIEBHERR REFRIGERATORS IDENTIFIED ABOVE MUST BE RETROFITTED WHETHER OR NOT THE DOOR HINGE PIN HAS BECOME LOOSE.

The refrigerators contain screw locking devices which may malfunction in such a way that the door hinge pin becomes loose, allowing the door to separate from the appliance. Please refer to the pictorial representation and description "inspection of door hinge pin" enclosed. Visually inspect your refrigerator immediately against these pictures to determine whether the door hinge pin on your unit is loose. If the door hinge pin appears to be loose, *stop using the refrigerator door immediately* until one of our service technicians has completed the repair.

CONTINUED USE OF THE DOOR CAN RESULT IN SEPARATION OF THE DOOR FROM THE APPLIANCE WITH RESULTING POTENTIAL INJURY TO USERS.

If the door hinge pin has *not* become loose, you may continue to use your Liebherr refrigerator door until one of our service technicians has completed the repair.

To ensure that the door of your refrigerator is secure, Liebherr will conduct an in-home inspection and repair of the unit free of charge.

To ensure a quick and efficient processing, please determine the model and index number of your unit, as well as the service number and serial number. You will find this information on the serial tag of your appliance. The location of the tag is described in detail on the attached information sheet. With the requested information please immediately contact Liebherr at the toll-free phone number below to schedule and complete this repair:

In the USA: **1-877-337-2653**. Monday – Friday, 8 a.m. to 5 p.m. (Mountain Time)

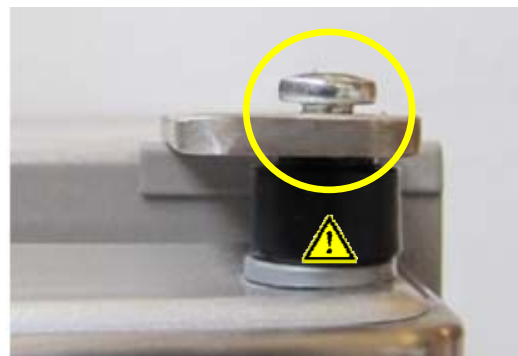
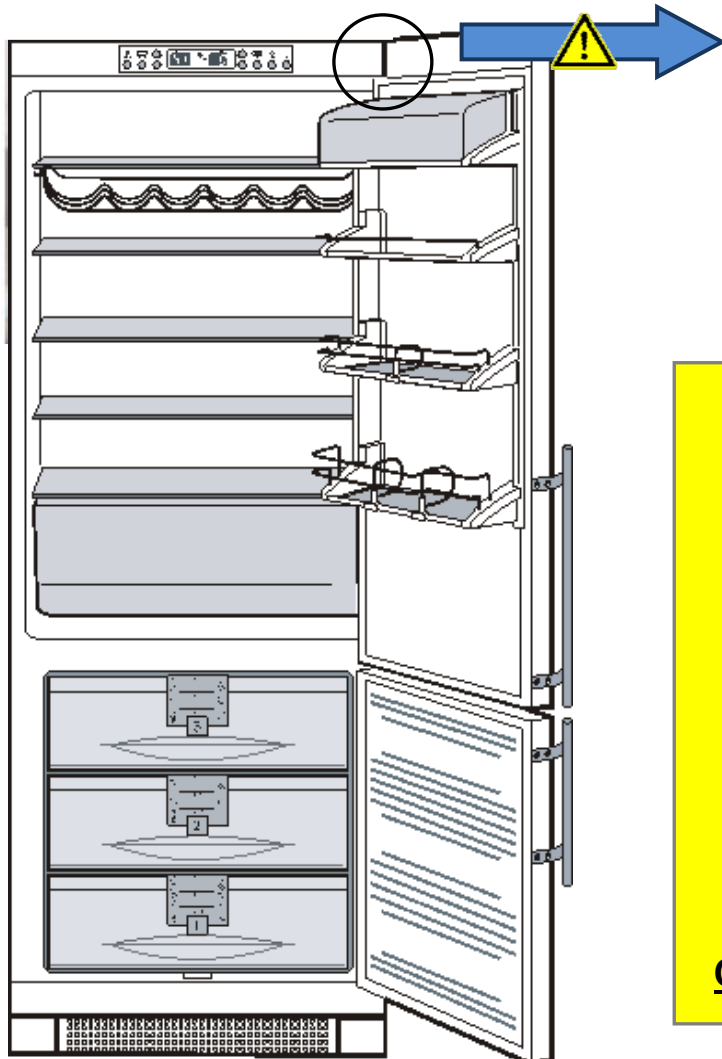
In Canada: **1-888-543-2437**. Monday – Friday, 8 a.m. to 5 p.m. (Eastern Time)

If you have any concerns or questions, don't hesitate to contact our toll-free hotline number. We apologize for the inconvenience caused by this issue.

With Best Regards,
Liebherr

Inspection of door hinge pin

(for CS 1601, CS 1640 and CS 1650 as an individual unit, or as the side-by-side model for SBS 32S0)



Stop using the door
if the hinge pin is
loose or missing!

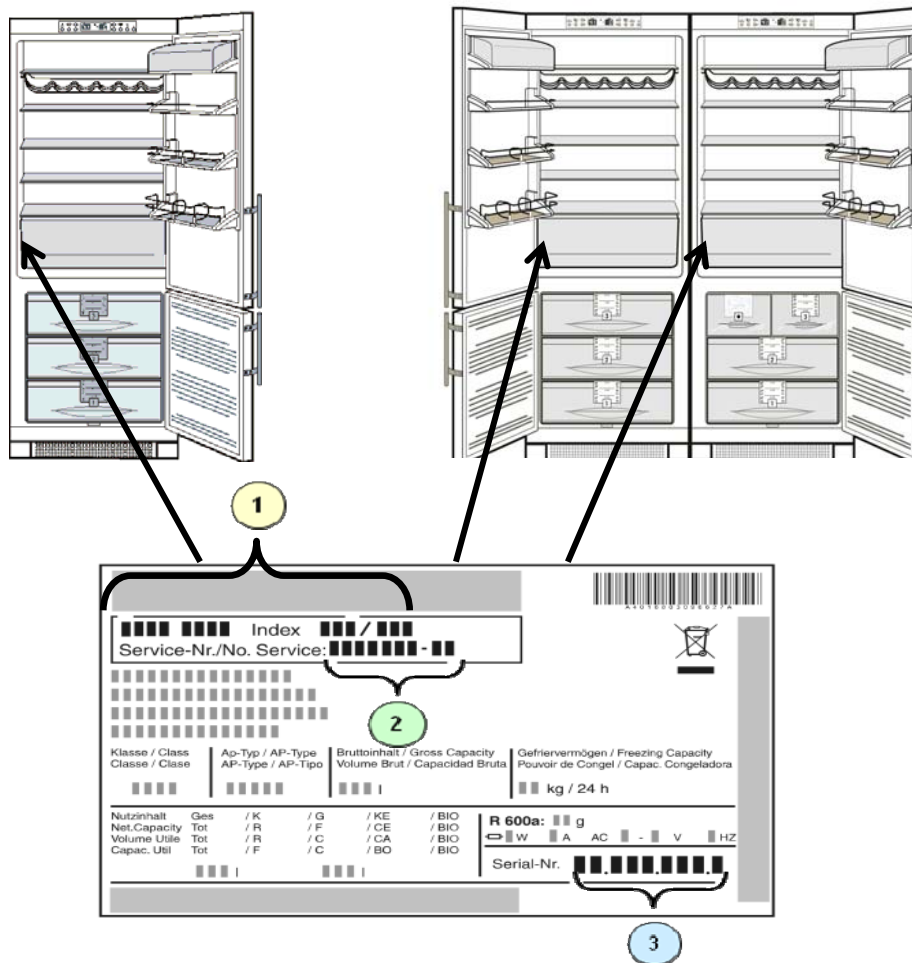
Please call us immediately!



Toll free hotline

USA: 1-877-337-2653
CANADA: 1-888-543-2437

Location of the Model and Index Number



Example:

1 **Model:** CS ■ ■ 1640 Index ■ ■ ■ - ■ ■ ■
2 **Service:** ■ ■ ■ ■ ■ ■ ■ ■ - ■ ■ ■
3 **Serial:** ■ ■ . ■ ■ ■ . ■ ■ ■ . ■ ■ ■

Affected Appliances:

Model:	Index:
CS 1601	All Indexes
CS 1640	10 / 137
	10A / 137
	10E / 137
	10F / 137
CS 1650	all Indexes