

## Important Safety Notice for Liebherr Refrigerators

For reasons of safety for our customers, Liebherr, in cooperation with the U.S. Consumer Product Safety Commission, is voluntarily recalling certain model Liebherr refrigerators, in order to perform an in-home inspection and repair of the refrigerator door hinges.

An 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. Through daily, sophisticated tests we are examining and continuously improving our appliances.

In the context of some customer information and our quality inspections we had discovered for models **R 1400, RB 1400, RI 1400** and **RBI 1400** a potential malfunctioning of the refrigerator door attachment. Those 24-inch wide single-door refrigerators came individually or as the refrigerator compartment of side-by-side combinations in models **SBS 240, SBS 245, SBS 2410** and **SBS 2415**. The affected refrigerators were sold between **January 2005** and **November 2009**. All units with those model numbers were affected. Those units are subject to the recall initiated in January 2010.

Based on additional customer information and our quality inspections we discovered a similar potential malfunctioning of the refrigerator door attachment for certain models **C 1600, C 1601, C 1650, C 1651, CI 1600, CI 1601, CI 1650, CI 1651** and **CI 1700**. These 30-inch wide bottom freezer refrigerators come individually or as part of the side-by-side models **SBS 320** and **SBS 3210**. The affected units were sold between **February 2004** and **January 2011**. Not all units with these model numbers are affected. The affected units have index numbers as indicated in the table on page 4.

Some of the units contain screw locking devices which can malfunction in a way that the door hinge pin can become loose. In the situation where an appliance is equipped with a door stopper device, the door may remain attached to the appliance despite the loosening door hinge pin. **HOWEVER, CONTINUED USE OF THE DOOR CAN RESULT IN SEPARATION OF THE DOOR FROM THE APPLIANCE WITH RESULTING POTENTIAL INJURY TO USERS.**

To assure that the refrigerator door cannot become loose and fall off, Liebherr will repair the units free of charge in the customer's home.

As part of our effort to contact each and every owner of the affected models we have issued a press release, set up a toll-free hotline, posted recall information on our website, and distributed recall posters (enclosed) for posting in all retail stores. Please display the poster in a high-traffic consumer area your store for a minimum of 120 days.

We have also prepared a letter to be mailed to each purchaser. We seek your assistance in providing us with the name and address of each affected customer so that we may contact them regarding the recall. The consumer information you provide us will be held in confidence and only used to contact customers who require the repair.

Please provide us with a written response with the customer information or a reason why the customer information is not available. We are required to report this information to the U.S. Consumer Product Safety Commission. Please also provide us with a list of affected products in your inventory or confirm that you do not have any in your inventory.

All Liebherr Refrigerators identified above must be repaired whether or not the door hinge pin has become loose. Please refer to the description "inspection of door hinge pin" enclosed. Consumers should check their refrigerators immediately to see whether the door hinge pin has

become loose. If the door hinge pin has become loose, the consumer should stop using the Liebherr refrigerator immediately until it is repaired by our technicians. If the door hinge has not become loose, the consumer may continue to use the Liebherr refrigerator until it is repaired by our service technicians.

To ensure a quick and efficient processing, the consumer should determine the model and index number of the unit. This information is found on the serial tag of the appliance. The location of the tag is described in detail on the attached information sheet. With the requested information the consumer should 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)

Or visit our website: [www.liebherr.us](http://www.liebherr.us) / [www.liebherr.ca](http://www.liebherr.ca)

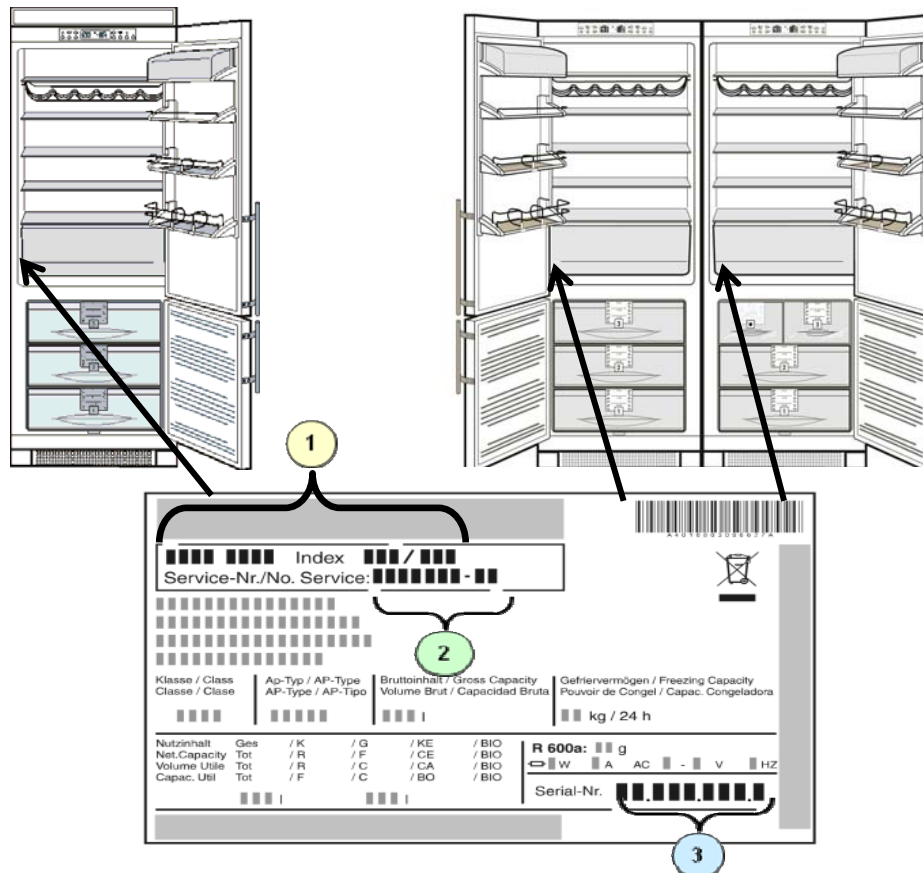
If you have any concerns or questions, don't hesitate to contact our toll-free hotline number.

We apologize for the inconvenience caused by this issue.

With best regards,  
Liebherr



# Location of the Model and Index Number



Example:

- ① **Model:** C I \_ \_ 1 6 5 1 **Index** 1 5 H - 2 3 7
- ② **Service:** \_ \_ \_ \_ \_ - \_ \_
- ③ **Serial:** \_ \_ . \_ \_ . \_ \_ . \_ \_

Affected Appliances:

Model:	Index:
C 1600	16 / 137
	16A / 137
C 1601	15 / 237
	15A / 237
	15B / 237
	15F / 237
	15G / 237
	16 / 237
CI 1600	16A / 237
	15G / 137
CI 1600	16 / 137
	16A / 137
CI 1601	15 / 237
	15A / 237
	15B / 237
	15F / 237
	15G / 237
	16 / 237
	16A / 237

Model:	Index:
C 1650	15 / 137
	15A / 137
	15B / 137
	15C / 137
	15D / 137
	15H / 137
	15I / 137
	16 / 137
	16A / 137
	16B / 137
C 1651	15A / 237
	15B / 237
	15C / 237
	15D / 237
	15H / 237
	15I / 237
	16 / 237
	16A / 237
16B / 237	

Model:	Index:
CI 1650	15 / 137
	15A / 137
	15B / 137
	15C / 137
	15D / 137
	15H / 137
CI 1651	15I / 137
	16 / 137
	16A / 137
	16B / 137
	15A / 237
	15B / 237
15C / 237	
15D / 237	
CI 1651	15H / 237
	15I / 237
	16 / 237
	16A / 237
CI 1700	16A / 237
	16B / 237
CI 1700	14A / 137