

Important Recall Notice for Liebherr Refrigerators

For reasons of safety for our customers, Liebherr, in cooperation with the U.S. Consumer Product Safety Commission, is voluntarily expanding the recall of 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 **C 1600, C 1601, C 1650, C 1651, CI 1600, CI 1601, CI 1650, CI 1651** and **CI 1700**. These 30-inch wide **built-in** 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 were affected. Those units are subject to the recall initiated in March 2011.

Based on additional customer information and our quality inspections we discovered a similar potential malfunctioning of the refrigerator door attachment for certain models **CS 1601, CS 1640** and **CS 1650**. These 30-inch wide **freestanding** bottom freezer refrigerators come individually or as part of the side-by-side model **SBS 32S0**. The affected units were sold between **February 2004** and **July 2009**. The affected units have index numbers as indicated in the table on page 4.

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.

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 that we have mailed to each known purchaser. We seek your continued 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 serial 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 / www.liebherr.ca

This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission who will monitor the effectiveness of the recall program.

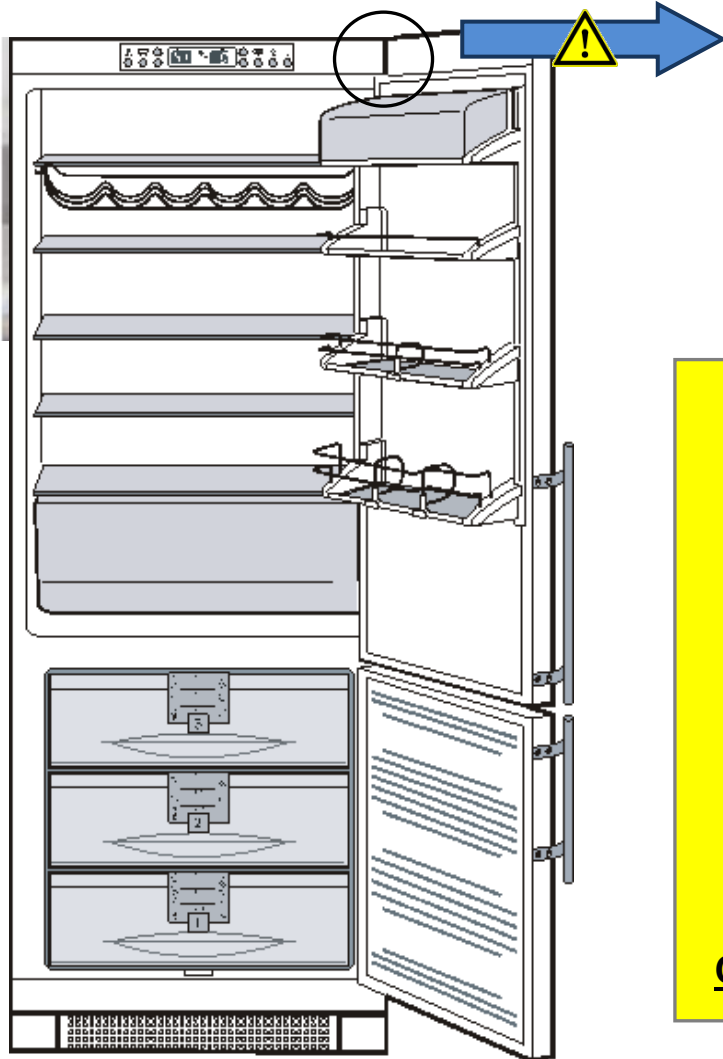
If you have any concerns or questions, don't hesitate to contact our toll-free hotline number.

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

