

BSH HOME APPLIANCES LIMITED

BSH Home Appliances Limited, Grand Union House, Old Wolverton Road,
Wolverton, Milton Keynes, MK12 5PT

Chris O'Neil
AO Retail Limited
5A The Parklands
BOLTON
BL6 4SD

BSH Customer Service

Phone: (+44) 01536 431275

Email: GB-IC6-Repair-Action@bshg.com
Thursday, 24th March, 2016

BSH - Serie 8, iQ700 or Neff Premium Collection steam and steam assist – repair action to improve quality

Dear Chris O'Neil

As part of our internal quality control assessments, we have discovered that the steam generator in some ovens of our steam and steam assist ovens under the Bosch Siemens and Neff brands do not fully comply with our high quality standards. We were very disappointed to discover this.

Only some appliances manufactured between 1 August 2015 and 30 September 2015 are potentially affected. Our records show you that we delivered to you the following models and quantities in these two months:

26 x B47VR32N0B
12 x B47VS34N0B
20 x B57VS24N0B
11 x B58VT28N0B
4 x CS656GBS1B
1 x CSG656BS1B
11 x HRG6769S1B

1160

The defect is with the metal part used by our supplier in the steam generation unit in ovens manufactured during this period, which may possibly rust over time and turn the water in the tank a reddish colour. Since this does not pose a health or a safety risk, your customers may continue to use their ovens without the steam function. We nevertheless want to make sure that all our products meet our high quality standards at all times and that your customers can continue to use their ovens for their entire lifecycle without limitations and to their complete satisfaction. We can confirm that this is not a safety recall.

We are therefore asking you for your help. Please support us in the following way:

Collect all names, addresses, telephone numbers and email addresses (if available) of all

...2

page 2

customers who have purchased any of the models listed above, within the timescales indicated. We need these in order to contact the customer and arrange an inspection if required. Please provide the data in an excel file with the data fields in separate columns. Please encrypt the excel file with a password and email it to us at GB-IC6-Repair-Action@bshg.com

Please provide the password in a separate email. If you have any queries, you can call us on (+44) 01536 431275, Monday to Friday 8:45am to 5.00pm.

We are most grateful for your support and apologise for any inconvenience caused.

Yours sincerely



Karl Ullrich
Group Manager Customer Service Technology