Reseller name

Street name 123

1234 XY City name

Country name

Customer name

Street name 123

1234 XY City name

Country name

April 26, 2019

Loudspeaker Recall & Safety Cable Installation Notice

— Action Required —

Dear Customer,

We are contacting you to alert you of safety issues affecting certain Bose loudspeakers. Our records indicate you purchased affected Bose speakers, therefore your action is required.

Bose is recalling all FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018. During installation and use, the mounting anchors on these loudspeakers can break, which could cause the loudspeakers to fall and result in serious injury. To date, we have received notice of 29 loudspeakers falling from their installed locations and one report of an injury.

Bose is also requiring the installation of safety cables for certain Bose loudspeakers, including DS 40F, that are installed in commercial cooking environments. This now also includes previously installed loudspeakers. When exposed to cooking oil or cooking oil fumes, the mounting components on these loudspeakers can break, which could cause the loudspeakers to fall and result in serious injury. To date, we have received notice of five loudspeakers falling from their installed locations and one report of an injury.

Required Action:

Contact your Bose reseller using the information at the top of this letter and provide any information they request. Your Bose reseller will provide free replacement loudspeakers and free safety cables, and they will receive compensation for the cost of installation services.

On behalf of Bose Corporation, we extend our sincerest apologies for this inconvenience. We’re committed to making this right and we’re committed to your success. If you have questions or concerns not addressed here, please contact your Bose reseller. Your satisfaction is our top priority and we want to help successfully complete these processes as quickly and easily as possible.

Sincerely yours,

Reseller Name

DS 40F Recall

Summary

All FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018 are included in this recall. Loudspeakers mounted in a pendant configuration are NOT included in this recall because the mounting anchors are not used when pendant-mounted. However, if at any point in the future a pendant-mounted FreeSpace DS 40F loudspeaker unit manufactured before August 13, 2018 needs to be uninstalled and reinstalled as an in-ceiling/flush-mounted loudspeaker, it must be replaced.

Products Affected

FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018.

Please refer to Document 6A (enclosed) for a complete list of all affected DS 40F models and their SKU numbers.

Safety Cable Installation

Summary

The Bose loudspeakers and accessories listed below that are installed in commercial cooking environments where they are exposed to cooking oils or cooking oil fumes must be secured with a safety cable.

Products Affected

EdgeMax EM90 and EM180

FreeSpace DS 16 flush- and surface-mount (DS 16F, DS 16S, DS 16SE)

FreeSpace DS 40 flush- and surface-mount (DS 40F, DS 40SE)

FreeSpace DS 100 flush- and surface-mount (DS 100F, DS 100SE)

FreeSpace 3 Flush-Mount Satellites

FreeSpace 3 Series II Acoustimass (bass) module

Please refer to Document 6A (enclosed) for a complete list of all affected models of the above loudspeakers and their SKU numbers.

Additional Questions?

If you have questions or concerns not addressed here, please contact your Bose reseller.