

# PRODUCT RECALL

<b>Date:</b>	1/13/2023
<b>Manufacturer:</b>	LGE
<b>Article Numbers/Product:</b>	293638- LG 86 Inch Smart TV
<b>Model Numbers:</b>	<ul style="list-style-type: none"><li>• 86UQ8000AUB</li><li>• 86UQ7070ZUD</li><li>• 86UQ7590PUD</li><li>• 86NANO75UQA</li></ul>
<b>Dates Sold:</b>	March 1, 2022 through September 30, 2022

*Members should text "STAND" to 256-888-9977 to begin the support process or reach LG by phone at 800-243-0000 from 8am to 9pm Monday through Sunday.*



**Post Until: 7/13/2023**



## **PRODUCT SAFETY RECALL**

January 11, 2023

Dear Customer:

LG Electronics (“LGE”), in cooperation with the U.S. Consumer Product Safety Commission, is voluntarily recalling certain LG 86 Inch Smart TVs, with model numbers 86UQ8000AUB, 86UQ7070ZUD, 86UQ7590PUD, and 86NANO75UQA—pictured below. The TV’s supporting stands may become vulnerable when not attached by properly tightening all three screws for each of the two stand elements provided by the manufacturer. This vulnerability can be exacerbated where an external force or load is applied to the TV stand, posing a tip-over hazard and a risk of injury from impact. Where the TV stands are properly installed or not subjected to any excessive external force or load, there is no demonstrable stand vulnerability.



The TVs were sold by various retailers online and in-store (including Walmart, Best Buy, Costco, Amazon, and smaller retailers) from approximately March 2022 through September 2022. LGE is undertaking this voluntary action as part of its commitment to product safety and customer service. LGE has received reports that the TV’s stand elements were damaged during

## Draft Customer Letter – Confidential Commercial Information

installation or use of the product, resulting in some reports of tip-overs. LGE has not received any reports of injury.

### **What are the next steps?**

If your TV is mounted on the stands (as opposed to on the wall), you will need to inspect the stands to ensure that they have been properly installed. **Please contact LGE immediately** by texting “STAND” to 256-888-9977 to begin the support process or reach us by phone at 800-243-0000 from 8 a.m. to 9 p.m. ET Monday through Sunday to speak to a customer care representative who can assist you with inspecting the TV stands and diagnosing any potential issues. Additional information, including a video with instructions, is available at <https://www.lg.com/us/public-notice/general/product-recall-information-for-lg-86-inch-smart-tvs>. LGE will provide replacement stands to consumers who request them.

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LGE is conducting this voluntary recall in cooperation with the U.S. Consumer Product Safety Commission, which will monitor the effectiveness of the program. We appreciate your cooperation in complying with this notice.

Sincerely,

LG Electronics USA, Inc.