



July 09, 2009

Dear Valued Sears Customer:

**RE: ADVISORY – LG AND KENMORE REFRIGERATORS
“FRENCH DOOR” MODELS WITH ICE AND WATER DISPENSER IN THE DOOR**

Sears Canada has been advised by LG of an energy consumption modification program relating to LG and Kenmore refrigerators – specifically the “French Door” models with an ice and water dispenser in the door that were sold at Sears Canada stores as well as through the Sears Canada catalogue and online at www.sears.ca between May 1, 2006 and November 21, 2008.

LG Electronics Canada, Inc. (LG), the manufacturer of these refrigerators has created an energy consumption modification program, in cooperation with Natural Resources Canada (NRCan), for owners of certain “French Door” refrigerator models with ice and water dispensers in the door. The program is the outcome of a joint review by LG and NRCan of the testing methodology and energy ratings of French Door models under the ENERGY STAR program. Please be aware that this is not a product safety concern but rather an energy consumption matter.

Under the program, LG has changed the energy ratings on affected models. If you purchased one of the affected models, the new measured energy rating for this product now reflects higher energy usage than what was indicated on the original “EnerGuide” label and other materials at the time you made the purchase. Therefore, if you own one of these models, you may be entitled to an in-home energy saving modification to your product which would be performed by Sears technicians on LG’s behalf. You may also be entitled to small cash payments from LG to offset your incremental energy costs.

The program applies only to certain LG and Kenmore French Door models purchased by consumers in Canada between May 1, 2006 and November 21, 2008. The affected model numbers and corresponding Sears item numbers are as follows.

LG		Kenmore	
Item#	Model #	Item#	Model #
20183	LFX21971ST	77572	795 77572*** or 501 77572
20193	LMX21981ST	77573	795 77573*** or 501 77573
20282	LFX23961SW	77579	795 77579*** or 501 77579
20283	LFX23961ST	78412	795 78412*** or 501 78412
20289	LFX23961SB	78413	795 78413*** or 501 78413
20583	LFX25971ST	78762	795 78762*** or 501 78762
20593	LMX25981ST	78763	795 78763*** or 501 78763
20703	LFX25980ST	78769	795 78769*** or 501 78769
20713	LFX21980ST		
20673	LFX21960ST		
20773	LFX25960ST		

The Refrigerator model and serial number can be located on the silver metal tag on the inside right wall of your refrigerator liner.



Sears Canada will be contacting you starting July 2009 to determine whether you qualify for the program. If so, we will arrange for your free product modification performed in your home, to improve your refrigerator's energy efficiency. We request that you have your model and serial number and purchase date information available ahead of time, as we will need it when we call you.

LG will separately be compensating customers for past energy usage and future energy usage with small cash payments to offset your annual incremental energy costs. For additional details and in order to determine your eligibility to receive the compensation, please register your serial and model number at the following website: www.lge.ca/energystarupdate/sears. For further information regarding the compensation program, please contact LG Electronics Canada, Inc. at 1-866-940-6508.

Sears Canada apologizes for any inconvenience you may experience with this matter.