



**GE APPLIANCES**  
*a Haier company*

February 3, 2022

**IMPORTANT SAFETY NOTICE: Pre-Recall Notification**

Dear Valued Partner,

GE Appliances, a Haier company (GEA) will soon be announcing a voluntary recall of three models of its 36" wide french-door refrigerators with fingerprint resistant stainless steel. This is a voluntary recall that GEA initiated. This recall is being conducted in cooperation with the Consumer Product Safety Commission (CPSC). We write to bring this important safety issue to your attention and to assist you with a review of your inventory and hold of any affected units.

GEA intends to recall the product because it has learned of some instances where the freezer handle was not properly seated to the attachment fasteners when attached by the installer or consumer. Like most refrigerators, this product is shipped with the handles detached, and the handles are installed after the product is in a consumer's home. When a freezer handle is not properly seated on its attachment fasteners, the handle can become loose and may detach when a consumer pulls on the handle to open the freezer. If a handle detaches while a consumer is pulling on it, a consumer may lose their balance and fall.

The affected models are GFE26JYMFS, GNE27EYMFS, and GNE27JYMFS. Only units produced prior to August 1, 2021, are affected. The serial number ranges for the affected products are listed at the end of this notice. Our records show that you may have purchased one or more affected units.

**ACTIONS CUSTOMERS SHOULD TAKE:**

Customers who have refrigerators with the model numbers listed below should review those units to determine if any are within the serial number ranges listed below. If you have any units within the serial number ranges listed below, quarantine the units and ensure you do not sell them. Units not included in the affected serial ranges can continue to be sold to consumers.

In addition, we ask that you begin collecting contact information for consumers who purchased or received the affected models in the serial number ranges listed below. We will work with you to ensure a recall notification is mailed to those consumers at the time the recall is announced.

**WHAT CONSUMERS SHOULD DO:**

The recall has not yet been publicly announced and there is no action for consumers to take until the recall is announced. We are actively working with the CPSC on the details of the recall announcement. Thank you for keeping this information confidential within your company until the recall is publicly announced by the CPSC.

When the recall is publicly announced, consumers with affected product will be advised to contact GEA online at <https://www.geappliances.com/ge/recall/> or by calling GEA toll-free at **888-345-4671** between 8 a.m. to 5 p.m. ET Monday through Friday. All consumers are eligible

for a free in-home repair of their refrigerator. Service technicians will remove the existing freezer handle, replace the attachment fasteners, and properly install the original handle.

Consumers can continue using their refrigerators. If their handle is loose, consumers can open the freezer by gripping the edge of the freezer door where the flexible rubber sealing gasket meets the metal freezer door.

**Recalled Models:** The affected models are: GFE26JYMFS, GNE27EYMFS, and GNE27JYMFS

The serial numbers for the affected models begin with one of the following two letter combinations: DR, FR, GR, HR, LR, MR, RR, SR, TR, VR, ZR, AS, DS, FS, GS, HS, LS, MS.

If the serial number for a unit begins with one of the above two letter combinations, it is a recalled unit. If the serial number for a unit does not start with one of the above two letter combinations it is not a recalled unit.