



PRODUCT SAFETY RECALL

January 12, 2023

Dear Costco Member,

Costco records indicate that you, or your add-on members, have purchased an LG 86" UQ8000 4K TV, item # 9786800 (Model 86UQ8000AUB) between April 2022 and September 2022.

LG Electronics ("LGE"), in cooperation with the U.S. Consumer Product Safety Commission, is voluntarily recalling certain LG 86 Inch Smart TVs, including this model. The TV's supporting stands may become vulnerable when not attached properly (all 3 supplied screws tightened into each of the 2 provided stands). This vulnerability may become worse when an external force or load is applied to the TV stand, posing a tip-over hazard and a risk of injury from impact.

TV stands that are properly installed, or not subjected to any excessive external force or load, do not have this stand vulnerability.



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 installation or use of the product, resulting in some reports of tip-overs. LGE has not received any reports of injury. LGE will provide replacement stands to consumers who request them.

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 to begin the support process:

- By texting "STAND" to 256-888-9977
or
- By calling 800-243-0000 from 8am - 9pm ET, Monday through Sunday, to speak to a customer care representative who can further assist you.

Additional information, including a video with instructions, is available online at:

<https://www.lg.com/us/public-notice/general/product-recall-information-for-lg-86-inch-smart-tvs>

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.