

Schindler Elevator Corporation



November 4, 2021

**CERTIFIED MAIL
RETURN RECEIPT**

To: To whom it might concern



Re: **ELEVATOR SAFETY ISSUE**

Dear Sir or Madam:

Certain production batches of ContiTech Suspension Traction Media (STM) used on Schindler 3100 and 3300 elevators have been found to exhibit traction loss and elevator slide in some cases and therefore must be replaced.

FAILURE TO COMPLY WITH THIS LETTER COULD LEAD TO DEATH OR SERIOUS INJURY TO PERSONS INSIDE THE HOISTWAY DUE TO TRACTION ISSUES

All labor and materials are covered by a Schindler warranty program and will be of no charge to the building owner or building manager. If you choose not to call to schedule this visit, Schindler will not be responsible for and specifically disclaims any and all potential loss, damage, injury or liability relating to this issue.

Please telephone me at [REDACTED] to schedule the replacement, which Schindler will perform without charge.

Sincerely,



General Manager of Service

G.O. No. [REDACTED]