



**Service information**

**Reference no.: SDA\_79107**

**Symptom**

Broken lid handle HD9160.

**Cure**

**INFO**  
Complain: the steamer lid handle is broken.  
Models: HD9160  
Service part: Lid  
Service code: 4222 459 45797  
Pos: 9 in SMA

**CURE**  
Infective Production nr (Year/week nr)  
Year / week nr before week 1014 are infected and need to replace by lid after production week 1015.  
From week 1016 the improved lid (stronger material) is available at DHL.  
**Solution:**  
The material of the lid is improved (  
**REMARK**  
Actions to be taken:  
Team Managers to inform all repair specialists accordingly.

**Consumer Care Symptom cure SDA\_79107**

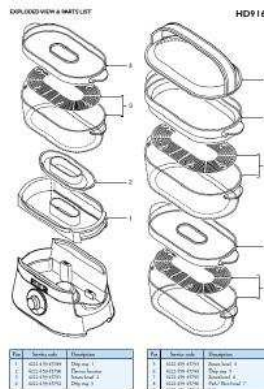
**Title: Broken lid HD9160**  
**From: Ruud Verbeek**  
**Valid Country: WEU, EEU, MEA**  
**Information for: All Repair specialists.**  
**Date: 02/04/2010**



**General Description:**

**Complain; the steamer lid handle is broken.**

**Models:** HD9160  
**Service part:** Lid  
**Service code:** 4222 459 45797  
**Pos:** 9



**Infective Production nr (Year/week nr)**

Year / week nr before week 1014 are infected and need to replace by lid after production week 1015.  
From week 1016 the improved lid (stronger material) is available by DHL.

**Solution:**

The material of the lid is improved (<wk 1015) and can be used under normal conditions. Sent the consumer a new improved steamer lid 4222 459 45797.

**Actions to be taken:**

Team Managers to inform all repair specialists accordingly.