



Bose Professional
The Mountain
Framingham, Massachusetts
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June 2019

DS 40F Loudspeaker Recall — Action Required —

Dear Repair Center,

We are contacting you to alert you of safety issues affecting certain Bose loudspeakers. Our records indicate that you are a repair center for Bose, therefore your action is required.

Bose is recalling all FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018. During installation and use, the mounting anchors on these loudspeakers can break, which could cause the loudspeakers to fall and result in serious injury. To date, we have received notice of 29 loudspeakers falling from their installed locations and one report of an injury.

Required Actions:

If you receive a DS 40F in-ceiling/flush-mounted loudspeaker manufactured prior to August 13, 2018, do not repair it. Instead, replace it with a new DS 40F loudspeaker produced after August 13, 2018. Please see the enclosed SKU list for more detail.

For detailed instructions and next steps, see the sections below entitled “DS 40F Recall — Required Action.”

On behalf of Bose Corporation, we extend our sincerest apologies for this inconvenience. We’re committed to making this right and we’re committed to your success. You can find more information and answers to questions you may have at **BoseBMSsafety.com**. If you have questions or concerns not addressed there, please contact your Bose sales representative. Your satisfaction is our top priority and we want to help successfully complete these processes as quickly and easily as possible.

Sincerely yours,

Morten Jørgensen, MS.EE.

Director, Global Sales and Operations

DS 40F Recall – Required Action

Products Affected

FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018. Please refer to the SKU list below for a complete list of all affected DS 40F models and their SKU numbers.

FreeSpace DS 40F Recall Affected Models	
Model Number	DS 40F In-ceiling/Flush-mount Models
321278-0110	FS DS40F LDSPKR BLK
321278-0120	FS DS40F LDSPKR 8 OHM BLK
321278-0130	FS DS40F LDSPKR BLK
321278-013R	FS DS40F LDSPKR BLK FR
321278-0140	FS DS40F LDSPKR 8 OHM BLK
321278-0210	FS DS40F LDSPKR WHT
321278-0220	FS DS40F LDSPKR 8 OHM WHT
Model Number	DS 40F In-ceiling/Flush-mount Models
321278-0230	FS DS40F LDSPKR WHT
321278-023R	FS DS40F LDSPKR WHT FR
321278-0240	FS DS40F LDSPKR 8 OHM WHT
321278-024R	FS DS40F LDSPKR 8 OHM WHT FR
321278-0250	FS DS40F VA LDSPKR ASSY,WHT
321278-025R	FS DS40F VA LDSPKR ASSY,WHT FR

Additional Questions?

You can find more information and answers to many questions you may have at BoseBMSsafety.com. If you have questions or concerns not addressed there, please contact your Bose sales representative. Contact information can be found at BoseBMSsafety.com.