



August 27, 2019

Bosch Thermotechnology Corp.  
50 Wentworth Avenue  
Londonderry NH, 03053  
Telephone +1 800 283 3787

Dear Valued Customer,

[www.bosch-climate.us](http://www.bosch-climate.us)

As a manufacturer of high quality equipment, the quality and safety of our products – as well as demonstrating transparency towards our customers – is of the utmost importance to us. Please read this letter carefully as we are reliant on your assistance in this matter.

Our records indicate that your company purchased Buderus boilers, model GB125/35, between 2008 and 2012. It has recently come to our attention that under certain conditions there is the potential for the boiler to present a safety risk.

Dirt accumulation inside the external condensate trap can lead to a flue blockage, which under certain conditions could potentially lead to the escape of carbon monoxide (CO) during burner operation.

We have reported this issue to the U.S. Consumer Product Safety Commission, and are working with them to conduct a recall to repair boilers with output sizes 35 kW to address this issue.

We are collaborating with our wholesalers and distributors to collect sales information containing contractor and end user addresses so we may notify consumers and arrange for the appropriate inspection and repairs. Attached you will find a listing of all affected boilers that were shipped to you.

We would appreciate it if you could provide us with contractor and/or end user contact information contained in your files so we can make the appropriate contacts

If you have any further questions, please contact us directly at 1-800-323-1943 or [gb125.35recall@us.bosch.com](mailto:gb125.35recall@us.bosch.com) and reference "GB125/35 Field Action" in the subject line.

Thank you for your continued support of Bosch and Buderus products.

Yours Sincerely,

A handwritten signature in black ink, appearing to read 'Dan Moffroid'.

Dan Moffroid  
Director of Product Management

A handwritten signature in black ink, appearing to read 'James Middleton'.

James Middleton  
Quality Manager