<insert date>

 <insert customer contact Information>

 [drafted for dealer/Steelcase sales office)

**Subject – Safety Issue with Steelcase Campfire Big Tables**

I am writing to advise you of a potential safety issue with Steelcase Campfire Big Tables. Steelcase has identified a flaw related to fasteners that can lead to separation of elements of the table and ultimately collapse of the table. This issue affects all Big Tables manufactured in Asia Pacific that were delivered prior to March 30th, 2018.

In some cases, the cam lock hardware that secures the vertical center panel to the end panels of the table can loosen, creating gaps in those joints. With use over time or improper movement of the table, the gaps can to lead full separation of the table elements and collapse of the table. If a collapse occurred while someone was using the table, users could be injured.

In order to minimize any risk to your employees, Steelcase is initiating a process attach caution labels and add brackets to the table to ensure that the fasteners cannot loosen and lead to separation of the table elements. While that retrofit is pending, it is important that you inspect your Big Tables to confirm that there are no gaps between the table elements. Moving the tables by pulling them can cause or worsen such gaps – please do not move the tables once installed without professional installers’ assistance. If there are such gaps, please stop using the table and contact us at the number below.

We apologize for any inconvenience this issue may cause and appreciate your support as we work with Steelcase to resolve this issue.

Sincerely,

 [dealer manager/ Steelcase Sales responsible]