



**URGENT – Product Suspension
Ripple Cup Lid 9oz
American Item Number: 4137RCL
Rank Distributors Product Number: CP-LID-9**

July, 2009

Dear Valued Customer:

American Hotel Register Company has been notified of a voluntary recall of the 9-oz. Ripple cup lid manufactured by Rank Distributors, Inc. ["RDI"]. According to our records, you may have been shipped the recalled product. This lid does not reliably grip the lip of the cup and separates easily. The poor fit may result in spills and possible injury to users of this product.

American received a complaint regarding this problem and, upon investigation, discovered further evidence that supported our concern, so we contacted RDI. They had received complaints about the lids as well and reports of spills involving this product. Although we are not aware of any incidents involving injury, we believe the situation poses a potential risk to product users, so we strongly recommend that you discontinue its use immediately.

To arrange for return of the product and credit to your account, please contact your American Customer Care Team at 1-800-678-4342. We apologize for your inconvenience and appreciate your assistance with this matter.

Very truly yours,

American Hotel Register Company