

**Notice and request to purchasers of  
JUKI household sewing machines**

Thank you for your ongoing use of a JUKI product.

This is to inform you that a problem has been discovered with the LCD panels installed on some of our HZL-DX5, HZL-EX7 and DX-2000QVP models of household sewing machines. When an affected machine is powered ON, on very rare occasions, the display panel remains blank and is, therefore, rendered inoperative.

Please accept our profound apologies for this inconvenience. Users of the HZL-DX5, HZL-DX7 or DX-2000QVP are requested to check the serial numbers of their machines and contact us for information on repairs so as to prevent the occurrence of the aforementioned problem. To find the serial number on your machine, see the following instructions on "Finding the Serial Number on Your Machine."

JUKI will pay the shipping cost and repair fee. We ask for your understanding and cooperation.

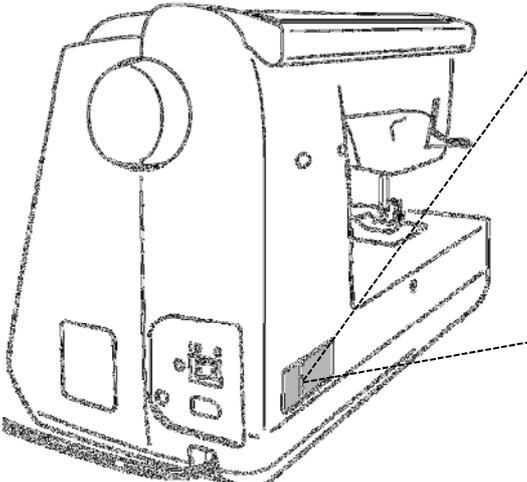
JUKI CORPORATION  
May. 16, 2016

**"Finding the Serial Number on Your Machine"**

The illustration below shows the locations of the serial numbers on the HZL-DX5, HZL-DX7 and DX-2000QVP sewing machines. If the five upper digits of the serial number on your machine match one of the alphanumeric sequences shown in the table given on the right, please visit **JUKI website\*** to find the CONTACT FORM. Then, enter the full serial number of your machine in the "Inquiry" and also enter your postal address, name and e-mail address in the relevant columns of the CONTACT FORM, then click "Send".

Read the return message from JUKI (sent to the e-mail address you provided) to learn whether or not your machine requires repair.

Back side



Location of information for checking the model name and serial number of your machine



Serial number
5UAJH*****
5UAJJ*****
5UAJK*****
5UAJL*****
5UAJM*****
5UAKA*****

Name of model  
HZL-DX5,  
HZL-DX7  
or  
DX-2000QVP

Serial number indication

**[Affected models]**

Three models: the HZL-DX5, HZL-DX7 and DX-2000QVP

HZL-DX5



HZL-DX7



DX-2000QVP



**\* [Contact information]**

[http://www.juki.co.jp/household\\_en/contact/index.html](http://www.juki.co.jp/household_en/contact/index.html)