

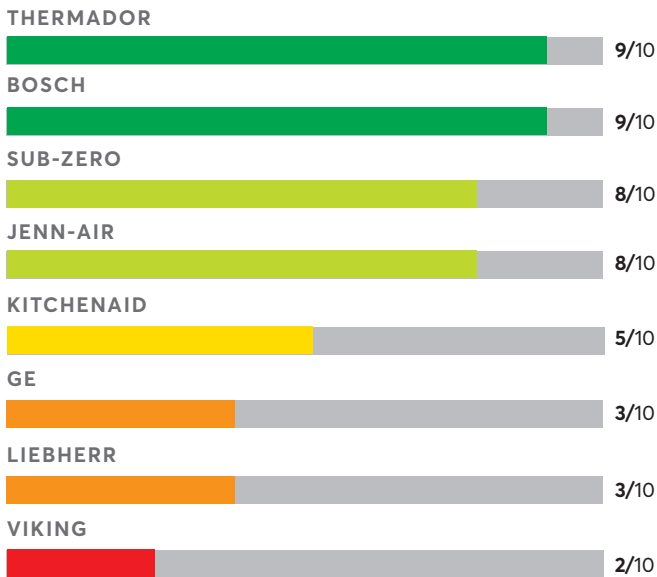
# Predicted Reliability & Owner Satisfaction

Results in the following chart are gathered from Consumer Reports' 2018 Spring Survey of 2,597 built-in refrigerators, owned by members who purchased a new unit between 2008 and 2018.

Our predicted reliability ratings are based on a statistical model that estimates problem rates within the first 5 years of ownership, for refrigerators that are not covered by an extended warranty or service contract. Higher ratings are indicative of better reliability. Brands receiving a red or orange rating cannot be recommended by CR at this time.

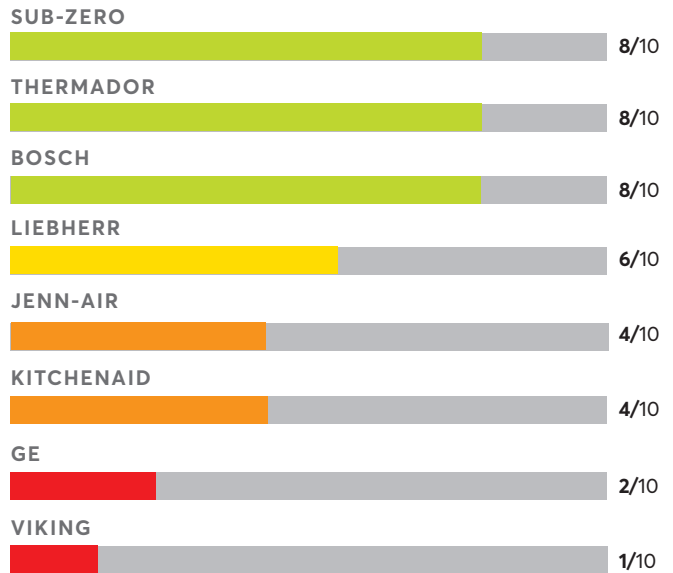
Our owner satisfaction ratings are based on the proportion of members who are extremely likely to recommend their built-in refrigerator to friends and family.

## Predicted Reliability



Source: Consumer Reports' 2018 Spring Survey

## Owner Satisfaction



Source: Consumer Reports' 2018 Spring Survey