



333 Continental Boulevard
El Segundo, CA 90245

January 29, 2008

Dear Collector,

We have learned of a production issue affecting the first Barbie® Fashion Model Collection (BFMC™) dolls released in 2007. When exposed to light, the heads of some dolls have begun to yellow. This was a manufacturing issue which has been corrected in subsequent BFMC dolls.

The four dolls that were affected by the production issue are **K7932 The Ingenue™ Barbie®, K7939 Hollywood Bound™ Barbie®, K7918 Red Hot Reviews™ Barbie®, and K7933 The Siren Barbie®.**

If you are a U.S. collector who purchased any of these dolls through Mattel or another retailer or auction site, you now have the opportunity to exchange your original doll for a replacement doll. Replacement doll packages will bear the statement “This doll is a replacement version” above the Individual Doll Code (IDC) to indicate that the production issue has been corrected. All product details will remain the same.

To obtain a replacement doll, follow the steps below.

- 1) Call customer service at 800-628-6797 by **May 1, 2008**, to initiate your return. Customer service is open from 7AM to 10PM Central, seven days a week. A shipping label will be sent to you.
- 2) Pack your doll(s) in original clothing, and ship using the provided shipping label. It is not necessary to send original packaging or accessory pieces. Dolls must be **received by June 1, 2008**. Any dolls received after this date will not be eligible for replacement.
- 3) Look for your replacement doll to arrive approximately between June and September, 2008. Replacement dolls will be shipped based on the date when original doll was returned.

We appreciate your continued support as we correct this production issue.

Sincerely,

Barbie Collector