



February 25, 2005

Dear Service Company:

Dishwasher rework information

Whirlpool Corporation places the highest priority on safety and consumer satisfaction. Accordingly, we have been investigating two potential supplier-driven issues with certain Whirlpool built under-the-counter, plastic tall tub dishwashers. One is a potential safety issue with the wash motor and the other is a potential quality issue with the heater design.

Safety Issue: Whirlpool Corporation, in cooperation with the U.S. Consumer Product Safety Commission (CPSC), today announced a voluntary recall of approximately 162,620 Whirlpool® brand and Kenmore® brand (*made by Whirlpool Corporation*) under-the-counter, plastic tall tub dishwashers. The units were produced between May 2004 and December 2004 and were sold nationwide June 2004 through January 2005.

The recalled units were manufactured with an electrical defect within the dishwasher's wash motor wiring. This condition poses a risk of the motor overheating and possibly catching fire. Whirlpool Corporation has received three reports of overheated wash motors. There are no reports of personal injury or property damage.

- Service Pointer # 8178505
- Replacement Pump & Motor # 8194160
- Rework number R14165

Quality Issue: certain Whirlpool® and Inglis® brand under-the-counter, plastic tall tub dishwashers were manufactured with a heating element that may cause a quality issue with the dishwasher. Whirlpool Corporation places the highest priority on consumer satisfaction and is working to replace these heating elements.

- Service Pointer # 8178502
- Replacement Heater # 8194250
- Rework number R17365

The Service Pointers are posted on both the Service Matters and ServiceBench websites; they contain detailed repair instructions and repair kit information.

You will be compensated at 110% of your single call rate for an in-home repair and you will be reimbursed at your normal rates for store stock repairs. Your store stock rate is your single call rate for the first repair and 80% of your single call rate for all other repairs completed that same day. In certain situations involving a large quantity of store stock repairs, your Field Service Representative may negotiate a special rate. **Note: you must add the 10% to your single call rate when submitting the claims on in-home repairs.**

Parts Ordering: you will order the replacement kits through your local Parts Distributor using your normal parts order process. The local Parts Distributor will use our EROS (Emergency Rush Order System) to ensure these parts are shipped and received as quickly as possible. Quantities are limited, so please order to demand only!

If you have questions about this process, please contact your Field Service Representative immediately. Thank you, in advance, for your cooperation and prompt attention to this important matter.

Sincerely,

Matt Dawes
National Service Manager
Whirlpool Corporation