



MEMORANDUM

DATE: February 7, 2007
TO: Service Providers
FROM: Matt Dawes, Director of Field Service
SUBJECT: **Contact customers prior to running service on recalled Maytag brand and Jenn-Air brand dishwashers to verify they have received the repair kit**

Please be advised that service scheduling system issues may cause a short-term delay in parts shipments to customers. Upon service scheduling, the appropriate Maytag brand and Jenn-Air brand repair kit will be ordered and pre-shipped to customers. The repair kit will be shipped to the customer via FedEx ground and will arrive prior to your scheduled service call.

In order to maximize your First Call Complete ratio, please contact customers the day prior to running the service call to ensure they have received a repair kit. If they have not received a repair kit, please have them contact you directly to reschedule after they receive their repair kit. This will ensure that you receive the service call from the customer.

Service Pointer number **K8178626** is posted on both the Service Matters and ServiceBench web sites; it contains service resolution information and details about the affected units. Please use Rework number **R34353** on your claims in order to receive proper compensation. You will be paid at 125% of your single call rate for in-home repairs.

Parts will be provided free of charge to customers who elect a free in-home-repair. The parts will NOT be available through parts distributors. It is not necessary to place part numbers on your recall claims.

If you have questions about this process, please contact the Tech Line at 1-800-253-2870 or the Maytag Recall Team at 1-866-483-0032 immediately. Thank you for your cooperation and prompt attention to this important matter.