



Maytag brand and Jenn-Air brand dishwasher Recall Information

January 31, 2007

Dear Valued Service Provider:

Maytag Corporation, in cooperation with the U.S. Consumer Product Safety Commission (CPSC), today announced a voluntary recall of approximately 2.3 million Maytag brand and Jenn-Air brand under counter and portable plastic tub dishwashers. The units were sold at department and appliance stores and through homebuilders nationwide, July 1997 through June 2001.

Liquid rinse-aid can leak from the dispenser of certain Maytag brand and Jenn-Air brand dishwashers and come into contact with the dishwasher's internal wiring which can short-circuit and ignite, posing a fire hazard. Maytag Corporation has received 135 reports of dishwasher fires resulting in product and/or property damage. Four injuries have been reported, including three reports of smoke inhalation and one serious hand laceration when operating a fire extinguisher to put out a dishwasher fire.

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.

Whirlpool Corporation will pre-ship the necessary repair kit to the customer when service is scheduled. The part will be shipped to the customer via FedEx ground and will arrive prior to your scheduled service call.

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.

Sincerely,

Matt Dawes
Director, National Field Service
Whirlpool Corporation