



September 27, 2005

Dear Service Company:

Frost-Free Freezer and Refrigerator Recall Information

Whirlpool Corporation, in compliance with W.C. Wood Company and the U.S. Consumer Product Safety Commission, is recalling approximately 67,000 Whirlpool brand single-door, frost-free freezers (20 cubic feet or less) and refrigerators (17 cubic feet) to perform a voluntary repair to eliminate the potential for electrical shock.

Safety is one of Whirlpool's top priorities. While no injuries have been reported, this recall is being conducted to ensure consumers' safety.

- Service Pointer # R8178528
- Rework number # R17324

The Service Pointer is posted on both the Service Matters and ServiceBench web sites; it contains detailed repair instructions and repair kit information. You will be compensated at 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.

Parts Ordering: Whirlpool Corporation will pre-ship the necessary part to the customer when scheduling a service call. The part will be shipped to the customer via First Class mail and will arrive prior to your scheduled service call. All parts will be provided to the service companies at "no-charge," it is critical to ensure proper payment that all rework claims must be submitted with a **special distributor number 339399**.

You can order any necessary 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! For the orders placed through your local Parts Distributors use your normal Parts Distributor numbers when filing a warranty claim.

If you have questions about this process, please contact your Field Service Representative or the Trade Partner Service Support representative (partner team) immediately. Thank you for your cooperation and prompt attention to this important matter.

Sincerely,

Matt Dawes
National Service Manager
Whirlpool Corporation

