



WORLD HEADQUARTERS • 2000 NORTH M63 • BENTON HARBOR, MI 49022

December 12, 2008

Dear Valued Service Provider:

Whirlpool Corporation has identified a potential quality issue involving certain KitchenAid®, Jenn-Air® and Whirlpool® freestanding ice makers. The ice makers may have been produced with a water valve that could develop a leak. Units that may be affected have a serial number beginning with ET22 through ET52, EU01 through EU52, and EW01 through EW27. They were sold nationwide between 2006 and 2008.

Testing determined a potential for the water valve body to deteriorate and begin to leak. This deterioration may be caused by chlorine, impurities in the water supply, water flow issues or a combination of these factors. Production now includes a new, more deterioration resistant water valve and the repair parts stock has been purged of old valves. More information and details about the affected units and service resolution can be found in **Service Pointer 4317442** posted on both the Service Matters and ServiceBench web sites.

Whirlpool is currently contacting registered owners of KitchenAid®, Jenn-Air® and Whirlpool® freestanding ice makers about this quality issue and shipping a free water valve replacement kit directly to customers. The kit contains instructions for customers to contact their selling dealer (if they provide service) or select from a list of authorized service companies to schedule their repair.

The service kit contains a new water valve, instruction sheet and a green adhesive-backed dot. Once the new valve is installed, technicians should attach the green dot following the information on the instruction sheet.

After completing the call, you may file for a **labor only** credit using the information supplied on the instruction sheet. Use **Project Code S331AM** in the authorization field. On the claim form, please include the kit part number used for the repair and record the parts distributor number using number **339399**.

Please contact Whirlpool at **1-888-664-5306** if you have questions about this process. Thank you for your cooperation.

Sincerely,

Matt Dawes  
Director, National Field Service  
Whirlpool Corporation