

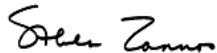
The purpose of this notice is to inform you of a recent decision by Whirlpool Corporation to reorganize the Whirlpool direct sales of service parts and accessories through the wholesale channel. Whirlpool has elected to pursue a single distribution channel approach by routing its direct wholesale channel through independent parts distributors. We believe this change will build stronger consumer loyalty for our brands by improving service levels and meeting the growing needs of our consumers.

Whirlpool Corporation has recently completed a transaction in which several Whirlpool parts distribution branches were sold to Marcone Appliance Parts Company and First Source Parts Center. Marcone has purchased branches in Newark, CA, Anaheim, CA, Fairfield, NJ, and Boca Raton, FL. First Source has purchased the branch in Houston, TX. If your Whirlpool direct parts were shipped from these branches, you should begin to place your Whirlpool parts and accessory orders with Marcone or First Source as they are prepared to handle your business.

If, for some reason, you are unable to immediately transition your business to Marcone or First Source, you may continue to place orders through the Whirlpool call center in Knoxville, TN through October 14, 2004. These orders will be fulfilled from the Whirlpool branches, for in-stock parts only. Marcone or First Source will invoice you for any parts ordered through Knoxville and shipped from Whirlpool Branches. Any part orders that are currently on backorder with Whirlpool will be forwarded to Marcone or First Source for fulfillment.

Whirlpool Corporation, Marcone and First Source are committed to meeting your needs and serving the needs of appliance consumers. We appreciate your cooperation, business, and understanding during this transition.

Sincerely,

A handwritten signature in cursive script that reads "Steve Zannos".

Steve Zannos  
Director, In-Home Service  
Whirlpool Corporation