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 **MEMORANDUM: REMANUFACTURE OF CONTROL BOARDS**

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**TO: All Whirlpool Authorized Service Companies**

**DATE: February 2, 2009**

**RE: Announcing Parts Return Process Changes**

In the past several months, Whirlpool Corporation has encouraged all areas of its business units to understand the changing economic environment and investigate ways to do business differently, as we prepare for an even stronger future.

Therefore, we are excited to share with you that a cross-functional team has been analyzing the current program of remanufacturing electronic control boards. After studying the process and requesting input from Parts Distributors, Servicicers and consumers, the team has developed two initiatives to test and analyze results in order to create a 'best practice' process.

Both initiatives will have their own list of SKUs, and will be differentiated as follows:

- 1) A refresh of the current core charge and return process... incorporating better communication to help build awareness of the need to remanufacture control boards, while integrating a customized label that will quickly identify SKUs that are part of the process, and
- 2) A voluntary return process with NO core charge applied... making it simple to participate by including a pre-paid, shipping label for either the technician or the consumer to drop the return part in the mail. This eliminates the need for a core charge debit and credit process. This new process is being tested to see if the return rates will be adequate.

As the two initiatives are tested, the benefits will become evident through...

- Better service for our consumers – maintaining FSP® standard part availability
- Improved quality – Whirlpool engineers can analyze data from the returned core boards
- Protection of the environment – recycling is a more efficient use of resources

Attached are reference pages that provide examples of the return labels, instruction sheets, the newly created identification label for boards that are part of the program, as well as a FAQ for the Reman Initiative.

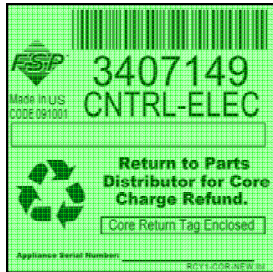
Whirlpool Corporation and the Reman Team appreciate your willingness to participate, as we work together to formulate a best-practice for a valuable program. If you have any questions regarding the information, please feel free to contact your Field Service Representative.

Attachment: Instruct-FAQ for Reman Initiatives

# REMANUFACTURE OF CONTROL BOARDS

## Required Remanufacturing Process with \$35 Core Charges included...

Each SKU listed on the previous page will be shipped with the following items...



A Green Label on the exterior of the package identifying that the enclosed control board has been remanufactured... meeting Whirlpool FSP® Standards.

CORE RETURN TAG			
1. Part no.		2. NARDA no.	
3. Appliance model no.		4. Appliance serial no.	
5. Date installed	6. Date failed	7. Install zip code	
8. Consumer complaint: (Check all that apply)			
<input type="checkbox"/> "F" or "E" codes		<input type="checkbox"/> No response to commands	
<input type="checkbox"/> Display problems		<input type="checkbox"/> Intermittent	
<input type="checkbox"/> Other			
9. Source of failure:			
<input type="checkbox"/> Control		<input type="checkbox"/> Not control (e.g. external, lightning, etc.)	
Describe			
10. Failure occurred during: (Check all that apply)			
Cooking		Baking/Freezer	
<input type="checkbox"/> Bake	<input type="checkbox"/> Warm	<input type="checkbox"/> Preheat	<input type="checkbox"/> Defrost
<input type="checkbox"/> Broil	<input type="checkbox"/> Defrost	<input type="checkbox"/> Bake	<input type="checkbox"/> Warm
<input type="checkbox"/> Top burner	<input type="checkbox"/> Self-clean	<input type="checkbox"/> Other (define)	
<input type="checkbox"/> Self-clean	<input type="checkbox"/> Other (define)		
<input type="checkbox"/> Tired cooking			
<input type="checkbox"/> Other (define)			
Dishwasher		Microwaves	
<input type="checkbox"/> Regular	<input type="checkbox"/> Heavy	<input type="checkbox"/> Cooking	<input type="checkbox"/> Defrost
<input type="checkbox"/> Lightwash	<input type="checkbox"/> Extended start	<input type="checkbox"/> Preheat	<input type="checkbox"/> Other (define)
<input type="checkbox"/> Other (define)			
Air Conditioner		Other Appliance	
<input type="checkbox"/> Normal	<input type="checkbox"/> Economy	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fan	<input type="checkbox"/> Dry	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other (define)			
Other			

Within the package is a Core Return Tag that outlines information on the product being repaired. This provides information back to both the Whirlpool Collection Center and eventually to Whirlpool Engineering for analysis.

CORE RETURN INSTRUCTIONS
<p><b>SERVICER:</b></p> <p>The replacement part you received includes a <b>core deposit charge</b>. To receive your <b>core deposit refund</b>, you must return the core part you are replacing to the place of purchase.</p> <p><b>NOTE:</b> These instructions apply to <b>US Servicers only</b>. Please discard this sheet if you live outside the US.</p> <p>To return the core part:</p> <ol style="list-style-type: none"> <li>Remove the replacement part and Core Return Tag (opposite side) from the shipping box.</li> <li><b>NOTE:</b> Static electricity can damage electronic parts. Before installing, connect an anti-static strap to your wrist and to a green ground point or metal portion of the appliance, or discharge static electricity by touching your finger to a green ground point or metal portion of the appliance. Handle electronic boards by the edges only. Do not touch electronic parts or terminal contacts.</li> <li>Place the core part in the anti-static bag and shipping box along with a <b>copy of your NARDA or invoice</b>.</li> <li>Fill out the Core Return Tag and place it in the shipping box. Seal the box with shipping tape.</li> <li>Return the core part to the distributor or branch you received it from. Include your company name and address on the return address label.</li> </ol> <p>Credit should be issued by your distributor or branch within 30 days of returning the part.</p>

Also included is the return instructions for both the core charge debit/credit process, as well as packaging the damaged board for shipping back to the Whirlpool Collection Center through your Parts Distributor.

## Voluntary Remanufacturing Process with No Core Charge included...

Each SKU listed on the previous page will be shipped with the following items...



A Green Label on the exterior of the package identifying that the enclosed control board has been remanufactured... meeting Whirlpool FSP® Standards.

Return for Recycling Instructions	
<p>1. Wrap core part and place in shipping box.</p>	<p>2. Seal shipping box with tape strip.</p>
<p>3. Write appliance Serial Number on box label.</p>	<p>4. Apply Merchandise Return Label.</p>
<p>5. Return through US Postal Service.</p>	
<p><b>Note:</b> These instructions apply to US customers only. Please discard this sheet if you live outside the US.</p> <p>Thank you for joining Whirlpool Corporation's commitment to sustainability by recycling this part.</p> <p>For additional information about Whirlpool Corporation's approach to the environment and our long-standing commitment to being a responsible corporate citizen, please visit: <a href="http://www.whirlpoolcorp.com/responsibility/environment/default.aspx">http://www.whirlpoolcorp.com/responsibility/environment/default.aspx</a></p>	

Within the package are instructions for returning the damaged control board back to the Whirlpool Collection Center. It includes the instruction for noting the Appliance Serial Number on the return label for further quality analysis.

FROM:		<p>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES.</p>
SERVICE TICKET #		
POSTAGE DUE COMPUTED BY DELIVERY UNIT		
POSTAGE		
MERCHANDISE RETURN FEE		
TOTAL POSTAGE AND FEES DUE		
<p><b>MERCHANDISE RETURN LABEL</b></p> <p>PERMIT NO. 11 ELEVETH MN 55734</p> <p>POSTAGE DUE UNIT US POSTAL SERVICE ELEVETH MN 55734</p>		

Also included is a prepaid shipping label, allowing either the technician or the consumer to simply drop the package into the mail box for shipping back to the Whirlpool Collection Center direct.

**NOTE:** A strip of tape will also be included so the customer can easily re-seal the carton

**Frequently Asked Questions**

QUESTION	ANSWER
<p>What was the idea behind the Voluntary Return Process?</p>	<p>The Voluntary Return Process is modeled after other popular recycling programs like printer ink cartridges for instance. By making the return process virtually effortless, customers can do their part to protect the environment without sacrificing time or convenience.</p>
<p>How does the Voluntary Return Process work?</p>	<p>The customer or technician simply repackages the old computer board, using the new part's bubble wrap and carton. Write the appliance serial number in the space provided on the part number label, and seal the carton with the tape provided. Place the merchandise return label on the outside of the box, and cross out any other shipping labels or markings. Drop the carton in the U.S. Mail for pick-up.</p>
<p>Why are there both a Voluntary and a Core Return Process?</p>	<p>We will be evaluating the results of both the Voluntary and the Core-Charge Return Processes to determine which provides the higher rate of return. Since the returns of electronic controls are vital to future supplies of parts, it is imperative that there is a very high percent of participation. While we would prefer to continue with a volunteer process, we will evaluate the return rate of both in the coming months.</p>
<p>How was the list of SKUs chosen for the Voluntary Return Process?</p>	<p>Many variables were taken into consideration, including the expected future demand, vendor relations, and the complexity and cost of the computer boards.</p>
<p>Do remanufactured boards meet Factory Specification Part (FSP® ) standards?</p>	<p>All new and remanufactured computer boards meet FSP® standards and have the same 90 day warranty. Whirlpool engineers work closely with vendors to ensure remanufactured boards meet or exceed OEM specifications.</p>
<p>Do the boards being returned in this program support only out-of-warranty service calls?</p>	<p>This program includes computer boards that are used for all payment types, including warranty, COD, and Extended Service Plans.</p>
<p>Is it the technician's responsibility to return the board, or the consumer's responsibility?</p>	<p>In warranty, the technician should take responsibility to return the part. However, the program is set up so that anyone can leave the part for the Postal Carrier to pick up.</p>



### Frequently Asked Questions

QUESTION	ANSWER
What if the customer wants to keep the part?	<p>On an in-warranty repair, the part belongs to Whirlpool. So, unless the customer is willing to purchase the part, or there is a damage claim and the customer wants to retain the part for their insurance company, the part should not be left with the customer.</p> <p>If the customer is being charged for the part and a core-charge is involved, the customer would have the option of paying the additional core-charge to keep the part.</p> <p>If a core –charge is not involved, the servicer should try to convince the customer that it is best to recycle the part for both the environment and for future part fulfillment.</p>
This is going to take up quite a bit of time; who is going to pay me for this added expense?	The program is designed to be the most convenient method of returning parts. The time involved is minimal and the future assurance of part availability and environmentally friendly recycling will be good for everyone.
Where is the return center that is collecting boards for the Voluntary Return Process?	Returned boards are being sent to: Whirlpool Parts Return Center 1404 Progress Parkway Eveleth, MN 55734
Can I just bring the part to the local recycling center?	No; the local recycling center is not equipped to handle this type of electronic control and will be simply disposed of in a “green” way. The importance behind returning the board to our recycling center is so that the controls may be remanufactured to ensure adequate supply in the future and/or diagnosed for future improvements.