



MEMORANDUM

DATE: March 1, 2007
TO: All Servicing Companies
FROM: Matt Dawes, Director of Field Service
SUBJECT: Maytag Dishwasher Recall Update

Below are updates/ clarifications to the Maytag Dishwasher recall process:

Service companies are reporting an increasing volume of dishwashers that are inadvertently damaged during the installation of the rework parts kit. For example, control panels have broken during the course of a proper rework repair due to normal wear and tear, age of the product, brittleness of the plastic, etc. In addition, we are seeing instances of door switches failing and would recommend that door switch part numbers 99002254 and 99002207 (2) be carried as truck stock. **In cases of inadvertent damage, Whirlpool will provide related parts and labor coverage for those additional repair issues.**

Please follow these steps in cases of inadvertent damage:

Technicians should call **866-483-0032 from 8 AM-8 PM EST, M-F**, to contact the dedicated call center team which will order and ship the damaged parts

Parts will be shipped by second day air directly to the consumer's home

The technician will receive a unique identification number for parts and labor for this repair. This authorization number should be noted in the **comments** section of the service claim

If the technician replaces a part(s) out of existing truck stock inventory, the team will mail a replacement part to the technician

An additional rework labor authorization number will be issued by the call center team for the second repair to complete the installation of the rework kit. This rework number should be placed in the **authorization field** of the service claim. Second repairs will be paid at the normal single call rate. **Do not** attempt to file the second repair using the original rework number as it will be rejected.

Improper installation of the rework kit during a repair resulting in additional service issues **will not** be eligible for labor assistance. For example, on some Maytag models, there is a two pin connector at the control board that may be reversed and improperly installed. The damage caused by this improper repair procedure would not be covered.

Please direct any questions to your local Field Service Representative or the Technical Assistance Line.