

# SERVICE POINTER

**FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT**

LAUNDRY PRODUCTS     REFRIGERATION PRODUCTS     KITCHEN PRODUCTS

R8178770-B  
August 2009

**THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:**

Remove & destroy  
pointer R8178770-A  
dated May 2009

- Admiral    
  Amana    
  JENN-AIR.    
  MAYTAG®   
 Crosley®    
  Performa by Maytag®    
  Magic Chef® 

## RECALL EXPANDED: see additional model and serial numbers

### Side-by-Side and Top Freezer Refrigerators

An electrical failure in the relay, the component that turns on the refrigerator's compressor, can cause overheating and pose a serious fire hazard.

Affected Model and Serial Numbers Announced on March 10, 2009:

	Serial Numbers ENDING with	AND Model Numbers BEGINNING with
Side-by-Side Refrigerators	AA, AC, AE, AG, AJ, AL, AN, AP, AR, AT, AV, AX, CA, CC, CE, CG, CJ, CL, ZB, ZD, ZF, ZH, ZK, ZM, ZQ, ZS, ZU, ZW, ZY, ZZ	ARS, CS, JC, JS, MS, MZ, PS
Top Freezer Refrigerators	AA, AC, AE, AG, AJ, AL, AN, AP, AR, AT, AV, AX, ZK, ZM, ZQ, ZS, ZU, ZW, ZY, ZZ	AT, CT, MT, PT

Additional Affected Model and Serial Numbers Announced on August 25, 2009:

	Serial Numbers ENDING with	AND Model Numbers BEGINNING with
Side-by-Side Refrigerators	CN, CP, YY, YZ	MZ
Top Freezer Refrigerators	CA, CC, CE, CG, ZB, ZD, ZF, ZH	CT15G4, CTB152, CTL151, CTM152, CTN151, MTB195, MTB215, MTB245, MTF195, MTF215, PTB155, PTB175, PTB195, PTB215

Refrigerators with freezers on the bottom are not included in this recall

### PRODUCT RECALL:

Maytag Corporation, in voluntary cooperation with the U.S. Consumer Product Safety Commission (CPSC), announced on March 10, 2009 a voluntary recall of about 1.6 million side-by-side and top freezer refrigerators due to a potential fire hazard. On August 25, 2009 an additional 46,000 units were added to the recall.

### CORRECTION:

Check the refrigerator's model/serial number label for a GREEN dot sticker which indicates that the unit has been repaired. If there is no GREEN dot sticker on the model/serial number label, inspect the compressor to determine its type. If the refrigerator has an Embraco compressor type EGY100, EGZ100 or EGU70, order and install: **kit number W10247581**.

The kit contains a new relay, two overloads, a jumper wire, a terminal cover, an instruction sheet, a green dot sticker and a consumer leave-behind brochure. Follow all of the instructions on the instruction sheet. Call **1-877-329-3304** for service related questions.

Upon completion of the repair, indicate **R22553** in the authorization field on your work order and submit for labor payment. Do not list part on the claim as it has been provided for repair at no charge. Call 1-888-678-8808 for questions or more information regarding claims submission and payment.

ALL POINTERS ONLINE: [http://www.servicematters.com/tech\\_ref/tech\\_ref\\_main.htm](http://www.servicematters.com/tech_ref/tech_ref_main.htm)

To receive pointers by email, or to edit or delete a current email address, go to: [www.servicebench.com](http://www.servicebench.com)

### **Considerations when installing the kit:**

Splicing and crimping wires is not recommended or approved by Whirlpool.

1. If damage to the electrical wiring and/or a connector is discovered. The proper method to rectify this issue is:
  - A.) If the damage is part of the wiring harness that can be traced back to the refrigerator cabinet and enters the insulating foam, then the refrigerator should be replaced. Call the Whirlpool Tech Line at 800-832-7174, who will verify the diagnosis and assist with any necessary product replacement process.
  - B.) If the damage is in the replaceable wiring harness order and install the appropriate replacement wire harness.
2. If an electrical compressor pin is damaged, do not attempt to repair or alter the pin.

Example A - If there is metal beading located on one or more pins do not attempt to file down the pin. Order and replace the compressor.

Example B - If one or more of the compressor pins are bent do not try to straighten. Order and replace the compressor.