



March 21, 2007

Dear Valued Service Provider:

In cooperation with the U.S. Consumer Product Safety Commission, Maytag Corporation is voluntarily recalling approximately 250,000 Maytag brand front-loading washing machines manufactured by Samsung Electronics Co. Ltd., of South Korea.

The recall affects Maytag brand front-loading washing machines with model **numbers MAH9700 and MAH8700 and serial numbers ending in GA through GX or JA through JN.** Water leakage onto the electrical connections to the washing machine's thermal sensor could cause an electrical short and ignite a circuit board, posing a fire hazard to consumers.

Maytag Corporation will mail consumers affected by this recall a repair kit which contains a ground fault circuit interrupter (GFCI), which once installed by the consumer, will return the unit to safe operating condition. This is the approved U.S. Consumer Product Safety Commission (CPSC) recall resolution. If you receive consumer calls about this recall, please instruct them to call Maytag Corporation between 9 a.m. and 9 p.m. EST, Monday through Friday at **1-800-868-5109** or to visit the recall website at <http://www.washerrecall.com>.

Maytag Corporation will not pay for consumer service calls related to the self-installation of the GFCI device. Although it is unlikely that retailers and dealers will have affected inventory, Maytag Corporation will pay for service calls to repair retailer and dealer inventory. Retailers and dealers with affected inventory have been instructed to contact Maytag Corporation to schedule service.

Please reference Service Pointer **L8178646**, to be published on Service Matters web site shortly, for service resolution information and details about the affected units. Repair kits consist of a GFCI outlet and a power cord label. Kits for dealer stock will also include an instruction sheet which outlines the process for accessing the washer carton so the installer has the components available at time of installation.

If you have questions about the repair or the process, please contact the Tech Line at **1-800-253-2870** or the Trade Partner Service Support at **1-800-874-4698** Monday through Friday between 8 a.m. and 5 p.m. local market time.

Thank you for your cooperation and prompt attention to this important matter.

Sincerely,

Matt Dawes
Director, Field Service