



WORLD HEADQUARTERS • 2000 NORTH M63 • BENTON HARBOR, MICHIGAN 49022

June 2, 2006

Dear Authorized Independent Servicer:

As part of Whirlpool Corporation's ongoing efforts to improve product quality, we periodically provide customers with product upgrades. A quality upgrade is now available for **Duet Sport™** washer and dryer control knobs.

Please note that Whirlpool Corporation **WILL NOT PAY** for service calls related to the removal or replacement of **Duet Sport™** washer or dryer control knobs. Customers may request a free **Duet Sport™** upgrade kit by calling Whirlpool Corporation toll free at **1-800-253-1301** Monday through Friday from 8:00 a.m. to 6:00 p.m. EST.

If you receive service calls, kit requests or questions about knob removal or installation, please refer the customer to the toll free 800 number listed above. Please visit the Service Matters website at <http://www.servicematters.com/> for more information about the **Duet Sport™** upgrade kit.

Sincerely,

Matt Dawes
National Service Manager
Whirlpool Corporation