



## Maytag and Jenn-Air Brand Dishwasher Recall, 2007

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following

**Name of Product:** Maytag® and Jenn-Air® brand dishwashers

**Units:** About 2.3 million

**Manufacturer:** Maytag Corp., of Newton, Iowa

**Hazard:** Liquid rinse-aid can leak from its dispenser and come into contact with the dishwasher's internal wiring which can short-circuit and ignite, posing a fire hazard.

**Incidents/Injuries:** Maytag has received 135 reports of dishwasher fires, resulting in product and/or property damage. Four injuries have been reported, including three reports of smoke inhalation and one serious hand laceration when operating a fire extinguisher to put out a fire in the dishwasher.

**Description:** The recall involves Maytag® and Jenn-Air® under counter or portable plastic tub dishwashers. The dishwashers have black, white, almond, bisque and stainless steel front panels. The following model and serial numbers are printed on a label located on the dishwasher's plastic frame on top of or to the left of the door opening. Consumers should contact Maytag to determine if their dishwasher is included in this recall.

Brand	Model numbers MUST begin with...	AND serial numbers MUST end with...
Maytag®	MDB3, MDB4, MDB5, MDB6, MDB7, MDB8, MDB9, MDBD, MDC3, MDC4, MDC5, DWU9	SM, SQ, SS, SU, SW, SY, SZ, UB, UD, UF, UH, UK, UM, UQ, US, UU, UW, UY, UZ, WB, WD, WF, WH, WK, WM, WQ, WS, WU, WW, WY, WZ, YB, YD, YF, YH, YK, YM, YQ, YS, YU, YW, YY, YZ
Jenn-Air®	JDB3, JDB4, JDB5, JDB6, JDB7	UB, UD, UF, UH, UK, UM, UQ, US, UU, UW, UY, UZ, WB, WD, WF, WH, WK, WM, WQ, WS, WU, WW, WY, WZ, YB, YD, YF, YH, YK, YM, YQ, YS, YU, YW, YY, YZ

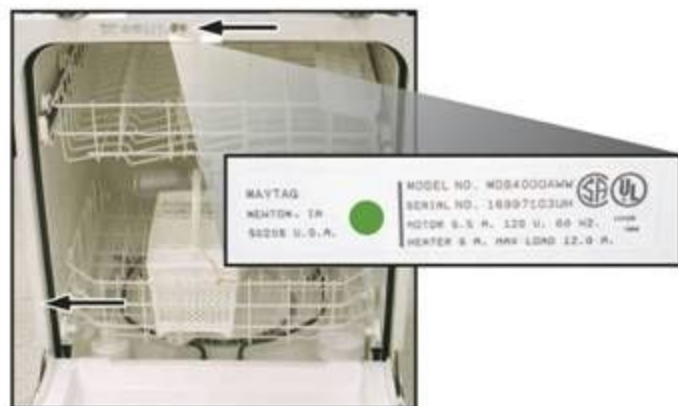
**Sold at:** Department and appliance stores and by homebuilders nationwide from July 1997 through June 2001 for between \$370 and \$800.

**Manufactured in:** United States

**Remedy:** Consumers should immediately stop using these dishwashers, disconnect the electric supply by shutting off the fuse or circuit breaker controlling it and inform all users of the dishwasher about the risk of fire. Contact Maytag for either a free in-home repair, or a \$75 cash back reimbursement following the purchase of a new Maytag®, Jenn-Air®, Whirlpool® or KitchenAid® dishwasher. Consumers should not return the dishwasher to the retailer where it was purchased, as retailers are not prepared to take units back.

**Consumer Contact:** For more information, contact Maytag Corporation at (800) 675-0535 Monday-Friday, 8am - 8pm EST.

**Representative Models:**



The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from more than 15,000 types of consumer products under the agency's jurisdiction. Deaths, injuries and property damage from consumer product incidents cost the nation more than \$700 billion annually. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals – contributed significantly to the 30 percent decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. Consumers can obtain this release and recall information at CPSC's Web site at [www.cpsc.gov](http://www.cpsc.gov).

## FREQUENTLY ASKED QUESTIONS

### Why is Maytag Corporation recalling these dishwashers?

First and foremost, Maytag Corporation is concerned about the safety of its customers. Certain Maytag brand and Jenn-Air brand under counter and portable plastic tub dishwashers were manufactured with a rinse-aid dispenser that does not meet specifications. Liquid rinse-aid can leak from the dispenser and come into contact with the dishwasher's internal wiring which can short-circuit and ignite, posing a fire hazard. Maytag Corporation has received 135 reports of dishwasher fires, resulting in product and/or property damage. Four injuries have been reported, including three reports of smoke inhalation and one serious hand laceration when operating a fire extinguisher to put out a fire in the dishwasher.

### Which dishwashers are being recalled?

The recall involves Maytag brand and Jenn-Air brand under counter and portable plastic tub dishwashers. The dishwashers have black, white, almond, bisque or stainless steel front panels. The following model and serial numbers are printed on a label located on the dishwasher's plastic frame on top of or to the left of the door opening. Customers should contact Maytag Corporation toll-free at 1-800-675-0535 Monday-Friday 8am-8pm EST to determine if their dishwasher is included in this recall.

Brand	Model numbers MUST begin with...	AND serial numbers MUST end with...
Maytag brand	MDB3, MDB4, MDB5, MDB6, MDB7, MDB8, MDB9, MDBD, MDC3, MDC4, MDC5, DWU9	SM, SQ, SS, SU, SW, SY, SZ, UB, UD, UF, UH, UK, UM, UQ, US, UU, UW, UY, UZ, WB, WD, WF, WH, WK, WM, WQ, WS, WU, WW, WY, WZ, YB, YD, YF, YH, YK, YM, YQ, YS, YU, YW, YY, YZ
Jenn-Air brand	JDB3, JDB4, JDB5, JDB6, JDB7	UB, UD, UF, UH, UK, UM, UQ, US, UU, UW, UY, UZ, WB, WD, WF, WH, WK, WM, WQ, WS, WU, WW, WY, WZ, YB, YD, YF, YH, YK, YM, YQ, YS, YU, YW, YY, YZ

The dishwashers were sold at department and appliance stores and by homebuilders nationwide from July 1997 through June 2001 for between \$370 and \$800.

### What will Maytag Corporation do to fix the dishwashers?

Our recall team will work with customers to determine the appropriate resolution, which may include:

- A free in-home repair
- For qualified consumers, a permanent rinse-aid cap to prevent future dispenser usage
- A voucher for a \$75 cash back reimbursement following the purchase of a Maytag brand, Jenn-Air brand, Whirlpool brand or KitchenAid brand dishwasher

### Do customers have to buy a new dishwasher?

No. Maytag Corporation is offering a free in-home repair option to all customers who qualify. For those customers who are the original owner of the dishwasher AND have never used liquid rinse-aid in their liquid rinse-aid dispenser, a permanent cap which will disable the dispenser will also be available.

**How will customers know that their dishwasher is no longer a risk after it has been serviced?**

The repair will eliminate the risk of fire. Once the unit is repaired, a green dot will be placed on the unit next to the model/serial number tag. This will signal that the unit is safe to use.

**Why wasn't the dishwasher tested before putting it on the market?**

The safety of our customers is Maytag Corporation's top priority. We conduct extensive product testing during all phases of development.

**How do customers know if their dishwasher is a part of the recall?**

The recall involves Maytag brand and Jenn-Air brand under counter or portable plastic tub dishwashers. The dishwashers have black, white, almond, bisque or stainless steel front panels. The following model and serial numbers are printed on a label located on the dishwasher's plastic frame on top of or to the left of the door opening. Customers should contact Maytag Corporation toll-free at 1-800-675-0535 Monday-Friday 8am-8pm EST to determine if their dishwasher is included in this recall.

Brand	Model Numbers	Serial Number Range
Maytag brand	MDB3, MDB4, MDB5, MDB6, MDB7, MDB8, MDB9, MDBD, MDC3, MDC4, MDC5, DWU9	SM, SQ, SS, SU, SW, SY, SZ, UB, UD, UF, UH, UK, UM, UQ, US, UU, UW, UY, UZ, WB, WD, WF, WH, WK, WM, WQ, WS, WU, WW, WY, WZ, YB, YD, YF, YH, YK, YM, YQ, YS, YU, YW, YY, YZ
Jenn-Air brand	JDB3, JDB4, JDB5, JDB6, JDB7	UB, UD, UF, UH, UK, UM, UQ, US, UU, UW, UY, UZ, WB, WD, WF, WH, WK, WM, WQ, WS, WU, WW, WY, WZ, YB, YD, YF, YH, YK, YM, YQ, YS, YU, YW, YY, YZ

The dishwashers were sold at department and appliance stores and by homebuilders nationwide from July 1997 through June 2001 for between \$370 and \$800.

**What the dishwasher does not fall within the recalled model serial range?**

If the dishwasher's model and serial numbers are not within the range of recalled units, the dishwasher is not affected and the customer can continue to use it safely.

**What if the dishwasher is part of the recall?**

Customers that have an affected unit should:

- Stop using the product(s).
- Disconnect the electric supply to the product(s) by shutting off the fuse or circuit breaker controlling it.
- Inform all users of the product(s) not to use due to the risk of fire.

Customers should contact Maytag Corporation toll-free at 1-800-675-0535 Monday-Friday 8am-8pm EST to register their unit and determine resolution options.

**Can customers still use their dishwasher while waiting for repairs?**

No. These dishwashers pose a fire risk. Customers that have an affected unit should:

- Stop using the product(s).

- Disconnect the electric supply to the product(s) by shutting off the fuse or circuit breaker controlling it.
- Inform all users of the product(s) not to use due to the risk of fire.
- What if customers are unable to disconnect the electric supply to the product(s) by shutting off the fuse or circuit breaker controlling the dishwasher?

Customers who need help or are uncomfortable disconnecting the electric supply should contact Maytag Corporation toll free at 1-800-675-0535 Monday-Friday 8am-8pm EST.

**What is a customer wants a new dishwasher instead of getting their recalled product fixed?**

Maytag Corporation is offering assistance to customers who would prefer to upgrade their older dishwasher to a new energy efficient unit. These customers may select the option to receive a voucher for a \$75 cash back reimbursement following the purchase of a new Maytag brand, Jenn-Air brand, Whirlpool brand or KitchenAid brand dishwasher.

**Can customers contact the retailer they purchased the dishwasher from to schedule a service call?**

No. Customers should contact Maytag Corporation toll-free at 1-800-675-0535 Monday-Friday 8am-8pm EST to determine resolution options.

**Does the dishwasher really need to be disconnected if it is working fine?**

Yes. Customers that have an affected unit should:

- Stop using the product(s).
- Disconnect the electric supply to the product(s) by shutting off the fuse or circuit breaker controlling it.
- Inform all users of the product(s) not to use due to the risk of fire.

Customers should contact Maytag Corporation toll-free at 1-800-675-0535 Monday-Friday 8am-8pm EST to register their unit and determine resolution options.

**Where were the recalled dishwashers manufactured?**

The recalled products were manufactured in Jackson, Tennessee.

**Who were the main distributors of these products?**

The dishwashers were sold at department and appliance stores and by homebuilders nationwide from July 1997 through June 2001 for between \$370 and \$800.

**How can I contact the Customer Product Safety Commission (CPSC)?**

You may visit the Consumer Product Safety Commission website at <http://www.cpsc.gov>.