

Maytag front-load washing machines, 2005

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 consumer product. (To access color photos of the following recalled products, see CPSC's Web site at www.cpsc.gov.)

Name of product: Maytag Front-Loading Washing Machines

Units: About 5,000

Manufacturer: Samsung Electronics Co. Ltd., of South Korea

Distributor: Maytag Corp., of Newton, Iowa

Hazard: If the front-load washer is operated at maximum load capacity, the spinner could malfunction and break apart, posing a safety risk to consumers.

Incidents/Injuries: None reported.

Description:

The recall involves white Maytag front-load washers with model number MAH9700 and a serial number from 10188468GA through 11683946GJ. The model and serial numbers are located inside the door opening and below the rubber boot.

Model: MAH9700

Serial Numbers:

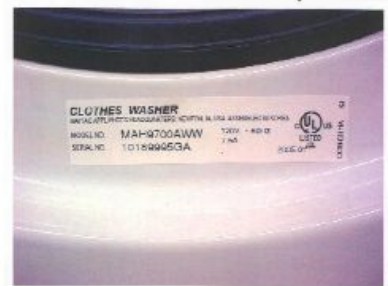
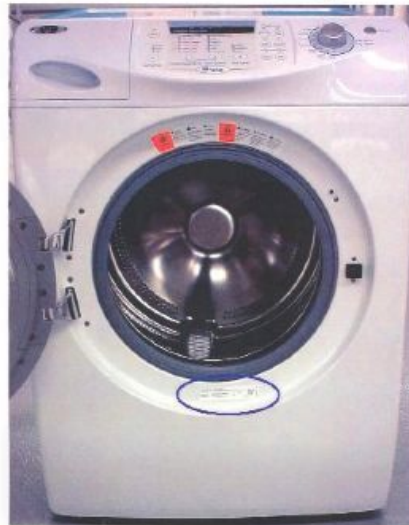
10188468GA – 11683946GJ

Potential spinner malfunction may occur at maximum load capacity.

Sold at: Major department and appliance stores nationwide from April 2005 through May 2005 for about \$1,300.

Manufactured in: South Korea

Remedy: Consumers should use care not to exceed the listed capacity of their machines, and should contact Maytag for a free in-home service call to replace the washer's control board.



Consumer Contact: Consumers can contact Maytag at (800) 462-9267 Monday-Friday 8am-8pm EST. This product may not be returned at this retail location.

Frequently Asked Questions

What Maytag model(s) is affected?

The model number is MAH9700 with serial numbers 10188468GA to 11683946GJ. The model and serial number is located inside the door opening and below the rubber boot. (See the picture below). Other units of the Maytag MAH9700 model produced outside of that date and serial number range, as well as other Maytag washer models are not affected.

If I have this model who should I call?

You should call Maytag Services at 1-800-462-9267. The control board change will be done in the home and should take less than one hour.

If I have this model do I need to stop using the washer?

No. You can continue to use your machine, but do not exceed the listed capacity.

What is the cost of repair or replacement?

It's free. Maytag will pay for the control board part, labor and service call. There is no charge to the consumer.

What is the issue?

The U.S. Consumer Product Safety Commission (CPSC) and Maytag are conducting a voluntary recall of front-load washers model MAH9700 sold by retailers from April 2005 through May 2005. The serial numbers range from 10188468GA to 11683946GJ. The units were manufactured by Samsung.

We are conducting this recall because in May 2005, we discovered in an isolated laboratory test under extreme stressed conditions that there was the potential the machine could over spin during the spin cycle resulting in a spinner malfunction. Safety is a concern for Maytag.

The Commission determined that a control board modification would prevent the potential of any over-spin or spinner malfunction.

What incidents or injuries have occurred due to this problem?

No injuries have been associated with this product.

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.