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## Maytag, Jenn-Air, Amana, Admiral, Crosley, Magic Chef, and Performa by Maytag brand Refrigerator Recall

Date August 25, 2009

### Product Name

Maytag®, Magic Chef®, Performa by Maytag® and Crosley® brand refrigerators

### Full Product Description

This recall is being conducted by Maytag Corporation in voluntary cooperation with Health Canada and includes certain Maytag®, Magic Chef®, Performa by Maytag® and Crosley® brand side-by-side and top freezer refrigerators. The original "[recall](#)" was issued on March 10, 2009, and included about 193,500 units.

The affected refrigerators were manufactured in black, bisque, white and stainless steel. They have model and serial numbers printed on a label located on the top middle or left upper side of the refrigerator liner and have the following model and serial number combinations:

	Serial Numbers <b>ENDING</b> with	<b>AND</b> Model Numbers <b>BEGINNING</b> with
Side by Side Refrigerators	AA, AC, AE, AG, AJ, AL, AN, AP, AR, AT, AV, AX, CA, CC, CE, CG, CJ, CL, CN, CP, YY, YZ, 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, CA, CC, CE, CG, ZB, ZD, ZF, ZH, ZK, ZM, ZQ, ZS, ZU, ZW, ZY, ZZ	AT, CT, MT, PT, 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.

### Hazard Identified

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

Three additional incidents and no injuries have been reported in Canada. Outside of Canada, Maytag has received 23 additional reports of refrigerator relay ignition, including four reports of property damage ranging from smoke damage to extensive kitchen damage.

### **Corrective Action**

Consumers should immediately contact Maytag to determine if their refrigerator is included in the recall and if so, to schedule a free in-home repair. Consumers should not return the refrigerator to the retailer where it was purchased.

For more information, contact Maytag toll-free at (866) 533-9817 Monday - Friday 8am - 8pm EST.

### **Number Sold**

Approximately 17,000 units were sold at department and appliance stores and by homebuilders in Canada.

### **Time Period Sold**

The additional recalled products were sold from September 2000 through May 2004.

Manufactured in the United States.

### **Importer**

Maytag Corporation.

### **Representative Models:**



Figure 1: Top Freezer model



Figure 2: Side by Side model



Figure 3: Model/Serial Label



Figure 3: Side by Side model



Figure 4: Side by Side model

## FREQUENTLY ASKED QUESTIONS

### Why is Maytag Corporation recalling these refrigerators?

The safety of Maytag Corporation customers is our top priority. Therefore, Maytag Corporation, in voluntary cooperation with Health Canada, is conducting a recall of approximately 193,500 Maytag®, Jenn-Air®, Amana®, Admiral®, Magic Chef®, Performa by Maytag® and Crosley® brand side-by-side and top freezer refrigerators due to fire hazard.

### Why didn't Maytag test these refrigerators before marketing them?

The safety of Maytag Corporation customers is our top priority. Therefore, we conduct extensive product testing during all phases of development. If a safety issue is identified, we move swiftly to find affected units and resolve the issue.

### Which refrigerators are being recalled?

Approximately 193,500 Maytag®, Jenn-Air®, Amana®, Admiral®, Magic Chef®, Performa by Maytag® and Crosley® brand side-by-side and top freezer refrigerators are being recalled. The affected refrigerators were manufactured in black, bisque, white and stainless steel. They have model and serial numbers printed on a label located on the top middle or left upper side of the refrigerator liner and have the following model and serial number combinations.

	Serial Numbers <b>ENDING</b> with	<b>AND</b> Model Numbers <b>BEGINNING</b> 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

Refrigerators with freezers on the bottom are NOT included in this recall.

**My refrigerator's model and serial numbers do not fall within the recalled range. Does that mean it is safe to continue using it?**

Yes. If your refrigerator's model and serial number combination is not listed, it is not affected by this recall and you may continue to use it safely. If you have questions or need further verification after reviewing the model and serial number combinations, you may contact Maytag Corporation toll-free at **1-866-533-9817** anytime. You may also visit <http://www.repair.maytag.com> to verify if your refrigerator is affected.

**My refrigerator is affected by this recall. Do I need a new refrigerator?**

No. Maytag Corporation is offering a free in-home repair to all customers affected by this recall. To schedule a free in-home repair, contact Maytag Corporation toll-free at **1-866-533-9817** anytime. You may also schedule service online at <http://www.repair.maytag.com>.

**May I contact my local appliance retailer to schedule service on my refrigerator?**

Yes. If your local appliance retailer also provides service, you may contact the retailer to schedule your free in-home repair. If you elect to schedule the repair with your local appliance retailer, be sure to mention that your refrigerator is affected by this product recall. This will ensure that your service technician has the proper repair kit and will guarantee that you will not be charged for the repair. If you have problems scheduling service or are asked to pay for the repair, please immediately contact Maytag Corporation toll-free at **1-866-533-9817** anytime for assistance. You may also schedule service online at <http://www.repair.maytag.com>.

**May I continue to use my refrigerator while I am waiting for my in-home repair?**

Yes. You may continue to use your Maytag®, Jenn-Air®, Amana®, Admiral®, Magic Chef®, Performa by Maytag® or Crosley® brand side-by-side or top freezer refrigerator while you are waiting for your repair. The recall resolution and the product repair have been reviewed and approved by the U.S. Consumer Product Safety Commission (CPSC) and by the appropriate Canadian consumer product safety agencies.

**Where can I learn more about the Canadian Electrical Safety Authority (ESA)?**

You may visit the Canadian Electrical Safety Authority (ESA) website at <http://www.esasafe.com/>. The site provides the most up to date information on product recalls along with ESA contact information.

**Where can I learn more about Health Canada?**

You may visit the Health Canada website at <http://www.hc-sc.gc.ca/>. The site provides the most up to date information on product recalls along with Health Canada contact information.