



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

March 10, 2009

Dear Valued Service Provider:

Maytag Corporation, in cooperation with the U.S. Consumer Product Safety Commission (CPSC) today announced a voluntary recall of approximately 1.6 million Maytag®, Jenn-Air®, Amana®, Admiral®, Magic Chef®, Performa by Maytag® and Crosley® brand side-by-side and top freezer refrigerators. The units were sold at appliance and department stores and through homebuilders nationwide, January 2001 through January 2004.

An electrical failure in the relay, the component that turns on the refrigerator's compressor, can cause overheating and pose a serious fire hazard. Maytag has received 41 reports of refrigerator relay ignition, including 16 reports of property damage ranging from smoke damage to extensive kitchen damage.

Service Pointer **L8178770** is posted on both the Service Matters and ServiceBench web sites and contains service resolution information. The repair involves the installation of a repair kit which includes the replacement of the start relay on the compressor.

Part kit number **W10247581** (for both side-by-side and top freezer models) will be available at **no charge** through all local authorized Whirlpool parts distributors. Independent service companies will receive a parts handling fee of \$2 per claim which will be automatically added to each labor rate submittal. The kit contains a new relay, two overloads, a jumper wire, a terminal cover, an instruction sheet, a green dot sticker and a consumer leave-behind brochure. Follow all of the instructions on the instruction sheet. For service related and technical repair questions or to qualify units you suspect may be affected by this recall, please call **1-877-329-3304**.

In addition, service companies currently receiving dispatched service calls through ServiceBench will receive a direct shipment (one-time only) of a small quantity of no charge parts kits on or around March 10 or 11 to use on initial consumer scheduled calls.

Upon completion of the repair, indicate **R22553** in the authorization field on your work order and submit for labor payment. Do not list the part on the claim as it has been provided for repair at no charge. For questions regarding claims submission and payment, please call **1-888-678-8808**.

If you are a servicing dealer, we are also asking for your help in locating sales information for consumers who purchased an affected refrigerator. For your convenience, you may transmit your consumer information directly to Maytag Corporation through a secure Internet connection. Please visit <http://registration.whirlpoolcorp.com/refrigeratorpt/default2.asp> for instructions and to transmit your data. You may also fax your consumer data to Maytag Corporation at 1-866-231-1478 or email it to CLE_Trade_Customer@Maytag.com.

Sincerely,

Matt Dawes
Director, National Field Service