

Samsung top loader washing machine recall progress update

SYDNEY, Australia – April 27, 2018 – Samsung Electronics Australia has this week shared a progress summary of its ongoing product safety recall for six models of its top loader washing machines. The recall was initiated in April 2013.

Samsung has provided this information to NSW Fair Trading as part of its ongoing compliance with the notice issued under section 22 of the *Electricity (Consumer Safety) Act 2004 (NSW)*.

Samsung continues to encourage customers to check the model details of their top loader Samsung washing machine, to determine if their model is impacted by the product safety recall. The model numbers are as follows:

- SW75V9WIP/XSA
- SW65V9WIP/XSA
- SW70SPWIP/XSA
- SW80SPWIP/XSA
- WA85GWGIP/XSA
- WA85GWWIP/XSA

Samsung urges consumers who may be impacted by the recall to visit its dedicated website www.samsung.com/au/washingmachinerecall or call its dedicated customer service line Toll-Free product safety hotline on 1800 239 655.

Table 1. Recall Progress Summary (as at 20 April 2018)

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	43,499	53,376
QLD	32,713	39,001
VIC	25,836	26,952
WA	10,163	14,483
SA*	5,427	3,162
TAS	3,243	7,477
ACT	1,749	
NT	981	
Sub Total	123,611	N/A
Units re-worked at warehouse prior to sale	3,746	N/A
Grand Total	**126,536	*144,451

Table 2: Recall Progress Detail

State/Territory	Rework	Exchange	Refund	Number of units resolved Total	Number of units sold	% Complete
NSW	12,031	20,587	10,881	43,499	53,376	81.50%
QLD	9,592	15,943	7,178	32,713	39,001	83.88%
VIC	5,314	9,381	11,141	25,836	26,952	95.86%
WA	2,163	4,859	3,141	10,163	14,483	70.17%
SA	1,432	2,668	1,327	5,427	3,162	171.63%
TAS	746	1,187	1,310	3,243	7,477	79.88%
ACT	460	844	445	1,749		
NT	267	493	221	981		
Grand Total	32,005	55,962	35,644	123,611		
Units re-worked at warehouse prior to sale				3,746		
Grand Total				**126,536	*144,451	88.17%

Table 3: Recall cases with confirmed issues*** from May 2013 to 20 April 2018

Confirmed Issue		STATE/TERRITORY							Grand Total
		NSW	NT	QLD	SA	VIC	WA	TAS	
Pre rework	Connector Burnt/Scorched	82	13	35	3	12	8	3	156
	Unit Melt/Burnt Only	37	11	38		13	2	1	102
	Fire (External Damages)	51	4	30	3	8	3		99
Pre rework total		170	28	103	6	33	13	4	357
Post rework	Connector Burnt/Scorched	16	2	8		1	1		28
	Unit Melt/Burnt Only	3		3					6
	Fire (External Damages)	1		1					2
Post rework total		20	2	12		1	1		34
		190	30	115	6	34	14	4	393

Issue Definitions:

1. **“Connector Burnt/Scorched”**, defined as:
 - a. Visible signs of heating, scorching and or burn traces to the wiring “connector” assembly.
2. **“Unit Melt/Burn only”**, defined as:
 - a. Top cover partially melted or deformed as a result of heat. This classification is also assigned in instances of soot and/or smoke staining in the immediate vicinity of the unit.
3. **“Fire (external damages)”**, defined as:
 - a. Entire top cover of unit completely burnt and/or damage extending to the property external to the machine

NOTES

* Sales as recorded by State correct as of commencement of recall. It is possible that through distribution channels among retailers, stock may have moved State to State.

** Solution data is provided as the final resolution for the customer, i.e. if a previously reworked customer is subsequently exchanged they will be recorded as Exchange and the rework number will decrease accordingly.

*** Recall cases reported in Table 3 refer to confirmed issues whereby analysis has been completed and a failure analysis report has been submitted by Samsung to NSW Fair Trading. For pending cases where an analysis report has not been finalised are not included in this Table.

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