



## Samsung top loader washing machine recall progress update

**SYDNEY, Australia – June 22, 2017** – Samsung Electronics Australia has today 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](http://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 18 June 2017)**

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	42,626	53,376
QLD	31,819	39,001
VIC	25,305	26,952
WA	9,716	14,483
SA*	5,322	3,162
TAS	3,188	7,477
ACT	1,709	
NT	954	
Sub Total	120,639	N/A
Units re-worked at warehouse prior to sale	3,746	N/A
<b>Grand Total</b>	<b>**124,385</b>	<b>*144,451</b>

**Table 2: Recall Progress Detail**

State/Territory	Rework	Exchange	Refund	Number of units resolved	Number of units sold	% Complete
				Total		
NSW	12,259	20,017	10,350	42,626	53,376	79.86%
QLD	9,776	15,357	6,686	31,819	39,001	81.59%
VIC	5,413	9,095	10,797	25,305	26,952	93.89%
WA	2,230	4,605	2,881	9,716	14,483	67.09%
SA	1,453	2,580	1,289	5,322	3,162	168.31%
TAS	754	1,147	1,287	3,188	7,477	78.31%
ACT	472	813	424	1,709		
NT	280	474	200	954		
<b>Sub Total</b>	<b>32,637</b>	<b>54,088</b>	<b>33,914</b>	<b>120,639</b>		
Units re-worked at warehouse prior to sale				3,746		
<b>Grand Total</b>				<b>**124,385</b>	<b>*144,451</b>	<b>86.11%</b>

**Table 3: Recall cases with confirmed issues\*\*\* from May 2013 to 18 June 2017**

Confirmed Issue	STATE/TERRITORY								Grand Total
	NSW	NT	QLD	SA	VIC	WA	TAS		
<b>Pre rework</b>	Connector Burnt/Scorched	77	13	33	2	9	7	3	144
	Unit Melt/Burnt Only	29	11	31		9	1	1	82
	Fire (External Damages)	45	3	28	2	8	3		89
<b>Pre rework Total</b>	<b>151</b>	<b>27</b>	<b>92</b>	<b>4</b>	<b>26</b>	<b>11</b>	<b>4</b>	<b>315</b>	
<b>Post rework</b>	Connector Burnt/Scorched	14	2	8		1	1		26
	Unit Melt/Burnt Only	2		2					4
	Fire (External Damages)	1		1					2
<b>Post rework Total</b>	<b>17</b>	<b>2</b>	<b>11</b>		<b>1</b>	<b>1</b>		<b>32</b>	
<b>Grand Total</b>	<b>168</b>	<b>29</b>	<b>103</b>	<b>4</b>	<b>27</b>	<b>12</b>	<b>4</b>	<b>347</b>	

**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.

**ENDS**