

## Samsung top loader washing machine recall progress update

**SYDNEY, Australia – April, 2022** – Samsung Electronics Australia has 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 20 March 2022)**

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	47,305	53,376
QLD	35,730	39,001
VIC	28,340	26,952
WA	11,577	14,483
SA*	5,903	3,162
TAS	3,371	7,477
ACT	1,931	
NT	1,142	
Sub Total	135,299	N/A

Units re-worked at warehouse prior to sale	3,746	N/A
<b>Grand Total</b>	<b>**139045</b>	<b>*144,451</b>

*\*Sales as recorded by State were correct as at commencement of the Recall. It is possible that through distribution channels among retailers, stock may have moved from State to State.*

*\*\* For the purpose of this report (and all future reports) we have elected to only include cases as being resolved once they are closed in our system. Where cases (regardless of the resolution selected by the consumer) are yet to be closed out in our tracking system, they have not been classified as resolved.*

**Table 2: Recall Progress Detail (as at 20 March 2022)**

State/Territory	Rework	Exchange	Refund	Number of units resolved Total	Number of units sold	% Complete
NSW	11,283	22,687	13,335	<b>47,305</b>	53,376	88.63%
QLD	9,007	17,703	9,020	<b>35,730</b>	39,001	91.61%
VIC	4,893	11,006	12,441	<b>28,340</b>	26,952	105.15%
WA	1,956	5,681	3,940	<b>11,577</b>	14,483	79.94%
SA	1,334	3,038	1,531	<b>5,903</b>	3,162	186.69%
TAS	702	1,274	1,395	<b>3,371</b>	7,477	86.18%
ACT	405	971	555	<b>1,931</b>		
NT	227	562	353	<b>1,142</b>		
<b>Grand Total</b>	<b>29,807</b>	<b>62,922</b>	<b>42,570</b>	<b>135,299</b>		
Units re-worked at warehouse prior to sale				3,746		
<b>Grand Total</b>				<b>139,045</b>	<b>*144,451</b>	<b>96.26%</b>

**Table 3: Recall cases with confirmed issues\*\*\* from May 2013 to 20 March 2022**

Confirmed Issue		STATE/TERRITORY							Grand Total
		NSW	NT	QLD	SA	VIC	WA	TAS	
Pre rework	Connector Burnt/Scorched	94	13	42	3	14	9	4	179
	Unit Melt/Burnt Only	48	12	52	1	18	4	1	136
	Fire (External Damages)	60	5	35	5	11	6		122
<b>Pre rework Total</b>		<b>202</b>	<b>30</b>	<b>129</b>	<b>9</b>	<b>43</b>	<b>19</b>	<b>5</b>	<b>437</b>
Post rework	Connector Burnt/Scorched	16	2	8		1	1		28
	Unit Melt/Burnt Only	4		3					7
	Fire (External Damages)	1		1					2
<b>Post rework Total</b>		<b>21</b>	<b>2</b>	<b>12</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>37</b>
<b>Grand Total</b>		<b>223</b>	<b>32</b>	<b>141</b>	<b>9</b>	<b>44</b>	<b>20</b>	<b>5</b>	<b>474</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**