

Samsung top loader washing machine recall progress update

SYDNEY, Australia – July, 2024 – 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 or call its dedicated customer service line Toll-Free product safety hotline on 1800 239 655.

Table 1. Recall Progress Summary (as at 20 June 2024)

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	47,416	53,376
QLD	35,629	39,001
VIC	28,175	26,952
WA	11,439	14,483
SA*	5,875	3,162
TAS	3,364	7,477
ACT	1,933	
NT	1,140	
Sub Total	134,971	N/A
Units re-worked at warehouse prior to sale	3,746	N/A
Grand Total	**138717	*144,451

**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 April 2024)

State/Territory	Rework	Exchange	Refund	Number of units resolved Total	Number of units sold	% Complete
NSW	10,954	22,426	14,036	47,416	53,376	88.83%
QLD	8,822	17,447	9,360	35,629	39,001	91.35%
VIC	4,773	10,880	12,522	28,175	26,952	104.54%
WA	1,890	5,541	4,008	11,439	14,483	78.98%
SA	1,308	3,004	1,563	5,875	3,162	185.80%
TAS	685	1,264	1,415	3,364	7,477	86.09%
ACT	389	962	582	1,933		
NT	226	552	362	1,140		
Grand Total	29,047	62,076	43,848	134,971		
Units re-worked at warehouse prior to sale				3,746		
Grand Total				138,717	*144,451	96.03%

Table 3: Recall cases with confirmed issues* from May 2013 to 20 April 2024**

Confirmed Issue		STATE/TERRITORY							Grand Total
		NSW	NT	QLD	SA	VIC	WA	TAS	
Pre rework	Connector Burnt/Scorched	95	13	44	3	14	9	4	182
	Unit Melt/Burnt Only	50	12	56	1	18	4	1	142
	Fire (External Damages)	64	5	39	5	11	6		130
Pre rework Total		208	209	30	139	9	43	19	5
Post rework	Connector Burnt/Scorched	16	2	9		1	1		29
	Unit Melt/Burnt Only	4		3					7
	Fire (External Damages)	1		1					2
Post rework Total		21	21	2	13	0	1	1	0
Grand Total		230	32	152	9	44	20	5	492

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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