

## Samsung top loader washing machine recall progress update

**SYDNEY, Australia – November 12, 2018** – 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 21 October 2018)**

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	43,725	53,376
QLD	32,982	39,001
VIC	25,977	26,952
WA	10,251	14,483
SA*	5,497	3,162
TAS	3,255	7,477
ACT	1,755	
NT	1,003	
Sub Total	124,445	N/A
Units re-worked at warehouse prior to sale	3,746	N/A
<b>Grand Total</b>	<b>**128,191</b>	<b>*144,451</b>

**Table 2: Recall Progress Detail**

State/Territory	Rework	Exchange	Refund	Number of units resolved Total	Number of units sold	% Complete
NSW	11,993	20,725	11,007	<b>43,725</b>	53,376	81.92%
QLD	9,540	16,075	7,367	<b>32,982</b>	39,001	84.57%
VIC	5,273	9,468	11,236	<b>25,977</b>	26,952	96.38%
WA	2,153	4,902	3,196	<b>10,251</b>	14,483	70.78%
SA	1,422	2,711	1,364	<b>5,497</b>	3,162	173.85%
TAS	741	1,194	1,320	<b>3,255</b>	7,477	80.42%
ACT	458	846	451	<b>1,755</b>		
NT	264	500	239	<b>1,003</b>		
<b>Grand Total</b>	<b>31,844</b>	<b>56,421</b>	<b>36,180</b>	<b>124,445</b>		
Units re-worked at warehouse prior to sale				3,746		
<b>Grand Total</b>				<b>**128,191</b>	<b>*144,451</b>	<b>88.74%</b>

**Table 3: Recall cases with confirmed issues\*\*\* from May 2013 to 21 October 2018**

Confirmed Issue	STATE/TERRITORY								Grand Total
	NSW	NT	QLD	SA	VIC	WA	TAS		
Pre rework	Connector Burnt/Scorched	85	13	38	3	13	8	3	163
	Unit Melt/Burnt Only	38	11	39	1	13	4	1	107
	Fire (External Damages)	54	5	32	4	10	3		108
<b>Pre rework Total</b>		177	29	109	8	36	15	4	378
Post rework	Connector Burnt/Scorched	16	2	8		1	1		28
	Unit Melt/Burnt Only	3		3					6
	Fire (External Damages)	1		1					2
<b>Post rework Total</b>		20	2	12		1	1		36
<b>Grand Total</b>		198	31	120	8	36	15	4	414

**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**