

Samsung top loader washing machine recall progress update

SYDNEY, Australia – June 17, 2019 – 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
- WA85GWWIP/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 21 May 2019)

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	45,122	53,376
QLD	34,058	39,001
VIC	27,116	26,952
WA	10,809	14,483
SA*	5,680	3,162
TAS	3,287	7,477
ACT	1,833	
NT	1,043	
Sub Total	128,948	N/A
Units re-worked at warehouse prior to sale	3,746	N/A
Grand Total	**132,694	*144,451

Table 2: Recall Progress Detail

State/Territory	Rework	Exchange	Refund	Number of units resolved Total	Number of units sold	% Complete
NSW	11,847	21,465	11,810	45,122	53,376	84.54%
QLD	9,400	16,739	7,919	34,058	39,001	87.33%
VIC	5,158	10,116	11,842	27,116	26,952	100.61%
WA	2,106	5,203	3,500	10,809	14,483	74.63%
SA	1,407	2,831	1,442	5,680	3,162	179.63%
TAS	735	1,218	1,334	3,287	7,477	82.43%
ACT	442	901	490	1,833		
NT	248	531	264	1,043		
Grand Total	31,343	59,004	38,601	128,948		
Units re-worked at warehouse prior to sale				3,746		
Grand Total				**132,694	*144,451	91.86%

Table 3: Recall cases with confirmed issues*** from May 2013 to 21 May 2019

Confirmed Issue	STATE/TERRITORY								
	NSW	NT	QLD	SA	VIC	WA	TAS	Grand Total	
Pre rework	Connector Burnt/Scorched	86	13	40	3	13	8	3	166
	Unit Melt/Burnt Only	40	11	44	1	13	4	1	114
	Fire (External Damages)	56	5	34	4	10	3		112
Pre rework Total		182	29	118	8	36	15	4	392
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		36
Grand Total		202	31	130	8	37	16	4	428

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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