

Samsung top loader washing machine recall progress update

SYDNEY, Australia – September 27, 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
- 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 September 2019)

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	45,804	53,376
QLD	34,613	39,001
VIC	27,649	26,952
WA	11,067	14,483
SA*	5,769	3,162
TAS	3,303	7,477
ACT	1,866	
NT	1,073	
Sub Total	131,144	N/A
Units re-worked at warehouse prior to sale	3,746	N/A
Grand Total	**134,890	*144,451

Table 2: Recall Progress Detail

State/Territory	Rework	Exchange	Refund	Number of units resolved Total	Number of units sold	% Complete
NSW	11,705	21,928	12,171	45,804	53,376	85.81%
QLD	9,296	17,154	8,163	34,613	39,001	88.75%
VIC	5,076	10,512	12,061	27,649	26,952	102.59%
WA	2,062	5,402	3,603	11,067	14,483	76.41%
SA	1,386	2,913	1,470	5,769	3,162	182.45%
TAS	724	1,237	1,342	3,303	7,477	83.48%
ACT	426	931	509	1,866		
NT	241	544	288	1,073		
Grand Total	30,916	60,621	39,607	131,144		
Units re-worked at warehouse prior to sale				3,746		
Grand Total				**134,890	*144,451	93.38%

Table 3: Recall cases with confirmed issues*** from May 2013 to 20 September 2019

Confirmed Issue	STATE/TERRITORY								
	NSW	NT	QLD	SA	VIC	WA	TAS	Grand Total	
Pre rework	Connector Burnt/Scorched	89	13	41	3	14	8	3	171
	Unit Melt/Burnt Only	43	11	45	1	13	4	1	118
	Fire (External Damages)	58	5	34	4	10	3		114
Pre rework Total		190	29	120	8	37	15	4	403
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		210	31	132	8	38	16	4	439

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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