

## Samsung top loader washing machine recall progress update

**SYDNEY, Australia – July 02, 2020** – 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](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 June 2020)**

State/Territory	Number of units resolved (rework/refund/replace)	Number of units sold
NSW	46,342	53,376
QLD	35,117	39,001
VIC	28,009	26,952
WA	11,345	14,483
SA*	5,841	3,162
TAS	3,335	7,477
ACT	1,892	
NT	1,097	
Sub Total	132,978	N/A

Units re-worked at warehouse prior to sale	3,746	N/A
<b>Grand Total</b>	<b>**136724</b>	<b>*144,451</b>

**Table 2: Recall Progress Detail**

State/Territory	Rework	Exchange	Refund	Number of units resolved	Number of units sold	% Complete
				Total		
NSW	11,517	22,365	12,460	<b>46,342</b>	53,376	86.82%
QLD	9,171	17,540	8,406	<b>35,117</b>	39,001	90.04%
VIC	4,985	10,853	12,171	<b>28,009</b>	26,952	103.92%
WA	1,992	5,629	3,724	<b>11,345</b>	14,483	78.33%
SA	1,350	2,999	1,492	<b>5,841</b>	3,162	184.72%
TAS	716	1,259	1,360	<b>3,335</b>	7,477	84.58%
ACT	420	955	517	<b>1,892</b>		
NT	235	557	305	<b>1,097</b>		
<b>Grand Total</b>	<b>30,386</b>	<b>62,157</b>	<b>40,435</b>	<b>132,978</b>		
Units re-worked at warehouse prior to sale				3,746		
<b>Grand Total</b>				<b>136,724</b>	<b>*144,451</b>	<b>94.65%</b>

**Table 3: Recall cases with confirmed issues\*\*\* from May 2013 to 20 June 2020**

Confirmed Issue		STATE/TERRITORY							Grand Total
		NSW	NT	QLD	SA	VIC	WA	TAS	
Pre rework	Connector Burnt/Scorched	92	13	42	3	14	9	3	176
	Unit Melt/Burnt Only	44	11	47	1	13	4	1	121
	Fire (External Damages)	59	5	35	5	11	4		119
<b>Pre rework Total</b>		<b>195</b>	<b>29</b>	<b>124</b>	<b>9</b>	<b>38</b>	<b>17</b>	<b>4</b>	<b>416</b>

<b>Post rework</b>	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	0	1	1	0	36
<b>Grand Total</b>		<b>215</b>	<b>31</b>	<b>136</b>	<b>9</b>	<b>39</b>	<b>18</b>	<b>4</b>	<b>452</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**