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GO ELECTRICAL  
PO BOX 103  
HOXTON PARK NSW 2171

23 May 2016

Attention: The Managing Director

**SUBJECT: SAMSUNG WASHING MACHINE – PRODUCT SAFETY RECALL**

## Background

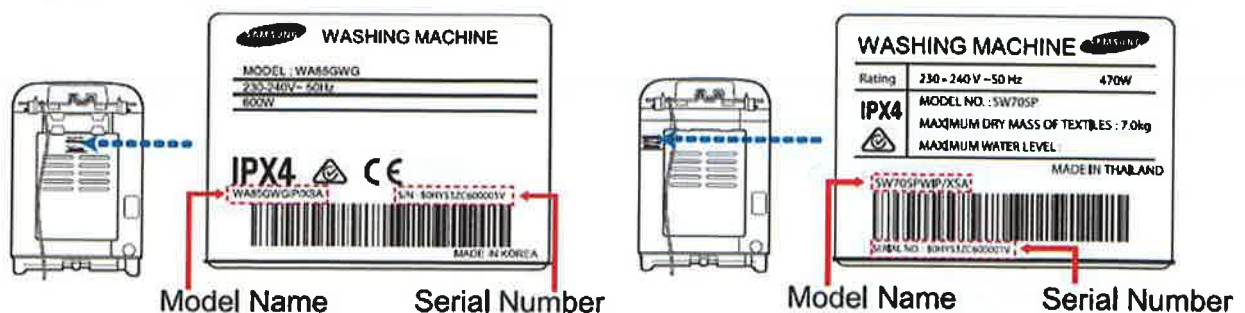
Samsung Electronics Australia initiated a product safety recall in 2013 for six models of Samsung top loader washing machines manufactured between 1 February 2010 and 28 February 2013. The following models are affected:

- SW75V9WIP/XSA
- SW65V9WIP/XSA
- SW70SPWIP/XSA
- SW80SPWIP/XSA
- WA85GWGIP/XSA
- WA85GWWIP/XSA

Machines in this model, all manufactured between 1 February 2010 and 28 February 2013, need to be located so that they can be addressed. Customers can confirm if they own one of these affected models by checking the 13-digit model code and 15-digit serial number on the back of the machine.

Samsung believes that when an affected machine is operated in certain circumstances, there is a chance that moisture may penetrate the electrical connectors of the affected machines, which can cause a fire hazard.

The model number of your Samsung top loader washing machine can be found as shown in the diagram below.



Despite our best efforts (and having achieved an affected unit remediation rate of approximately 75.0% as at March 2016) there are still many affected customers that we have been unable to identify or contact owing to deficiencies in the consumer data that we hold.

# SAMSUNG

Based on information provided by retailers of the aforementioned washing machines, we have identified that your organisation may have purchased these appliances during the period February 1<sup>st</sup> 2010 and February 28<sup>th</sup> 2013 (details as provided in attached table):

Organization	Full Address	No. of Machines
Go Electrical	(blank)	3

## Urgent request

If:

- you are in possession of one of the six listed models; or
- you have previously supplied one of the six listed models to end users,

we request that you please contact the Samsung Product Safety Hotline on 1800 239 655 (8am - 8pm, 7 days a week) or via <http://www.samsung.com/au/washingmachinerecall/> as soon as possible.

This step is critical to our efforts to contact remaining consumers yet to receive a recall remedy. If you supplied one of the six listed models to end users, we undertake to keep any information regarding those end users confidential, to not release it to any third party without your prior written consent and to use it only for the purposes of locating affected consumers.

We anticipate that you may have concerns in releasing this information to us owing to your obligations under the *Privacy Act 1988*. Whilst consumer privacy is of the utmost importance to Samsung (as we know it is to you), Samsung considers that this disclosure is permitted under the *Privacy Act 1988* and the Australian Privacy Principles on the basis that:

- this disclosure is reasonably necessary to prevent a potential threat to the safety of any individual, or to any public health or safety; and
- customers are likely to have a reasonable expectation that their information would be used in order to inform them of this issue and ensure the continued safety and efficacy of their products.

We hope to hear from you as soon as possible so that we can continue our efforts in reaching all customers affected by the recall.

Please feel free to contact Samsung Product Safety Hotline on 1800 239 655 (8am - 8pm, 7 days a week) should you require any further information.

Yours Faithfully,  
Samsung Electronics Australia Pty Ltd



**Mark Stockdale**  
Senior Manager – Service