

MABE CANADA INC. Service Hotline: 1-888-532-5777

Safety Notice – Recall of Certain GE and GE Profile brand Built-in Dishwashers

Dear Consumer:

MABE CANADA INC. has announced a recall of certain GE and GE Profile brand Built-in Dishwashers that were manufactured in the U.S.A. and sold in Canada. According to our records, you may own one of these products. Please read this notice carefully and call the MABE CANADA INC. Service Hotline (1-888-532-5777) to schedule a free service repair if your dishwasher is included in the recall.

This recall includes approximately 4,400 built-in dishwashers, manufactured between September 1997 and December 2001 that were sold in Canada and affects only the following models:

GSD2200, GSD2220, GSD2221, GSD2230, GSD2231, GSD2625, GSD2635,
GSD3425, GSD3435, GSD3455, GSD5120, GSD 5130, GSD5500, GSD5560,
GSD5920, GSD5930, GSD5940, GSD5950, GSM2100 & GSD2130.

The serial number is important, as not all built-in dishwashers with these model numbers are included. The Model/Serial plate can be found on the dishwasher tub just inside of the door.

The recalled units have serial numbers ending with a “B” and starting with:

AA	AT	AV	AZ	
DA	DT	DV	DZ	
FA	FT	FV	FZ	
GA	GT	GV	GZ	
HA	HT	HV	HZ	
LA	LT	LV	LZ	
MA	MT	MV	MZ	
RA	RT	RV	RZ	
SA	SS	ST	SV	SZ
TA	TS	TT	TV	TZ
VA	VS	VT	VV	VZ
ZA	ZS	ZT	ZV	ZZ

The model/serial plate will also say “APPLIANCE PARK 40225”.

Liquid rinse-aid can leak from its dispenser onto the dishwasher’s internal wiring which can cause an electrical short and overheating, posing a fire hazard to consumers. *There have been no similar incidents reported in Canada, however* if your dishwasher is one of the units identified above, we urge that you immediately stop using it.

If you have one of the recalled dishwashers, please call the Service Hotline 1-888-532-5777 to arrange for a free service repair. Please have the model number and serial number of your dishwasher ready when you call us.

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FREQUENTLY ASKED QUESTIONS:

Q1: What model numbers are impacted?

A1: Models included in the appendix. The serial number is important, as not all dishwashers with these model numbers are included. Look on the front left side of the dishwasher tub to find the model and serial number of your dishwasher.

Q2: Can I continue to use my recalled dishwasher? It seems to be working fine.

A2: We urge that you not use your dishwasher until it is repaired. If it is essential that you wash a load of dishes, only use it under supervision until it is repaired. Do not run the dishwasher overnight.

Q4: What should a consumer do if she/he has a recalled GE dishwasher?

A4: GE is proactively contacting as many customers as possible. In the meantime consumers with the recalled dishwashers should call the Recall Hotline 1-888-532-5777 to arrange for a free service call. Before you call, write down the model and serial number of your dishwasher.

Q5: Are any of these dishwashers currently being made?

A5: No. GE redesigned its dishwashers in 2001 as part of the normal design process. The design elements known to have contributed to this problem have changed.

Q7: Have there been any injuries? Any property damage?

A7: GE and Mabe are not aware of any product failure, property damage or injuries associated with the dishwashers sold in Canada. Regarding the 2.5 million dishwashers sold in the United States GE has received 135 reports of overheated wiring and 56 reports of property damage, including 12 reports of fires that escaped the dishwasher. Fire damage was limited to the dishwasher or the adjacent area. No injuries have been reported.

Q9: What went wrong with these particular GE dishwasher models?

A9: Over several years, normal use of liquid rinse-aid in some models results in a concentration of rinse-aid on the wires inside the dishwasher door. In the affected models, the rinse-aid can degrade the insulation on the wiring inside the door, which can cause an electrical short, overheating or fire if the wire comes in contact with the metal door.

Q10: Couldn't other GE dishwasher models be affected too?

A10: We know that the design elements that created this issue are found in models manufactured from September of 1997 through December of 2001, which is when they were changed as a part of a normal product redesign. We continually monitor the performance of all appliances we manufacture. We receive a wide range of data about product performance and monitor those so we can react accordingly to protect our consumers.

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Q13: Can a consumer receive a new dishwasher instead of the service call?

A13: No. We will repair the dishwasher free-of-charge. Consumers who have the recalled dishwashers will not be offered a new dishwasher.

Q18: How are service technicians repairing the recalled dishwashers?

A18: Service technicians have been trained to repair the design flaw by replacing the wire harness and the cover to the motor compartment, as well as adding a new door edge guard and replacing insulation on the door.

Q23: Are any of the recalled dishwashers still being sold on retail floors?

A23: The recalled dishwashers are 5-8 years old. In the event that dealers still have any in inventory we have advised them not to sell them and to contact Mabe.

Q25: How long is the recall valid?

A25: The recall is open indefinitely, and free repairs and the rebate will be offered as long as requested by consumers.

Q26: What if a consumer had a service contract on their dishwasher?

A26: If the consumer calls the 1-888 number, they will be provided a free repair regardless of service contract.

Q27: How long will it take a consumer to have his/her recalled unit fixed?

A27: Due to a different number of technicians available throughout Canada, the wait for repair will vary; however these repairs will take priority to all other calls.

Q28: Can a consumer repair their dishwasher him/herself?

A28: GE and Mabe recommend that only qualified appliance repair technicians repair these dishwashers. Dishwashers are direct-wired into the electrical wiring system of the house and repair requires working with full-line voltage, which poses the risk of electrocution.

Q30: Where were these dishwashers manufactured?

A30: GE Appliance Park, Louisville KY

Q31: How can a design flaw like this happen if you're always touting Six Sigma rigor?

A31: This design was not perceived to be defective during the design and testing phases of the product development. We are constantly upgrading and improving our testing and analytical processes and we will do the same in response to this issue. We're very good, but we're not perfect.

Q34: How much will this cost GE?

A34: Cost is not the issue. We will take every measure to ensure the safety of our consumers. We do not disclose this information.