

# SERVICE POINTER



**FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT**

- LAUNDRY PRODUCTS     REFRIGERATION PRODUCTS     KITCHEN PRODUCTS  
 COMMERCIAL LAUNDRY

L8178646  
March 2007

*THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:*



## MAYTAG NEPTUNE FRONT LOAD WASHER

<b>⚠ WARNING</b>	
	<p><b>Electrical Shock Hazard</b></p> <p><b>Disconnect power before servicing.</b></p> <p><b>Replace all parts and panels before operating.</b></p> <p><b>Failure to do so can result in death or electrical shock.</b></p>

### Washer Recall Involving GFCI Kit

**MODEL NUMBERS:** MAH8700, MAH9700

**SERIAL CODE RANGE:** GA through GX or JA through JN

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Maytag Corporation is voluntarily recalling approximately 250,000 Maytag brand front-loading washing machines manufactured by Samsung Electronics Co. Ltd., of South Korea.

The recall affects Maytag brand front-loading washing machines with model numbers **MAH9700 and MAH8700 with serial numbers ending in GA through GX or JA through JN**. Water leakage onto the electrical connections to the washing machine's thermal sensor could cause an electrical short and ignite a circuit board, posing a fire hazard to consumers.

Maytag Corporation is mailing consumers affected by this recall a repair kit which contains a ground fault circuit interrupter (GFCI), which once installed by the consumer, will return the unit to safe operating condition. This is the approved U.S. Consumer Product Safety Commission (CPSC), recall resolution. If you receive consumer calls about this recall, please instruct them to call Maytag Corporation between 9 a.m. and 9 p.m. EST, Monday through Friday at **1-800-868-5109** or to visit the recall website at <http://www.washerrecall.com>.

Maytag Corporation will not pay for consumer service calls related to the self-installation of the GFCI device.

There may be some dealer inventory in the field which will require reworking. You may be contacted to perform this work. This will involve cutting open a panel on the washer and taping a GFCI kit to the side of the washer.

After the GFCI is installed in consumer homes, you may see cases where the GFCI outlet keeps tripping OFF after resetting: the washer electronic control board circuit is detecting a short to ground inside the washer.

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ALL SERVICE POINTERS ONLINE: [http://www.servicematters.com/tech\\_ref/tech\\_ref\\_main.htm](http://www.servicematters.com/tech_ref/tech_ref_main.htm), SERVICE POINTERS COMMERCIAL LAUNDRY ONLY: [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), TECHNICAL INFORMATION, SERVICE POINTERS  
To receive pointers by email or FAX, or to edit or delete a current email or Fax from our distribution, see [http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe\\_all.html](http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe_all.html), or FAX changes to 269-923-5805.

## RESOLUTION:

[When filing a service claim for this issue, reference rework code number **R16981**]

- Verify the GFCI is working properly. Remove the washer power cord from the GFCI and remove the GFCI from the wall outlet. Take the GFCI to another room and test the GFCI by plugging it into another outlet. Plug a lamp or other small appliance into the GFCI and turn it on. If the GFCI trips again, call **1-800-868-5109** for a replacement. If GFCI works properly proceed to next step.
- Verify if there is an internal electrical short to ground. Check the resistance of the washer power cord terminals to the washer cabinet ground. If the resistance is anything other than infinite, check for pinched wires inside the washer. If the power cord check does not indicate a grounding condition, proceed to next step.
- Verify if there is a water leak at the front of the washer outer tub toward the thermistor on the heater. Locate and repair the source of the leak. If the water leak leads to the thermistor, replace the heater with heater kit, part number 12002809.
- Possible Leak Sources:
  - Too much suds – consumer using too much detergent.
  - High water pressure – forcing water out rear of detergent dispenser.
  - Loose dispenser hose clamps.
  - Dispenser hose not fully engaged into face of outer tub.
  - Dispenser hose damaged and leaking.
  - Misaligned door boot clamp.
- If no leak is detected, proceed to next step.
- Check the motor wire harness for any loose connections. They may cause an amperage fluctuation during operation and cause the GFCI to trip prematurely. Tighten all loose motor and control board connections.