

Maytag Refrigerator Rework FAQs

1. Is the Service Instruction sheet correct? I've received calls saying the instruction sheet is wrong.

A corrected Service Instruction sheet was emailed to all authorized service companies, as well as posted on ServiceMatters and ServiceBench. The corrected Service Instruction sheet is identified as part number W10247582, REV B. FSRs should direct service companies to ServiceMatters or ServiceBench and, at their discretion, also provide a duplicate mailing to their district service providers

2. What should the service company do if they followed the instruction sheet and shorted out the compressor, 'blew a board', or received a callback from a consumer that the unit is not operating?

Service companies should schedule the call and contact the Tech Line from the consumer's home. The Tech Line will assist in diagnosing the unit, ensuring the proper repair procedure is followed, and provide any authorizations needed for additional repairs beyond installing the rework kit.

3. If the compressor has been replaced on a previous service call, are we still installing the kit? What if the service company installed a new compressor but used the old components? If service installs a new compressor and the compressor number falls under the rework, does the rework kit get installed?

Only Embraco compressors identified as EGY100, EGZ100 or EGU70 should have the rework kit installed. If a refrigerator has an affected compressor, and upon inspection no green dot is found, the rework kit must be installed.

Refrigerators that fall within the affected model, complete serial and compressor number range (EGY100, EGZ100 or EGU70) must have the rework kit installed. If a replacement compressor is in a unit that meets all model, complete serial number and compressor number criteria, the rework kit must be installed.

If a replacement compressor is in a unit that meets the model and serial number criteria, but not the compressor number, the rework kit should not be installed and the service company should file a claim.

Service companies should contact the Tech Line or the Maytag rework line with any specific model qualifier or technical questions. The Tech Line will assist in diagnosing the unit, ensuring the proper repair procedure is followed, and provide any authorizations needed for additional repairs beyond installing the rework kit.

4. What should the service company do when a hard start kit had been previously installed on the refrigerator?

If a hard start kit has been installed from a previous service call and the refrigerator has been identified as an affected unit, a compressor wiring harness and run capacitor will need to be ordered.

Service companies should be advised to call the Tech Line. The Tech Line will assist in diagnosing the unit, ensuring the proper repair procedure is followed and providing any authorizations needed for additional repairs beyond installing the rework kit.

5. What should a service company do when they encounter a non-approved relay installed on the compressor? What should the service company do upon finding burned wires and connectors to the relay? What should a service company do if a new wiring harness is needed to install the rework kit?

Service companies should be advised to call the Tech Line. The Tech Line will assist in diagnosing the unit, ensuring the proper repair procedure is followed and providing any authorizations needed for additional repairs beyond installing the rework kit.

6. Are call takers directing consumers who need rework repairs to their selling dealer?

If consumers schedule a repair using the IVR or web, the service locator gives first available schedule date and service company. If the service-scheduled date offered on the web is more than four days out, consumers are advised to contact a self-servicing dealer or one of the additional service companies listed. If a consumer speaks with a Whirlpool associate, associates are trained to attempt to schedule through the selling dealer.

7. If the ServiceMatters rework qualifier search comes back as 'No Records Found', does this mean the search is not working?

No. If the ServiceMatters search comes back as 'No Records Found' this means the unit is not an affected unit and does not require the rework. It is important to remember that a model could be part of a population; however, the only way to verify the product is affected is by using the ServiceMatters tool which will require a complete serial number.

Service companies should ensure all refrigerators' model/serial information falls within the affected range by either using the model/serial qualifier tool at ServiceMatters, or by having their consumers qualify their units at either www.repair.maytag.com or the dedicated Maytag toll-free number. Claims on units outside the affected population will be rejected and not paid.

8. What if the compressor has been identified as a Tecumseh compressor? Was the Embraco compressor used on all the models in the serial number range?

The rework kit is not required for units with Tecumseh compressors. There are a number of units with Tecumseh compressors within the affected model/serial range. If the call was dispatched by Whirlpool and/or identified as an affected unit in the ServiceMatters qualifier, the ISC verifies the unit has a Tecumseh compressor, does **not** install either the rework kit or mark the unit with a green dot, and submits the claim for payment.

9. Are Jenn-Air and Jade Built-In refrigerators affected?

No. Built-In units are NOT affected nor included in the rework.

10. How was it determined which ISCs were identified to receive parts?

Only service companies who were dispatch enabled were shipped a one-time-only supply of parts kits to ensure service calls scheduled during the initial days of the rework would have adequate availability. These service companies will be required to replenish future stock at their local Parts Distributor on an 'as needed' basis.

11. Does the ISC have to pay for the rework kits?

No. The rework kits are provided at no charge to all authorized service companies. A \$2 handling fee will be automatically added to all claims when submitted for payment.

12. Will the consumer letter give service provider options for the consumer to call to schedule repairs?

The letter will direct the consumer to contact Maytag directly to qualify the unit at the dedicated toll free number (866) 533-9817 anytime, or at www.repair.maytag.com. At that time, a call will either be scheduled via dispatch or a service company referral will be provided to the consumer.