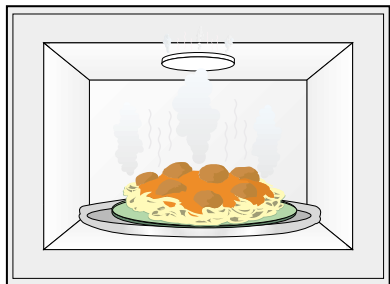
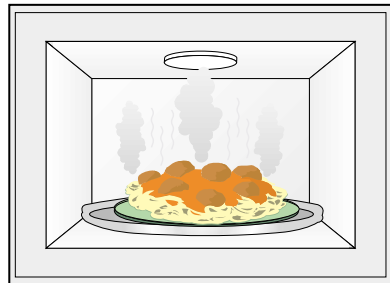
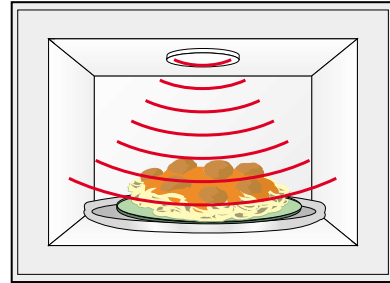


The Problem...

Microwave ovens use energy to warm and cook foods and beverages. The energy is delivered to the oven cavity through the wave-guide opening in the ceiling. The opening is covered by a disc, which allows the energy to pass through it to the food or beverage.

Many foods and beverages that are heated in microwave ovens release steam and oil vapor. In some cases, the steam and oil vapor pass through the disc mounted in the ceiling of the oven cavity and deposit on the edge of the wave-guide.



The Problem...

An accumulation of steam and oil vapors in and around the wave-guide opening can lead to overheating and fire, which could cause personal injury and property damage.

Whirlpool, working in close cooperation with the Consumer Product Safety Commission, has voluntarily recalled approximately 1.8 million microwave hood combinations (MHC) to repair this problem.



The Solution...

The disc covering the wave-guide has been removed inside the oven's food cavity. The area in and around the wave-guide has been thoroughly cleaned and prepped.

A new disc has been inserted into the ceiling of the food cavity. This newly designed disc is sealed in place and will prevent steam or oil vapors from reaching the wave-guide.

The disc has been sealed into place with silicone that produces a strong odor of vinegar. This odor may linger in the microwave and kitchen for up to 24 hours. It will not affect the cooking performance of the microwave and will not affect the taste or smell of foods and beverages prepared in the microwave oven.

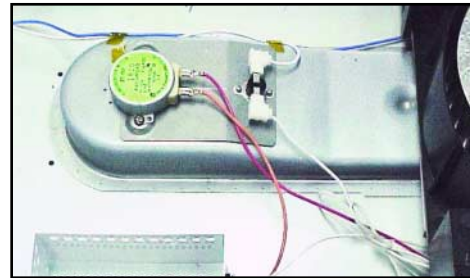


The Solution...

The MHC was removed from the wall and its outer cover removed.

In addition, a thermal protection system has been added to the wave-guide. This fuse will safely shut down the microwave in case the wave-guide ever begins to overheat. The microwave already has a similar thermal fuse inside the food cavity to prevent overheating and potential fires.

Lastly, a green square was added to the model and serial number tag. This green square signals that your MHC has been repaired and is safe to use.



What You Can Expect...

Your microwave hood combination has been completely repaired and is safe to use normally.

In the next few weeks we will be mailing you a one-year manufacturer's warranty effective from the date of repair. This plan covers the cost of servicing or repairing your microwave hood combination for one year in the event it requires further service.

In addition, we may contact you by phone or email in the next week to evaluate your satisfaction with the recall and repair process.

Lastly, if you own a Whirlpool® or KitchenAid® brand microwave hood combination, you can contact us at 1-800-785-8952 with any questions you may have. If you own a Kenmore® brand microwave hood combination, contact us at 1-800-4-MY-HOME. Thank you, again, for your patience and cooperation.

Service Technician

Date

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Important Consumer In-Home Service Repair Information