



GE Appliances

11/5/99

Dear M

Thank you for your recent letter regarding the GE dishwasher recall.

The identified models are currently between 10 and 16 years old. The average useful life of a dishwasher is between 9 and 11 years. Unfortunately, repairing the unit is not an option that is available. The repair of the identified part, the energy-saver switch, would require that the entire door be reassembled and the parts are no longer available. GE, working in conjunction with the Consumer Product Safety Commission, established the program outlined in the phone call you received.

Until you are able to obtain a replacement dishwasher, the switch hazard is only present when the dishwasher door is closed and latched ready for use. If you have not already done so, please contact the 800 number provided to receive the recall packet.

In order to be fair and consistent with the administration of this program, I am unable to offer any further assistance.

Again, thank you for taking the time to write and alert us to this situation.

Sincerely,

Richard D. Miller
Program Manager