

December 21, 2012

LG Electronics Canada, Inc. Recalls Top-Load Washing Machines Due to Risk of Injury

The Electrical Safety Authority is notifying the public that LG Electronics Canada, Inc. has announced a voluntary recall of the following consumer product. Consumers should immediately stop using affected washing machines if they have observed their unit shaking excessively.

Name of Product: Certain LG Top-Loading Washing Machines.

Units: About 10,000 in Canada.

Manufacturer/Importer: LG Electronics Canada, Inc.

Manufactured in: South Korea

Hazard: An unbalanced load can cause the washing machine to shake excessively and the drum to come loose during use, posing a risk of injury to consumers and property damage to the surrounding area.

Incidents/Injuries: In Canada, LG has received seven reports of washing machines vibrating excessively. No injuries have been reported.

Description/Models: The recalled machines involve models:

- WT5001CW, serial numbers 103KW**00001 ~ 111KW*****
- WT5101HV, serial numbers 004KW**00001 ~ 111KW*****.

They were sold in graphite and white colors. The model and serial number can be found on a label fixed on the rating plate on the back of the washing machine.

Sold by: Retailers across Canada

When distributed: From May, 2010 to December, 2012.

Remedy: Consumers should immediately contact LG for a free in-home repair. Consumers will also receive supplemental information to be inserted into their owner's manual, and a new caution label to be placed on the washing machine.

Consumers should immediately stop using affected washing machines if they have observed their unit shaking excessively.

Further, all consumers should be aware that loading affected washing machines with water-proof or water-resistant items, such as certain mattress pads, mattress covers, and water-proof similar items, increases the chances of loads becoming imbalanced.

Consumer Contact: For additional information, contact the LG recall hotline toll-free at 1 (866) 940-6508 between 8 a.m. and 6 p.m. EST Monday through Friday, or visit www.lg.com/ca_en/support and click on "Announcements."

Remarks: The recalled units are certified to Canadian Standards by Canadian Standards Association. For more information about the Canadian Standards Association product certification process please visit: www.csa.ca

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WT5001CW



Rear View



WT5101HV



Rating Label

