

Technical Bulletin

MAYTAG®

Type Policy Letter
√ Service Information

Attention Service Managers
√ Service and Parts Managers

Date: June 2006

No: TDD-0011B-B
Page 1 of 6

Supersedes: TDD-0011A-B

Models DWC4910AA*, DWC6402AA*, DWC6402AB*, DWC7302AA*,
DWC7302AB*, DWC7400AA*, DWC7400AB*, DWC7602AA*,
DWC7602AB*, DWC8240AA*, DWC8240AB*, DWC8330AA*,
DWU4910BA*, DWU4912AA*, DWU4915BA*, DWU5902AA*,
DWU5910AA*, DWU5912AA*, DWU5915BA*, DWU6202AA*,
DWU6402AA*, DWU6502AA*, DWU6602AA*, DWU6702AA*,
DWU6750AA*, DWU6802AA*, DWU6812AA*, DWU6902AA*,
DWU7202AA*, DWU7300BA*, DWU7400BA*, DWU7402AA*,
DWU7500BA*, DWU7502AA*, DWU7560AA*, DWU7602AA*,
DWU7702AA*, DWU7802AA*, DWU7910BA*, DWU8240BA*,
DWU8250AA*, DWU8250AB*, DWU8250BA*, DWU8250BB*,
DWU8260BA*, DWU8260BB*, DWU8270BA*, DWU8330BA*, DWU8402AA*, DWU8450BA*,
DWU8460BA*, DWU8530BA*, DWU8602AA*, DWU8702AA*, DWU8750BA*, DWU8860BA*,
DWU8891BA*, DWU8912AA*, DWU9200BA*, DWU9202AA*, DWU9302AA*, DWU9502AA*,
DWU9902AA*, DWU9906BA*, DWU9921BA*, DWU9922AA*

Brand
Maytag
Jenn-Air

Product
Dishwasher

For the following models **only**. This bulletin affects up to, and including date code YZ. Any of the following models after this date code do not require inspection.

JDB3010AW*, JDB3910AW*, JDB4950AW*, JDB4950AWP, JDB5900AW*, JDB6900AW*,
JDB7900AW*, MDB3000AW*, MDB3100AW*, MDB4000AW*, MDB4010AW*, MDB4030AW*,
MDB4040AW*, MDB4050AW*, MDB4070AW*, MDB4100AW*, MDB4160AW*, MDB4800AW*,
MDB5000AW*, MDB5010AW*, MDB5030AW*, MDB5050AW*, MDB5070AW*, MDB5100AW*,
MDB5130AW*, MDB6000AW*, MDB6100AW*, MDB6160AW*, MDB6800AW*, MDB7000AW*,
MDB7100AW*, MDB7130AW*, MDB7160AW*, MDB8000AW*, MDB9000AW*, MDB9100AW*,
MDBD820AW*, MDBD850AW*, MDBD880AW*, MDBE790AW*, MDC3000AW*, MDC4000AW*,
MDC4100AW*, MDC5100AW*

Up to and including date code YZ. Any model after this date code does not require inspection.

Issue Rinse Aid Reservoir Leaking

Warranty Payment Code "ARD"

Action Inspect / replace rinse aid reservoir and wire harness.

While in the consumer's home to complete a dishwasher repair they requested, please take a few minutes to inspect the unit for the following:

- Rinse Aid Reservoir leak
- Wire Harness degradation

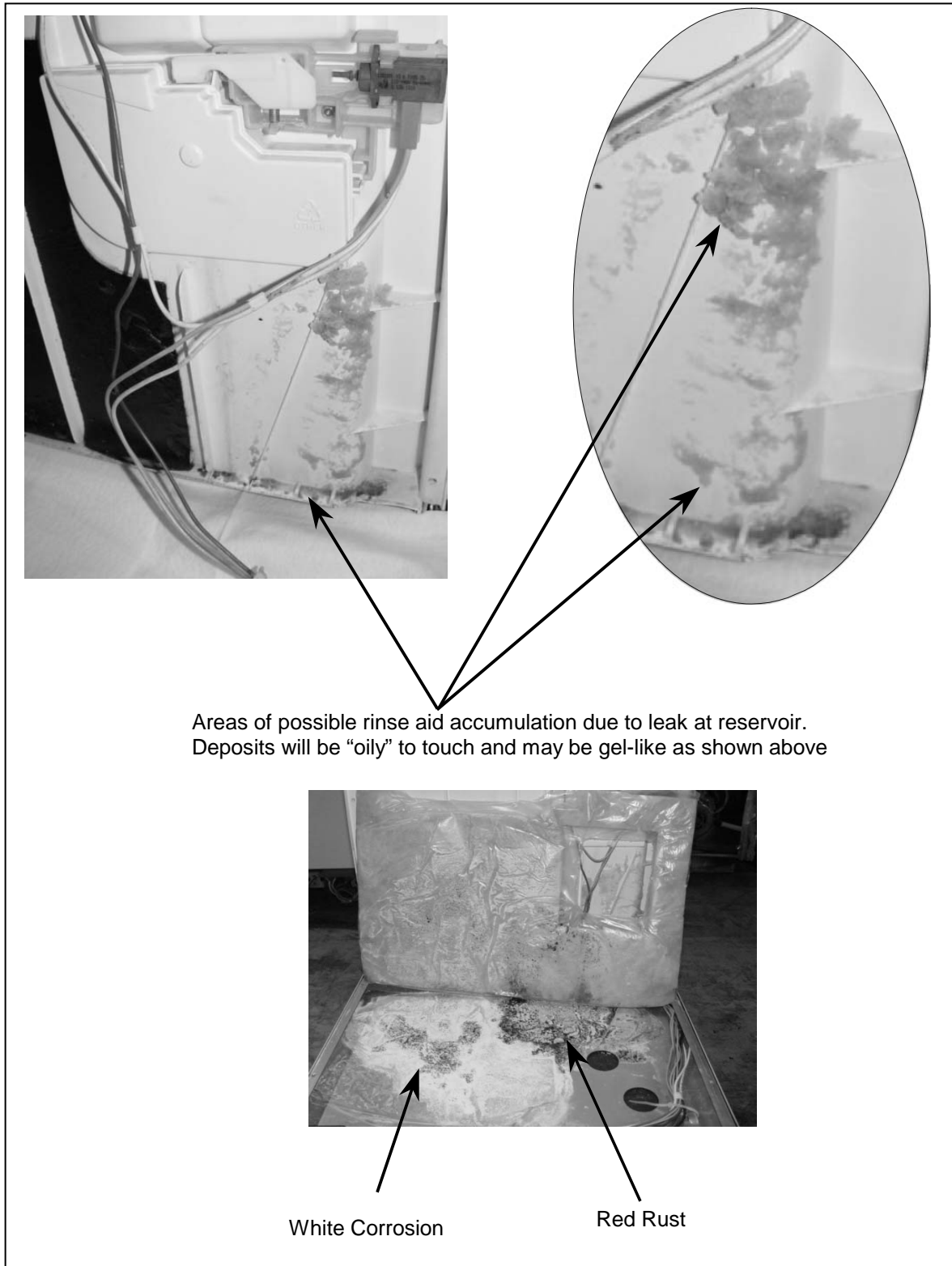
These checks can be made by separating the inner door liner from the outer door panel.

Do this inspection only on the dishwashers listed above.

All inspections are to be performed while on a **consumer initiated** service call, but will be **paid by Maytag** as outlined on page 6.

If the unit shows signs of a rinse aid reservoir leak (photo # 1), the entire Inner Door Assembly needs to be replaced. Refer to Model Number Chart (See pages 3 & 4) to determine Inner Door Assembly required.

For units with a dual wax motor configuration, also install a "Dual Wax Motor Conversion Kit" part number 12001867.

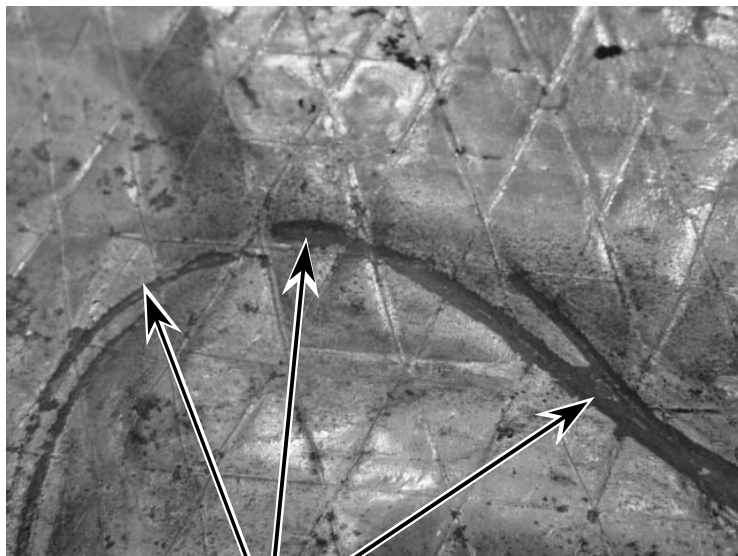


(Photo #1)

Model Number	Part # 99003678	Part # 99003679	Part # 99003680	Part # 99003681	Part # 99003682
DWC4910AA*	X				
DWC6402AA*		X			
DWC6402AB*		X			
DWC7302AA*		X			
DWC7302AB*		X			
DWC7400AA*	X				
DWC7400AB*	X				
DWC7602AA*		X			
DWC7602AB*		X			
DWC8240AA*	X				
DWC8240AB*	X				
DWC8330AA*	X				
DWU4910BA*	X				
DWU4912AA*		X			
DWU4915BA*	X				
DWU5902AA*		X			
DWU5912AA*		X			
DWU5915BA*	X				
DWU6202AA*		X			
DWU6402AA*		X			
DWU6502AA*		X			
DWU6602AA*		X			
DWU6702AA*		X			
DWU6750AA*		X			
DWU6802AA*		X			
DWU6812AA*		X			
DWU6902AA*		X			
DWU7202AA*		X			
DWU7300BA*	X				
DWU7400BA*	X				
DWU7402AA*		X			
DWU7500BA*	X				
DWU7502AA*		X			
DWU7560AA*		X			
DWU7602AA*		X			
DWU7702AA*		X			
DWU7802AA*		X			
DWU7910BA*	X				
DWU8240BA*	X				
DWU8250BA*	X				
DWU8260BA*	X				
DWU8260BB*	X				
DWU8270BA*	X				
DWU8330BA*	X				
DWU8402AA*		X			
DWU8450BA*	X				
DWU8460BA*	X				
DWU8530BA*	X				
DWU8602AA*		X			
DWU8702AA*		X			
DWU8750BA*	X				
DWU8860BA*	X				

DWU8891BA*	X				
DWU8912AA*		X			
DWU9200BA*	X				
DWU9202AA*		X			
DWU9302AA*		X			
DWU9502AA*		X			
DWU9902AA*			X		
DWU9906BA*	X				
DWU9921BA*	X				
DWU9922AA*			X		
JDB3010AW*			X		X Series # 25
JDB3910AW*			X		X Series # 25
JDB4950AW*			X Series # 22	X	
JDB4950AWP			X Series # 22	X	X Series # 26
JDB5900AW*			X		
JDB6900AW*			X		
JDB7900AW*			X		
MDB3000AW*			X		
MDB3100AW*			X		X Series # 25
MDB4000AW*			X		
MDB4010AW*			X		
MDB4030AW*			X		
MDB4040AW*			X		
MDB4050AW*			X		
MDB4070AW*			X		
MDB4100AW*			X		X Series # 25
MDB4160AW*			X		X Series # 25
MDB4800AW*			X		
MDB5000AW*			X		
MDB5010AW*			X		
MDB5030AW*			X		
MDB5050AW*			X		
MDB5070AW*			X		
MDB5100AW*			X		X Series # 25
MDB5130AW*					X
MDB6000AW*			X		
MDB6100AW*			X		X Series # 25
MDB6160AW*			X		X Series # 25
MDB6800AW*			X		
MDB7000AW*			X		
MDB7100AW*			X		X Series # 25
MDB7130AW*			X		X Series # 25
MDB7160AW*			X		X Series # 25
MDB8000AW*			X		
MDB9000AW*			X		
MDB9100AW*			X		X Series # 25
MDBD820AW*					X
MDBD850AW*					X
MDBD880AW*					X
MDBE790AW*					X
MDC3000AW*			X		
MDC4000AW*			X		
MDC4100AW*			X		X Series # 25
MDC5100AW*					X

If the unit has fiberglass insulation that is saturated with rinse aid, or if the foil backing is coming off, the insulation must be replaced, polypropylene insulation part number 99002411 (photo # 2).

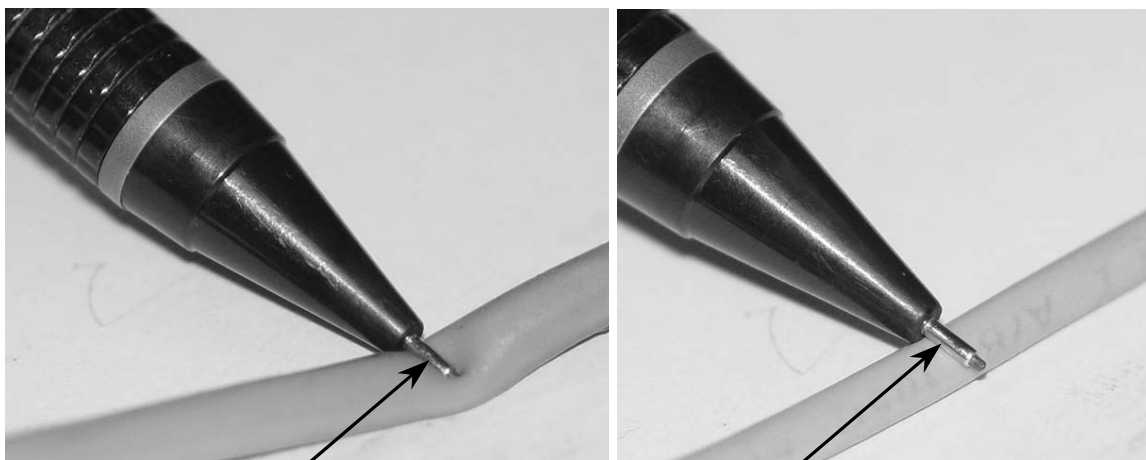


Bare (no foil)

(Photo #2)

Inspect the wire harness in the entire inner door area and also from behind the access panel to the inside of the inner door. Inspect the wires to see if they are enlarged, very soft and/or discolored (photo # 3). If these conditions are present, the wire harness must be replaced.

Order replacement parts as needed through your normal part channels.



Damaged wire is enlarged and very soft. Wire insulation will indent easily. Also, wire will often be discolored at location of damage.

Good wire resists indentation.

(Photo #3)

Maytag Services will cover the labor cost to inspect the specific components described in this bulletin. If a repair is required, Maytag Services will cover parts and labor to replace the specific components described in this bulletin (inner door insulation, Inner Door Assembly, and a degraded wire harness) if they have been determined to be defective.

For payment, the following rates will apply.

Inspection ONLY of the components will be paid per completed call, at the authorized servicer's approved Maytag Services warranty flat rate for a 2nd appliance, same day, same place.

Inspection & Component replacement will be paid per completed call, at the authorized servicer's approved Maytag Services warranty flat rate.

The return of a Wire Harness will be paid at the authorized servicer's approved Maytag Services mailable part rate. This rate will be paid in addition to the Inspection & Component replacement rate.

If a wire harness is replaced, return it along with a copy of a service ticket that includes the model and serial number of the unit to:

Maytag Jackson Dishwashing Products
2500 Dr. F.E. Wright Rd.
Jackson, TN. 38305
Attn: Wire Harness Inspection

All other costs associated with the repair of the dishwasher are the responsibility of the consumer.

How to receive payment for completing the "Rinse Aid Reservoir Leaking" repair, associated with Technical Bulletin #TDD-0011A-B:

Electronic service claims:

1. Enter your service claims through MAC, as you would a routine warranty claim, ensuring all data fields are completed with accurate information.
Note: Routine claims rejection policies will be enforced for claims submitted with incomplete or incorrect information.
2. Record payment code ARD in the Product Inspection field of your e-claim. Omission of this payment code will result in claims rejection.
3. Include part number(s) and related parts information, just as you would for warranty part credit requests.
4. If you need assistance in completing the e-claim, please contact Maytag Services at eclaims@maytagadvantage.com.

Paper service claims:

1. Complete your NARDA, as you would a routine warranty claim, ensuring all data fields are completed with accurate information.
Note: Routine claims rejection policies will be enforced for claims submitted with incomplete or incorrect information.
2. Record payment code **ARD** in bold letters as your first entry into the "work performed" area of the claim, followed by an explanation of the completed repair. Omission of this payment code will result in claims rejection.
3. Include part number(s) and related parts information, just as you would when claiming warranty part credit. Remember when filing paper service claims, copy 2 (pink) and 3 (green) must be sent to your parts distributor for part credit to be applied to your account.
4. If you need assistance in completing the paper claim, please contact Maytag Services at serviceinquiry@maytagadvantage.com.