

## Samsung Recalls Top-Load Washing Machines Due to Fire Hazard

**Recall Date:** 22 December 2022

**Description:** Samsung Electronics has announced a recall to provide an important software repair for certain top-load washer models. This recall addresses potential overheating within the control panel of certain models. Such overheating events present a smoking, melting, overheating, or fire hazard to the product and consumers. For more information, please visit the [CPSC website](#).

The following washing machines were sold at The Exchange:

UPC	ITEM DESCRIPTION	MODEL CODE	SERIAL NUMBER RANGE
887276552873	Samsung 5.2 cu. ft. Large Capacity Smart Top Load Washer with Super Speed Wash	WA52A5500AW/US	01H457BR600003X through 01H457BTB01503Y
887276644271	Samsung 4.9 cu. ft. Capacity Top Load Washer with Active Wave Agitator and Active Water Jet	WA49B5205AW/US	01HH57BT300006X through 01HH57BTB00932W

**Hazard:** The washing machines can short-circuit and overheat, posing a fire hazard.

**Remedy:** Customers should immediately check whether their washer's software has been updated to prevent the hazard; and, if not, customers should immediately stop using the washer until the software is updated. Instructions on how to check whether a washer's software has been updated can be found here <https://www.samsung.com/us/support/tlw-sw-update>

All Wi-Fi equipped washers that are plugged into a power source and actively connected to the internet will automatically download the free software repair over-the-air when they are connected to the internet. Customers who have not connected their Wi-Fi equipped washer to the internet should contact Samsung for instructions on how to download the software repair.

Customers whose washer does not have Wi-Fi capability or who otherwise wish to receive a free software repair without connecting to the internet, should immediately stop using the washer and contact Samsung directly for a free dongle to plug in and download the free software repair.

**Incidents/Injuries:** Samsung has received 51 reports of smoking, melting, overheating or fire involving the washers; 10 of which resulted in property damage. Three consumers have reported injuries due to smoke inhalation.

**Sold at:** Worldwide Exchanges and other retailers.

**Consumer Contact:** For more information, customers can contact Samsung at <http://www.samsung.com> and <http://www.samsung.com/us/support/tlw-sw-update> or by phone toll-free at 833-916-4555 from 8 a.m. to 12 a.m. ET daily.

**Manufacturer:** Samsung Electronics

**Recall #:** 22-038