

CL-10201411-3016

[Redacted]

2007 AUG 23 AM 10:11

From: [Redacted]
To: <webmaster@nhtsa.dot.gov>
Sent: Wednesday, August 15, 2007 8:40 PM
Subject: Microwave Recall/Unresolved

We have a Samsung microwave in our Winnebago motor home on recall. Microwave Model #MR 1032BB, serial #7MAW102729K. The recall states a safety hazard due to a bad part that could cause fire.

Our microwave became defective and we called the manual phone #1-800-726-7864 for assistance. They said to unplug and take to a service center. We did, they needed an approval # from Samsung, which we got. They kept it for about a month while we called and called, finally they told us it could not be repaired as Samsung could not get the keypad part. We began calling Samsung in June as to what could be done. We were given excuses and told they would call us back in 3 to 5 days each time. No one EVER called, we called, called, called, they kept saying they would look into it, NEVER called us back. Finally, they gave us a VOC#3000127962 and transferred us to a number no one EVER answers. One day we called and put the phone on speaker for a long period of time and no one EVER answered. This has gone on for over 2 months, we need a microwave in our motor home. Today we were told we needed a SAW form completed by the service company. Why didn't they tell me this a month ago? They say the service company never called them. If they didn't, how did they know the part was unavailable? We feel they are not handling this situation legally and the number they transfer us to NEVER answers, they say it will take 45 min. to an hour. That is not acceptable business. No one should have to hold on a telephone for that period of time. This should have been taken care of over 2 months ago.

We have called numerous times, e-mailed and written two letters and have received NO answer to any of it. What is our legal right in this matter? We have spent alot of time trying to resolve this issue and nothing has been accomplished.

I would appreciate hearing from NHTSA. Your information states a recall must be addressed in a timely manner. This situation is a fire hazard issue, it needs to be taken care of. Thank you for your help, [Redacted]

2007 AUG 23 AM 10:11
[Redacted]
[Redacted]

BT
8/23/07
CC

August 10, 2007

Samsung
105 Challenger Rd.
Ridgefield Park, NJ 07660-0511

Ref.# 4001516775
Voc.#3000127962

President:

We received a recall notice for a microwave in our motor home. Model #MR1032BB, Serial #7MAW102729K made January, 2003 and installed in our 2004 Winnebago Spirit.

The microwave stopped functioning and was giving odd messages and we called the number listed in the manual. We were told this microwave was on recall. We contacted a repair place and called Samsung for a ref. # for the repair shop. We obtained that number and took the microwave to the shop.

Please see the attached letter we e-mailed on July 30, 2007 to Samsung. It is August 10, 2007 and we have heard no reply to this letter. We have reported the repair shop to the BBB of Houston as shown on the attached letter. We have had no luck getting anything done on this microwave from Samsung or the repair shop in Houston.

No one answers the phone at the number they keep transferring us to and you are not answering our e-mail. Who do we need to contact to get something done? We really don't want to involve an attorney over such a minor problem but unless we get an answer soon, we have no choice. We would appreciate hearing from someone regarding this situation. This is putting my family in danger as the microwave could cause a fire. We do need a microwave in our motor home.

Looking forward to hearing from someone. It has been two months of waiting.

[REDACTED]
[REDACTED]
Humble, Texas [REDACTED]
[REDACTED]

e-mail: [REDACTED]

August 8, 2007

RE: VOC #3000127962

Samsung Electronics Customer Care
400 Valley Road
Suite 201
Mt. Arlington, New Jersey 07856

I have been transferred to your Executive Customer Relationship Service since June, 2007. NO ONE EVER ANSWERS. I have been trying to get my microwave repaired since June. It is now the middle of August. I feel it is time to clear up this matter. Every time I call they transfer me to a non-working number playing music. I asked today for the direct number and Deanna said she does not have it. R E A L L Y! After calling since June, today Deanna informs me that I need a SAW form filled out by the repair shop. Then tells me if anyone ever does answer when she transfers me, they will just tell me I need a SAW form and then this whole mess starts over again. I have been calling and calling and calling and NO ONE has ever said anything about a SAW form. Why wasn't I told this two months ago. I was just put on PERMANENT HOLD to waste my time. I am very displeased with your company. I have NEVER had this much trouble doing anything in my life.

Attached are letters I have sent, of course, no reply from your company. I have called repeatedly, e-mailed and written letters. This can't be a way to run a business, I have never dealt with such a business as this. How do you operate like this? I will never purchase a Samsung product again and will tell everyone I know, as well as every store I go into, DO NOT PURCHASE A SAMSUNG product.

I do intend to notify authorities in the electronics division to report this way of business. This can't possibly be legal.

The repair shop we had the microwave at was J&K Electronics, 723 W. Mount Houston Rd. Houston, Texas 77038, phone 281-999-4443. They stated Samsung wouldn't communicate with them and couldn't get the part.

I would appreciate some type of answer. If you do not intend to comply with the recall notice you have sent out, the authorities will be interested in this information. I will proceed after August 15th. [REDACTED]

[REDACTED]

From: [REDACTED]
To: <www.samsungusa.com>
Sent: Tuesday, July 31, 2007 4:07 PM
Subject: Recalled Microwave/MR1032BB

I received a recall notice on a microwave in my Motorhome, I called 1800-728-7884 for instructions on repair. Did all necessary information. It stayed in the repair shop for a month, finally we were told Samsung could not get the part needed. I called numerous times and was given no valid help, just Trans. numbers, VOC numbers, reference numbers, all of which you can see under my phone number of 281-812-2326. I have spoken with many operators - Liz, Rebecca, Brandon, Mark, Daniel and many others I didn't write the names down. The last VOC #3000127962 given on 7/19/07 by Liz was to replace the microwave as it can't be repaired. She said they would call me in 3 to 5 days, they didn't call. I have called over and over, now they just tell me they will transfer me to ECR but that they never answer. Yesterday I held for a long period, finally hung up and called back, they said that was a mistake because now I was at the end of the list. Today, I started calling again, they said they never answer before 20 to 30 minutes so I just put the phone on speaker and listened to your music for 1 WHOLE HOUR. I got alot done - watched my soap, ate lunch, read my gas meter, cleaned house, read my e-mails, fed the dog, watched my husband getting madder and madder at your company, etc.

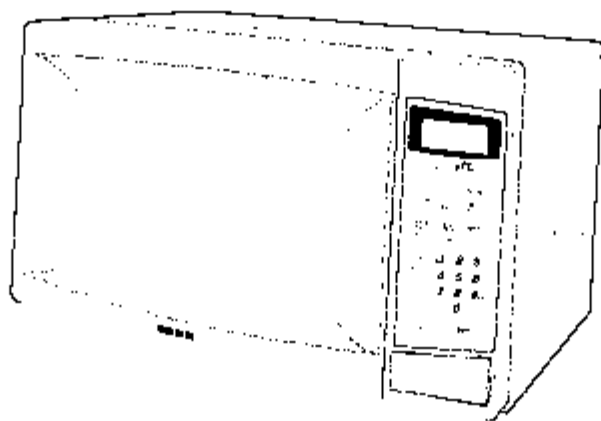
This is no way to conduct a business. It is not my fault you produced a defective microwave and you should be responsible for taking care of this problem. Microwaves don't cost that much and money is really not the issue here. I expect more than this from a business I put my faith in. I liked the microwave while it was working and feel you should do your part and issue a check to replace it as it can't be repaired. I have put off two trips waiting to get this resolved and after two months, I feel it has been enough time to make a decision to refund an amount to replace the defective microwave. It is small and shouldn't be over \$200 to replace. I would appreciate this being taken care of at your most urgent convenience. Thank you, [REDACTED]

SAMSUNG

Microwave Oven

Owner's Manual

MR1031WB/MR1032BB/MR1033SB
MR1351WB/MR1352BB/MR1353SB



Code No.: DE98-01859A

Press Release

Print This Page

SAMSUNG, NHTSA Announce Expansion Of Recall Of Microwave Ovens In RVs

(28 Apr. 2004 - SEC)

MI, Arlington, NJ - April 28, 2004 - Samsung Electronics, in cooperation with the United States National Highway Traffic Safety Administration (NHTSA), announces an expansion of its recall of microwave ovens that were installed in recreational vehicles (RVs) sold in the US during the last 3 years. Samsung has determined that some of these microwave ovens may present a safety hazard due to a defective part that may cause them to begin operation unassisted and result in smoke or fire.

Samsung will repair the ovens free of charge for consumers in the meantime, consumers who own RVs with the affected ovens should unplug the microwaves - and if that is not possible, lock the microwave door ajar, which will prevent the ovens from operating. As a general safety precaution, consumers should never store items in microwave ovens or leave items in the ovens after use.

Samsung is currently working with more than 150 RV manufacturers nationwide to arrange to have the microwave ovens repaired for consumers free of charge. Repairs will be handled by Regional Service Centers. Customers may remove the Oven and carry it in to an Authorized Service Center, or, tow their RV to the Service Center for onsite service. Service arrangements and more information may be obtained as follows:

1-800-932-3837 Monday to Friday between the hours of 9:00 AM and 9:00 PM EST

E-mail: mwrecall@samsung.com Note: Please include your name, address, and model number in the body of the email.

Fax: 1-973-556-1525

Samsung is dedicated to creating superior products and offering exceptional customer service. Samsung's top priority is customer satisfaction and safety, and we are committed to taking all appropriate actions to address and resolve this issue as expediently as possible.

The new models included in the recall are: MR1031WB, MR1032BB, MR1033SB, MR1351WB, MR1352BB. These microwaves were built by Samsung between May 2002 and July 2003 and installed in RVs sold during that time frame. Models of microwave oven affected by the earlier recall notice include: MR5481G, MR5451G01, MR5492W, MR5495W01, MR5453G, MR5493G01, MR5494W, MR7491G, MR7491G01, MR7492W, MR7492W01, MR7493G, MR7493G01, MR6988WB, MR6993B, and MR6995GB. Consumers can locate the model number and manufacture date of their oven on the inside of the microwave oven door. Microwave oven models MR1031CWC, MR1031CWC, MR1032CWC, MR1032CWC as well as MR1351WB manufactured after May 2003 and MR1352WB manufactured after August 2003 are not included in this recall. No other Samsung microwave ovens are involved in this recall.

For more information, consumers should contact the Samsung Customer Care Center at 1-800-932-3837 or visit the Samsung website at www.samsungusa.com/microwavesovens.

Consumers may also visit the NHTSA website at <http://www-sz.nhtsa.dot.gov/cars/problems/recalls/manufacturer/> or the NHTSA campaign number is CSE04400. The expansion is listed at 04-E-031.

About Samsung Electronics America, Inc.

Headquartered in Ridgefield Park, NJ, Samsung Electronics America, Inc. (SEA), a wholly owned subsidiary of Samsung Electronics Co., markets a broad range of award-winning, advanced digital consumer electronics and information systems products. The SEA organization oversees the North American operations of Samsung Telecommunications USA, Samsung Electronics Canada and Samsung Electronics Mexico. Please visit www.samsungusa.com for more information.

About Samsung Electronics

Samsung Electronics Co., Ltd. is a global leader in semiconductor, telecommunications, flat panel display and digital convergence technology. Samsung Electronics employs approximately 75,000 people in 89 offices across 47 countries. The company is the world's largest producer of memory chips, TFT-LCDs, CDMA mobile phones, monitors and VCRs. Samsung Electronics consists of four main business units: Digital Media Network, Device Solution Network, Telecommunications Network and Digital Appliance Network Businesses. The company web site is located at <http://www.samsung.com>.

©1995-2003 SAMSUNG. All rights reserved.

J & K electronics
281-999-4443

The BBB that will handle your complaint is:

(Houston, TX)
 1333 W. Loop South, Ste. 1200
 Houston, TX 77027
 Phone: (713)868-9500
 Fax: (713)867-4847
 Email: bbbinfo@bbbhouston.org
 Web: <http://www.bbbhouston.org>

You may wish to copy or print this information for further reference.
 All correspondence about your complaint will come from and should be addressed to this BBB.

Press Next to continue.

Next >

Cancel

[About Us](#) | [File Step](#) | [Privacy Policy](#) | [Testimonials](#) | [Terms & Conditions of Use](#) | [Complaint Form](#)

© 2006 Council of Better Business Bureaus, Inc. All Rights Reserved.



We gratefully acknowledge the financial assistance received from the US Department of Commerce's International Trade Administration and the Market Development Cooperator Program - supporting the Better Business Bureau's work to implement a cross-border dispute resolution program.

Samsung

4/24/07 Ref. # 4001516775 service

Rebecca - 7-30-07

Transfer to ECR Executive Customer Representative
 called again permanent hold

March - 7-30-07 - transferred to ECR - hold & hold

7/31 Brandon - transfer to ECR - takes 20 min to 30 min to answer

7 File a Complaint w/ Samsung - Emailed complaint to www.samsungusa.com 7-31-07

7/18/07 - Schauer - no record of g4K?

7/14/07 - Liz - voc # 3000127962 - to replace 3-5 days

7/8/07 - Donna - hold SAW form from service shop transferred - no answer - hold 25 min