



April 23, 2008

Attn: Field Service Team

Ref: MDW24 Dishwasher Complaint “Door Popping Open”

During a normal wash cycle: we have received calls that closely mimic a door switch opening on the MDW24 dishwasher. If you press the door as if to close it, the dishwasher will again start running. Normal corrective action will be to test the door latch mechanism and door switch. Next: we also want you to very carefully inspect the Main Control Board located inside the door immediately below the door latch assembly. We have found that in some cases solder joints have weakened to the point of failure. When you press on the door to close it: it completes the “open circuit” and the machine will run normally again until separation.

If you have authenticated that the latch, strike and door switch are in good working order / please order and install part number # 101367

