



Business, Innovation and Skills Committee

House of Commons London SW1A 0AA

Tel 020 7219 5777 Email biscom@parliament.uk Website www.parliament.uk

Mr Maurizio Pettorino
Managing Director
Whirlpool UK
Morley Way
Peterborough
Cambridgeshire
PE2 9JB

13th September 2016

Dear Mr Pettorino,

Product recall of tumble dryers

Further to our exchange of letters in February and our subsequent meeting, I am writing to request a further update on the recall of Hotpoint, Indesit and Credo brand tumble dryers initiated by Whirlpool last November.

In your response of February 25, you explained that once customers had registered a faulty machine it would take 10 weeks to schedule a repair date and that dates for repairs were being scheduled out to January 2017. You also said you were "confident that this timeline will be reduced" as you continued to register customers and recruit more engineers and call-centre staff.

I note that a *Which?* article in April reiterated your confidence that waiting times would reduce, but noted that some customers were still having to wait for January 2017 for repairs to take place.

Given that a number of months have passed, I would welcome an update on:

- a. What progress has been made in reducing waiting times for customers to get replacements.
- b. Whether it still takes 10 weeks to schedule a repair date and, if so, why this delay.
- c. How many customers are still awaiting repairs, and what is the time frame for completing these.

Given your assurance that Whirlpool is working "single-mindedly" to resolve all cases quickly and safely, it is concerning that customers are having to wait so long for repairs. I have personally had constituents writing to me to express concerns about difficulties in arranging replacements and in dealing with your customer service desk.

More importantly, the risk posed by faulty dryers is also clearly apparent, as demonstrated by a potentially fatal tower block blaze in London in August 2016, which London Fire Brigade attributed to a faulty Indesit tumble dryer. In light of this, I

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would like to understand whether you intend to change your customer advice, given London Fire Brigade has urged that customers should not use their appliance until it has been checked and repaired. If not, please explain why not.

Finally, I am concerned that the fire risk only came to light after the completion of the acquisition of Indesit by Whirlpool. To help understand how this came about, I would welcome an explanation of why Indesit had not previously been aware of or acted upon the fire risk.

Yes sincerely,
Iain Wright

Iain Wright MP

Chair

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