

<b>BSH Service</b>	<b>Regional Message</b>	<b>Date</b> : 23.09.2016 <b>No</b> : 58300000195211 <b>Page No</b> : 1/2
<b>Brand:</b> Bosch/Siemens <b>Product group:</b> washing machine	<b>Topic:</b> Complaints about F13 washing machine do not squeeze.	<b>Prepared by</b> : Saifeddine Njima <b>e-mail</b> : saifeddine.njima@bshg.com <b>Telephone</b> : (+90 216) 528 9197
<b>Distribution List</b> : Africa		

## Dear Service Managers,

If you encounter in some F13 projects' washing machines, which have been produced by BSH and exhibited in the market, and which their models are mentioned in the 2<sup>nd</sup> page, the following complaint:

For the models equipped by 3G sensors

**- Do not squeeze -**

For the models with maximum rotational speed 1400 d/d

**- Do not squeeze and very noisy at washing -**

It's required to apply the following.

### Detecting the complaints:

- Although the device is loaded in balanced way or empty completely, the tub of the washing machine follows an oscillatory movement and it cannot reach the maximum speed of rotation like it is loaded with very heavily unbalanced weight.
- For models with a maximum rotational speed of 1400 d/d, In addition to the mentioned above, its engine can make an unusual sound.

### The solution:

For models with a maximum rotational speed of 1200 d/d and below:

You change the sensor located in the position 0325 in Quickfinder

For models with a maximum rotational speed of 1400 d/d:

You change the sensor located in the position 0324 in Quickfinder (3G sensor device comes accompanied with the engine)

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#### Affected devices:

F13 with a project and control switches models



BOSCH	SIEMENS
WAK20210TR/12	WM10K210TR/11
WAK20210TR/16	WM10K210TR/16
WAK20211TR/01	WM10K211TR/01
WAK2021STR/11	WM10K21STR/11
WAK2021STR/16	WM10K21STR/16
WAK2022STR/01	WM10K22STR/01
WAK24210TR/11	WM10K210ME/11
WAK20210ME/12	WM10K210ME/17
WAK20210ME/16	WM10K21SME/11
WAK20210ME/17	WM10K21SME/16
WAK2021SME/11	WM10K21SME/17
WAK2021SME/16	WM12K210GC/01
WAK2021SME/17	WM12K210GC/16
WAK24210GC/01	WM12K210GC/17
WAK24210GC/16	WM12K210ME/11
WAK24210GC/17	WM12K210ME/16
WAK24210ME/12	WM12K210ME/17
WAK24210ME/16	WM12K268BY/11
WAK24210ME/17	WM12K268BY/16
WAK24268BY/11	WM12K268BY/17
WAK24268BY/16	
WAK24268BY/17	
WAK282E25/01	
WAK282E25/16	
WAK282E25/17	

We would like you to inform all your technicians and related personnel concerning this issue.

Yours Sincerely,

**BSH Ev Aletleri Sanayi ve Ticaret A.Ş.**  
**Customer Service Department**