SAMSUNG Care

To Our Valued Customer,

The quality of our products and the satisfaction of our customers have always been absolute priorities.
In cooperation with the U.S. Consumer Product Safety Commission (CPSC),
we voluntarily announced a software remedy addressing a recall of certain
top-load washing machine models sold between June 2021 and December 2022.

This recall addresses potential overheating within the control panel of certain models.
Such events may present a smoking, melting, overheating, or fire hazard to the product and consumer.

Enclosed, please find a dongle to plug in, download, and install the free software repair.

It is important that you immediately update your washing machine by following
the enclosed software update instructions. Once the update is completed,
you may continue using your washing machine as normal.

Our commitment to you

We remain committed to delivering top-quality, innovative products that enhance
the lives of our customers. We sincerely apologize for any inconvenience you may
experience and we are grateful for your continued loyalty and patience.

For any questions related to this recall, please contact
www.samsung.com/us/support/tlw-sw-update for more information or contact us
directly at 833-916-4555.

Thank you for your understanding,
Samsung Care

How to update software with dongle

For customers without Wi-Fi enabled washers

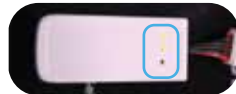## Please Confirm the dongle matches the image below and has not been damaged during shipping

Please follow the steps below to update your washer

① Unplug the washer and access the rear of the unit.

② Open the connector cover on the back of the washer.

③ Connect the dongle.

* The dongle only connects in the above orientation

④ Plug the washer in once again. The update will begin automatically.

⑤ As the update begins, the buzzer will sound and the display will read "dn." While updating, the dongle will display one solid green light and one blinking green light.

⑥ After the update completes (about 4-5 minutes), the dongle will display two solid green lights.

⑦ Unplug the washer and wait about 30 seconds before continuing to the next step.

⑧ Remove the dongle and close the connector cover. Plug in the washer and resume normal usage.

Additional Note

During this process, if your dongle ever blinks red:

1. Remove the dongle.
2. Unplug your washer for about 30 seconds.
3. Return to Step 3 and follow remaining steps.

! Caution / Warning

- Do not unplug or operate the washer while the update is in progress.
- Do not pull on the wire portion of the power cord, instead make sure to unplug the power plug itself, when disconnecting the power plug.

 ※ More safety information can be found in the user manual.