



Bulletin Number: SB-0002

Date: May 2023

Appliance Model: NS-TWM41WH8A

Subject: Defect with the bolts

1. Purpose

The bolts in the tub of the washer, within the provided serial number range below, have a potential for breaking within the first few cycles of use. These are identified quickly if 2 or more bolts have broken. We may not know right away if 1 bolt is defective as the unit may still function correctly.

2. Affected Models

NS-TWM41WH8A

3. Issue Description

Symptoms of the defect:

- Tub will not spin.
- Broken bolts will be found.
- Tub out of balance.
- Grinding noise during rotation

This should not affect the surrounding plastic tub or create water leaks. Below are pictures of the location and bolts. There are 6 bolts and they are located under the agitator.

We have captured most of these units at the DDC's. We are estimating 150-200 units were sold to clients. These units most likely came out of the Orlando and Houston DDCs.

4. Cause

Bolts on a small number of units are defective

5. Solution

If during a service repair you identify that one or more of these bolts have broken, **DO NOT REPAIR** the unit. Follow SOPs to replace/exchange the unit.



6.

6. Additional Information

SKU	Start production	Finish production	Washer Qty	BBY PO No.	Container No.	Distance Port	Date Code on carton box	Factory SN Range	BBY SN Range
NS-TWM41WH8A	2023/02/14 07:51	2023/02/14 12:12	360	TNKEOB	TEMU8292650	BBY DDC 728	23B20B	540H930720132145R00001 ~ 540H930720132145R00360	23B20B00271 ~ 23B20B00630
				TNKEOB	CAIU4901842				
				TNKEOB	MEDU7864050				
				TNKEOB	MSCU5399158				
NS-TWM41WH8A	2023/02/15 08:02	2023/02/15 11:06	300	TMSWRV	TCNU8940645	DDC Houston	23B05B	540H877780132145R00001 ~ 540H877780132145R00810	23B05B00631 ~ 23B05B01440
NS-TWM41WH8A	2023/02/15 09:20	2023/02/15 12:52	300	TMSWRV	AXIU1628718				
NS-TWM41WH8A	2023/02/15 11:18	2023/02/15 13:50	210	TMSWRV	CXDU2157828				
				TMSWRV	AMFU8793120				
				TMSWRV	INKU2352379				
				TMSWRV	TGHU6495820				
				TMSWRV	MEDU7328340				
				TMSWRV	FFAU2354006				
				TMSWRV	MSMU7969497				
				Total 810 pcs					

7. Contact Information

Send a message through the "contact us" link on bestbuybrandsservices.com

8. Owner

Customer Experience and Support Team (CES)