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01-16-2006, 06:06 AM #1

[sthorogood](#)   
 Registered User Join Date: Jan 2006  
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**Kenmore Dryer - Rusting**

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Do any of you have a **Sears** Kenmore Dryer - Front Loading Model 417.81142000. We purchased as the advertized Stainless-Steel machine at a considerable premium. We now find that the front portion of the drum is NOT stainless steel, but simple old mild steel.

This area of the drum has now worn through the enamelled coating, and the mild steel is now rusting - causing brown stains on our linens.

**Sears** claim that the machine is out of Warranty, and that a new drum is required. This new drum will STILL be a mixture of Stainless and Mild Steel.

My argument has been that this is NOT a question of warranty, but a failure of **Sears** to provide the fully stainless product advertized.

I have had countless fruitless discussions with **Sears** and One-Source, and am now forced to take this higher in **Sears** molasses-like organization. If any of you have this unit, and have experienced this problem, I would welcome your comments!

Thanks!

Steve

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03-01-2006, 06:12 AM #2

[sthorogood](#)   
 Registered User Join Date: Jan 2006  
Posts: 3

**Still Battling Sears - and the Better Business Bureau**

visited 10/28/2008

Just thought I would offer an update to the referenced problem. Following advice from Mr. Horowitz - see posting on Ask David Section - I sent a structured, mutually understanding letter to the Chief Executive of **Sears**, R & Co.

The letter was sent via Registered Mail, received and - you guessed it - never replied to.

I filed a complaint with the Better Business Bureau.

In their first response - unbelievably - **Sears** ADMITTED to misrepresenting their product - claiming it to be an Stainless Steel Drum, when in fact, it was not. They offered nothing.

I responded to their rejection, and received a counter offer of a 15% discount towards the purchase of a new machine.

I had requested a full refund. I am having to buy a new machine at 2006 prices (I had just asked for the HISTORICAL price paid). I have not claimed for the additional spare parts purchased, the damaged clothes resulting from the rust in the drum, the third party laundry fees or the time expended on two fruitless visits with **Sears** Technicians.

Having respectfully rejecting the cusory offer of a 15%, the BBB promptly closed the complaint!!! They stated that **Sears** had exercised "...good faith and reasonable effort to resolve the complaint..".

In none of the repsonses did they address the fact that they had admitted to misrepresenting their product, and ergo, defrauding their customer.

It is clear that the BBB is clearly on the bench for their member organizations - and not as they claim, the poor consumer.

I guess I am now facing the preparation of a case for the small claims court.

I will let you know how we get on!!



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