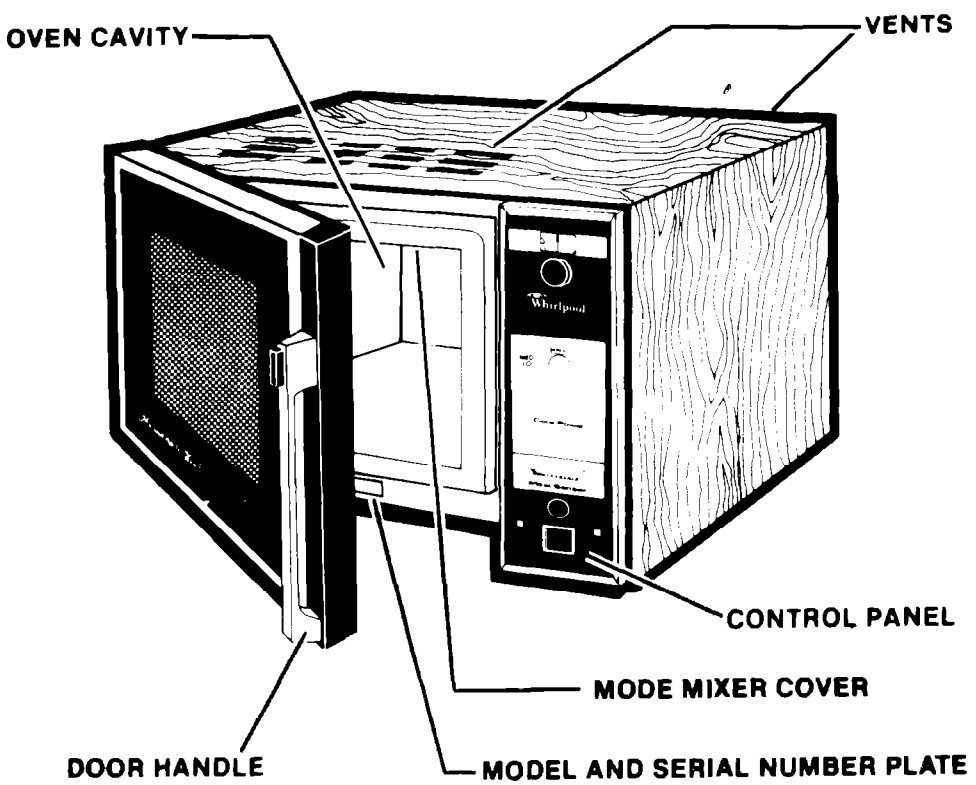
Whirlpool CORPORATION

MICROWAVE OVEN

USE and CARE GUIDE

MODEL RJM 7450



SAFETY PRECAUTIONS TO AVOID POSSIBLE EXPOSURE TO EXCESSIVE MICROWAVE ENERGY

- Do not attempt to operate this oven with the door open since open-door operation can result in harmful exposure to microwave energy. It is important not to defeat or tamper with the safety interlocks.
- Do not place any object between the oven front face and the door or allow soil or cleaner residue to accumulate on sealing surfaces.
- Do not operate the oven if it is damaged. It is particularly important that the oven door close properly and that there is no damage to the: (1) Door (bent), (2) hinges and latches (broken or loosened), (3) door seals and sealing surfaces.
- The oven should not be adjusted or repaired by anyone except properly qualified service personnel.
- The oven should be checked for microwave leakage by qualified personnel after a repair is made.
- Do not operate the oven if the door glass is broken.
- Do not operate the microwave oven with the outer cabinet removed.

- Do not attempt to cook eggs in the shell in the microwave oven. Steam build-up within the egg will cause it to burst. Damage to the oven or injury to the user may result.

Before You Use Your Microwave Oven

Whirlpool Microwave Ovens are built to last. It is up to you to make sure your microwave oven is properly installed, used and maintained. You have to be sure that your Whirlpool Microwave Oven is . . .

- installed according to installation instructions.
- installed where it is protected from the weather.
- installed on a counter, cart or shelf strong enough for its weight.
- connected to an electrical circuit according to the installation instructions.
- grounded according to the installation instructions.
- used only for the job expected of a home microwave oven.
- not used by children or others who might not understand how to use it properly.
- kept clean and in good repair.
- serviced or repaired only by qualified service technicians.

Contents

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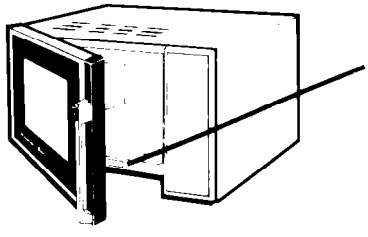
First

. . . please read this guide all the way through. Save it for future use when you may wish to look up some helpful fact or suggestion.

Now

. . . is a good time to fill in the spaces below. You will need this information if you call for service or to ask questions about your microwave oven. Model and serial numbers are located behind the door of the microwave oven, as illustrated. Be sure to record all letters and numbers.



MODEL AND SERIAL NUMBER PLATE

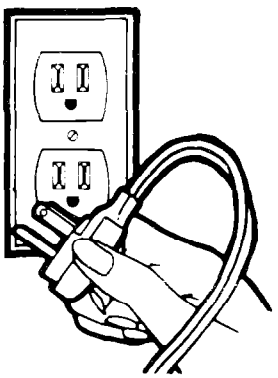
MODEL NO. _____

SERIAL NO. _____

PURCHASE DATE _____

SERVICE COMPANY TELEPHONE NO. _____

Installation Instructions



First: Take everything out of the oven. Wipe out the inside with a damp cloth.

Second: Put the microwave oven on a counter, cart, table or shelf which has enough strength to hold it. For ventilation, leave two inches between the back of the oven and the wall. **Do not block the vents on top.** They are needed for air flow and even cooking.

This oven can be built into a wall or cabinet. Kits RCK703 and RCK707 are available from your dealer for recessed installation. It can also be installed with those kits above Whirlpool RDE, REE, RGE, RB and SB series single ovens, or Imperial 7200 single gas ovens. Follow the manufacturer's installation instructions. The RCK710, RCK711, and RCK713 kits can be used for surface mounting on a wall. The MICRO SHELF™ Hood Model RJH3330, is available for mounting the microwave oven above a range or cooktop.

Third: For your safety, this oven must be grounded. Its cord has the 3-prong grounding plug. DO NOT CUT THE ROUND GROUNDING PRONG FROM THE PLUG. If the wall receptacle doesn't have the right plug-in, or if the plug-in isn't grounded according to the National Electrical Code and local codes or ordinances, you must have a qualified electrician put in the right outlet.

Fourth: The outlet must supply 120 volts, 60 Hz., A.C. The microwave oven will use about 1450 watts when it is operating, so no other major household appliance should share the circuit.

Fifth: Fill a glass container with about one cup (250 mL) of cold water and put it in the oven. Turn the oven on full power for 1 to 1½ minutes (see page 7). When the time is up, the water should be heated.

Sixth: If the microwave oven has been stored in a cool room, the fan may run slower than usual until the oven warms up to room temperature.

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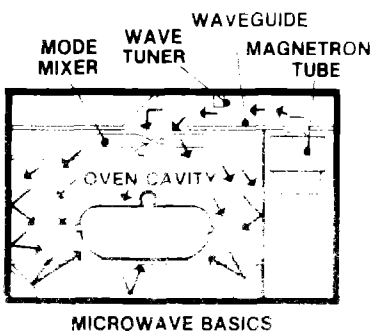
How a Microwave Oven Works



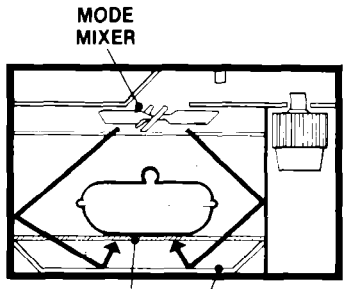
MICROWAVE BASICS

Microwaves are like radio waves or radar waves. They will pass through glass, plastic, paper and most other types of containers that are not metal. Microwaves **bounce off** metal and are absorbed by food. When food absorbs microwaves, heat is created because water molecules in the food are disturbed and bounce around colliding with each other. Heat is created by this bouncing and colliding . . . like when you warm your hands by rubbing them together.

When the safety systems are secure (door shut completely and the [illegible] pushed), electric current is allowed to reach the magnetron tube. The magnetron tube uses electricity to create microwaves. They pass through a metal tunnel called the **waveguide** to the **wave tuner**, into the oven cavity.

Just at the point where the microwaves are about to go into the oven cavity, Whirlpool Microwave Ovens use a **mode mixer** (a slow-moving metal fan) to scatter them. If all the microwaves went in the same

How a Microwave Oven Works (cont'd)



MICROWAVES BOUNCE UP FROM THE BOTTOM

direction, they'd all bounce in the same direction, like water from a hose. Some parts of the food wouldn't be touched. The mode mixer works like a sprinkler to spread microwaves all around.

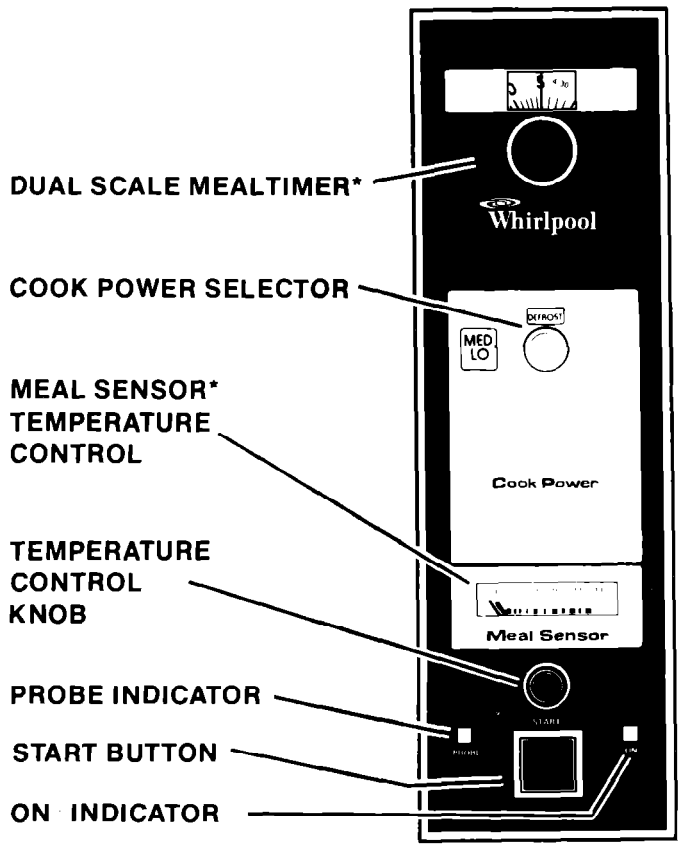
The walls, top and bottom of the oven cavity are metal. Microwaves will bounce around inside the oven until they are absorbed by food.

The food container rests on a sealed-in shelf above the metal bottom of the oven cavity. Because the food is above the metal bottom, microwaves can get under it, through the shelf, to bounce up from the bottom into the food.

The screen in the door is designed to keep microwaves in the oven, yet allow you to see inside.

There are three safety interlock switches designed to make sure that the microwave oven will not operate unless the door is closed and microwaves are sealed inside. **Do not tamper with any of these interlock switches.**

How to Use Your Microwave Oven



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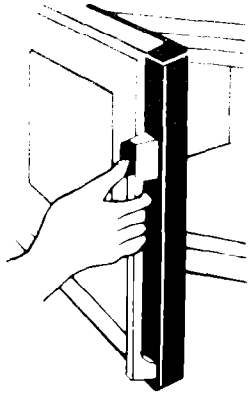

To Start Your Microwave Oven

1. Push in button on door handle and open the door.
2. Place the food in the oven and close the door. Door will automatically latch.
3. Set the MEALTIMER* to the desired cooking time. The light inside the oven will come on.
4. Turn the Cook Power control until the desired power level shows in the window. (See page 7 for directions on how to set the Cook Power control.)
5. Push the Start Button. The "On" indicator will glow.
6. At the end of the cooking time a bell will ring and the microwave oven will automatically turn off.

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To Stop the Oven

1. Turn the timer to zero.
2. Push in button on door handle and open door.

To Restart the Oven

1. Close the oven door.
2. Set MEALTIMER* to desired cooking time.
3. Push the START button.

Setting the Dual Scale MEALTIMER*

Turn the knob on the MEALTIMER* until desired cooking time lines up with the marker in the window.

To help you set short cooking times more accurately, each mark within the first 5 minutes equals 15 seconds.

Each mark after the 5 minute setting equals 1 minute.

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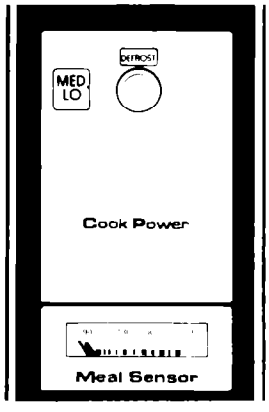


Cook Power Control

Turn Cook Power control until desired setting shows in the window to the left of the dial.

Since you may want to use microwave oven recipes from magazines or other cookbooks, the following information about the Cook Power settings will be useful.

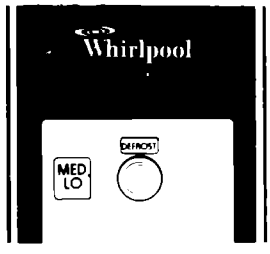
HI = 100% of full power

MED HI = 70% of full power

MED = 50% of full power

MED LO = 30% of full power (DEFROST)

LO = 15% of full power



To Defrost With Your Microwave Oven

To defrost foods in your microwave oven, follow these simple steps:

1. Place food to be defrosted in the oven and close door securely.
2. Set timer for amount of defrost time desired.
3. Turn Cook Power knob to MED-LO and "Defrost" will appear in display above the Cook Power knob.
4. Push START button. The microwave oven will automatically turn off at the end of the time indicated.
5. Some standing time is usually necessary for complete thawing of foods before cooking.

Some Do's, Don'ts and Hints

DO:

- Plug the microwave oven into a separate 15 ampere circuit. Use only an electrically grounded 3-pronged wall outlet.
- Remove metal ties from plastic bags before placing them in the oven to avoid arcing and possible oven damage. Check carryout food containers for metal before reheating foods in them.
- Use your microwave oven only for cooking, reheating and defrosting.
- Slice whole eggs before reheating to avoid a steam buildup and possible bursting.
- For cooking times longer than four minutes, avoid using paper containers and be careful of the plastics you use. (Some plastics may get hot and melt.)
- Follow recipe instructions to stir, turn or add foods to avoid possible damage to the utensil or oven.

DON'T:

- Your microwave oven uses 1450 watts at full power. It can t share an outlet with another operating appliance.
- Be careful that food or utensils do not push against the plastic mode mixer cover. Don't remove the cover.
- Harsh abrasives may scratch the oven finish.
- Don t use dishes or utensils with metal trim, staples, closures or liners. Metals should not be used in the oven unless especially directed in the MICRO MENUS* Cookbook.
- Always have food in the microwave oven before operating it to avoid possible damage to the oven.
- Store **nothing** in the microwave oven.
- Scorched or burned foods are overcooked. Continued cooking can only burn them further and may cause them to flame . . . especially potatoes, corn-on-the-cob and snacks.
- Don t operate oven by holding START button in.

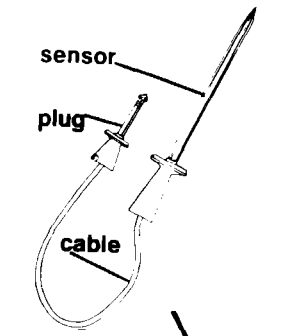
HINTS:

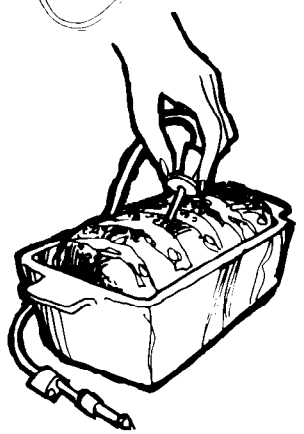
1. Most of the oven s weight is on one side (the side with the controls) and it may be awkward to move.
2. INDICATORS may flicker when the microwave oven is on. This is normal.
3. If your line voltage is low (less than 120 volts), heating and cooking times may have to be longer.
4. When using recipes other than those from the **MICRO MENUS* Cookbook**, you may have to experiment with cooking times and power settings. Cook foods according to the times and quantities given in the MICRO MENUS* Cookbook. As in conventional cooking, over-cooking can toughen foods and may flame. Shorten cooking time for smaller quantities.

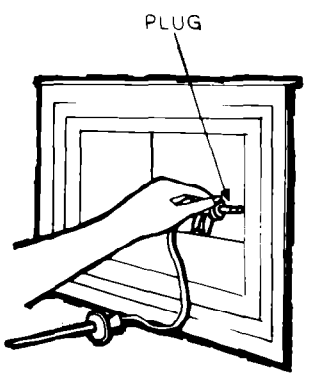
Thank

Some Do's Don'ts and Hints (cont'd)

5. Popcorn should be made only in a popper designed for microwave use. Follow instructions received with the popper. The results are the responsibility of the popcorn popper manufacturer.
6. Liquids heated in certain containers may overheat and flash into vapor. Water can splash out of the container and make a loud noise. This is not dangerous and will not harm the oven. You may wish to avoid using such containers for heating liquids again.
7. **DO NOT OVERCOOK POTATOES.** At the end of the recommended cooking time, the potatoes should be slightly firm. Wrap potatoes in foil and set aside for five minutes. Potatoes will finish cooking while standing.
Some potato varieties may cook faster than others. Overcooking may result in poor flavor and texture and potatoes may scorch or flame.
8. Do not store utensils in the oven.
9. Use hot pads . . . some utensils can be hot.
10. Do not block the vents. Normal exhaust from cooking is vented out the top and back on RJM 7450. Depending on the food, exhaust may be hot.
11. The inner door liner may appear wavy after the microwave oven has been operated for a long time. This is normal.







Using the MEAL SENSOR* Temperature Probe

The temperature probe helps you cook foods to the temperature you set. The microwave oven turns off automatically when the probe senses the temperature you set.

When you use the probe, you do not need to set a time. The recipes include temperature settings.

To use the Probe:

1. Put the temperature sensor end of the MEAL SENSOR temperature probe into the food you are heating or cooking. It is important to place ⅓ of the probe in the center of the thickest part of the food. The oven may turn off too fast or too slow when using the probe if the probe is placed near a bone, in fat, in an air pocket or away from the center of the food. It may be necessary to relocate the probe and restart the oven.

2. Place the food and the probe into the microwave oven. Plug the probe into the side of the oven. Close the door.

3. Set Cook Power, if desired.

4. Turn the MEAL SENSOR control to the final cooking temperature.

5. Push Start button. The Probe indicator and the On indicator will glow.

When the probe senses the final temperature, a buzzer will sound, and the oven will turn off.

Remove the food and the probe from the microwave oven.

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Cleaning and Storing the Probe

1. Remove the probe from the microwave oven using hot pads.

2. Wipe the probe with a hot, sudsy cloth. Use a plastic scouring pad to remove stubborn foods. **Do not immerse the probe in water or wash in the dishwasher.** Be careful not to kink the cord.

3. Store the probe carefully when not in use. Protect the sensor with the shielding tube.

4. Do not store probe in microwave oven.

5. Rough handling may cause damage to the probe and result in inaccurate temperature readings.

Probe Use Hints

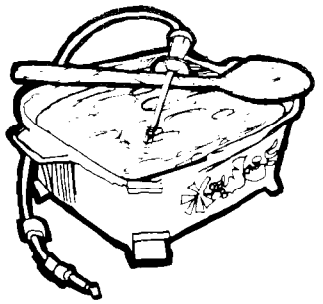
DO:

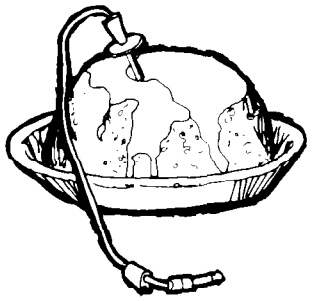
- Do use hot pads when removing the MEAL SENSOR probe from the microwave oven after cooking.
- Do stir foods when recommended during cooking so they will cook more evenly. Relocate the probe in center of dish after stirring.
- Do stir soups, casseroles, and drinks before serving.
- Do let roasts stand, covered with foil after cooking. Remove foil before returning roast to microwave oven if additional cooking is needed.
- Do use clip on probe to shorten cable when needed.

DON'T:

- Don't use metal cooking utensils when using the probe.
- Don't let MEAL SENSOR probe touch sides, bottom, or door of oven interior when in operation.
- Don't use paper, plastic wrap, or plastic containers in the oven when using the probe.
- Don't use probe in conventional oven.
- Don't force probe into frozen foods.
- Don't use MEAL SENSOR probe for foods like stews that require simmering.
- Don't let foil used for shielding touch the probe. (Do keep foil at least ¼ inch (6mm) away from probe. Secure foil with wooden picks. Remove foil if arcing occurs.)
- Don't let the cable of the MEAL SENSOR temperature probe touch the plastic mode mixer cover in the top of the oven.

Tips



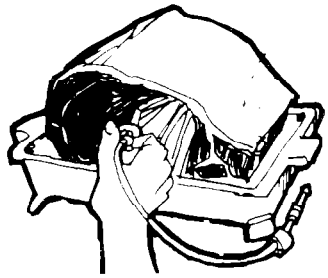


- Casseroles cooked using the MEAL SENSOR probe should be made from precooked foods. Do not use raw meats, raw vegetables and cream sauces in casseroles.
- Dry casseroles do not work well.
- Stir casseroles for even cooking — the liquid heats faster than solid foods.
- Thaw frozen casseroles in the microwave oven before inserting the probe.
- If you are cooking individual servings such as mugs of soup, check the probe setting in several of the items — all the mugs may not heat at the same rate.
- For soupy mixtures, balance the probe on a wooden spoon placed across the dish.
- Dry meat loaf mixtures don't work well.
- Locate the fatty and bony areas of roasts. Be sure the probe is placed in the center of the largest muscle (meat area), not touching bone or fat.
- Roasts should be defrosted before roasting (see the defrost chart in your Micro Menus Cook Book).
- Remember that roasts may vary in size, shape and composition. Use the timings for minutes per pound as a guideline as well as the MEAL SENSOR probe.
- Starchy vegetables tend to stick to the MEAL SENSOR probe.
- Do not use the MEAL SENSOR probe when cooking poultry. Because of the high proportion of bone and the shape of poultry, there is no place where the meat is thick enough to place the probe properly.

Meal Sensor Temperature Probe Guide

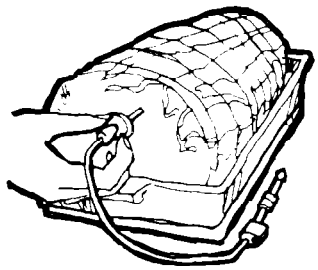
Food	Cook Power Control Setting	MEAL SENSOR Probe Setting	Tips
Beverages	**HIGH**	165°F to 170°F	Place probe into center of mug or dish. Set Cook Power control at **HIGH** and MEAL SENSOR control at 165°F to 170°F.
Canned Food	**HIGH**	170°F	Place probe in center of food. Set Cook Power control at **HIGH** and MEAL SENSOR control at 170°F. Use **MEDIUM** for very thick foods such as baked beans.
Casseroles	**MEDIUM HIGH**	170°F to 175°F	Place probe into center of casserole. Set Cook Power control at **MEDIUM HIGH** and MEAL SENSOR control at 170°F to 175°F. Use **MEDIUM** for very thick mixtures. Stir once or twice.
Chowders	**MEDIUM HIGH**	180°F	Place probe in center of chowder. Set Cook Power control at **MEDIUM HIGH** and MEAL SENSOR control at 180°F. Stir once or twice.
Dips	**MEDIUM**	140°F	Place probe in center of dip. Set Cook Power control at **MEDIUM** and MEAL SENSOR control at 140°F.
Meat Loaf (beef)	**MEDIUM HIGH**	170°F	Place probe into center of meat loaf. Set Cook Power control at **MEDIUM HIGH** and MEAL SENSOR control at 170°F.
Poultry	Do not use the MEAL SENSOR probe when cooking poultry. Because of the high proportion of bone and shape of poultry, there is no place where the meat is thick enough to place the probe properly.		
Sandwiches	**MEDIUM**	110°F	Place sandwich on paper napkin. Insert probe from side so tip is in center of filling. Set Cook Power control at **MEDIUM** and MEAL SENSOR control at 110°F. Thick sandwiches work best.
Soup	**HIGH**	165°F to 170°F	Place probe, balanced on wooden spoon, in center of soup. Set Cook Power control at **HIGH** and MEAL SENSOR control at 165°F to 170°F. Stir once or twice.

ROASTING



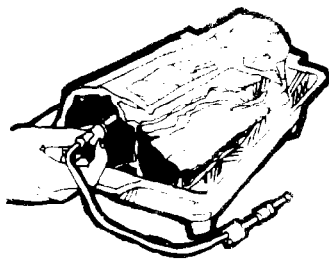
Beef Standing Rib Roast

1. Tie 4 to 6-pound roast with heavy string. Cover ends of bones with foil. Place roast, bone side up, on microwave roasting rack or inverted saucers in 12 x 7½ x 2-inch baking dish.
2. Calculate approximate cooking time (10 to 11 minutes per pound). Cook at **MEDIUM HIGH** for half the cooking time.
3. Turn roast fat side up and give baking dish a half turn.
4. Insert MEAL SENSOR temperature probe into center of largest muscle, not touching fat or bone (see diagram at left). Set MEAL SENSOR control at 125°F.
5. Cook at **MEDIUM HIGH** till MEAL SENSOR control registers 125°F.
6. Cover with foil and let stand 5 to 10 minutes. Using a separate thermometer, temperature should read 130°F. to 135°F.



Beef Rolled Rib Roast

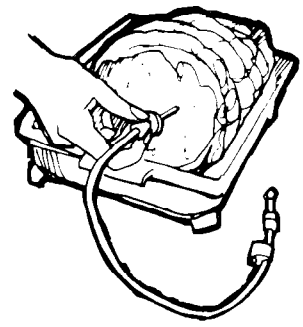
1. Tie 4 to 5-pound roast with heavy string. Place roast, fat side down, on microwave roasting rack or inverted saucers in a 12 x 7½ x 2-inch baking dish.
2. Calculate approximate cooking time (12 to 13 minutes per pound). Cook at **MEDIUM HIGH** for half the cooking time.
3. Turn roast fat side up and give baking dish a half turn.
4. Insert MEAL SENSOR temperature probe into center of largest muscle, not touching fat or bone (see diagram at left). Set MEAL SENSOR control at 125°F.
5. Cook at **MEDIUM HIGH** till MEAL SENSOR control registers 125°F.
6. Cover with foil and let stand 5 to 10 minutes. Using a separate thermometer, temperature should read 130°F. to 135°F.



Pork Bone-In Loin Roast

1. Tie 4 to 5-pound roast, fat side down, on microwave roasting rack or inverted saucers in 12 x 7½ x 2-inch baking dish.
2. Calculate approximate cooking time (10 to 11 minutes per pound). Cook at **MEDIUM** for half the cooking time.
3. Turn roast fat side up. Brush with kitchen bouquet.
4. Insert MEAL SENSOR temperature probe into center of largest muscle, not touching fat or bone (see diagram at left). Set MEAL SENSOR control at 165°F.
5. Cook at **MEDIUM** till MEAL SENSOR control registers 165°F.
6. Cover with foil. Let stand for 5 to 10 minutes. Using a separate thermometer, temperature should read 170°F.

Pork Boneless Loin Roast



[illegible] roast, fat side down on microwave roasting rack [illegible] 2-inch baking dish.

[illegible] ng time (14 to 15 minutes per pound).

MEDIUM [illegible] cooking time.

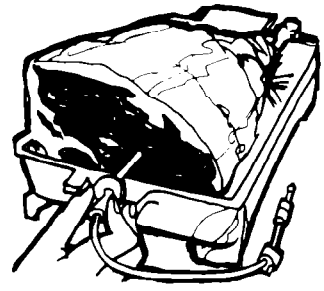
[illegible] with kitchen bouquet.

[illegible] MEAL SENSOR temperature probe into center of largest muscle, not touching fat or bone (see diagram at left). Set MEAL SENSOR control at 165 F.

5. Cook at **MEDIUM** till MEAL SENSOR control registers 165 F.

6. Cover with foil. Let stand for 5 to 10 minutes. Using a separate thermometer, temperature should read 170°F.

Leg of Lamb



1. Place 4 to 6-pound roast, fat side down, on microwave roasting rack or inverted saucers in 12 x 7½ x 2-inch baking dish. Cap shank end with foil.

2. Calculate approximate cooking time (15 to 16 minutes per pound). Cook at **MEDIUM** for half the cooking time.

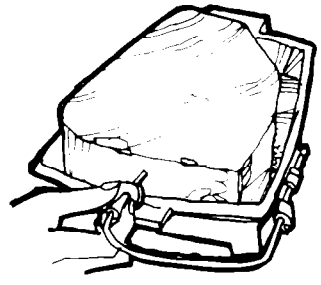
3. Turn roast over and give baking dish a half turn. Brush with kitchen bouquet.

4. Insert MEAL SENSOR temperature probe into center of largest muscle, not touching fat or bone (see diagram at left). Set MEAL SENSOR control at 175 F.

5. Cook at **MEDIUM** till MEAL SENSOR control registers 175°F.

6. Cover with foil. Let stand 5 to 10 minutes. A separate thermometer should read 180°F.

Canned Ham



1. Tie 3 to 5-pound ham with heavy string. Cap top and bottom edges of ham with strips of foil. Place ham, fat side down, on microwave oven roasting rack or inverted saucers in 12 x 7½ x 2-inch baking dish.

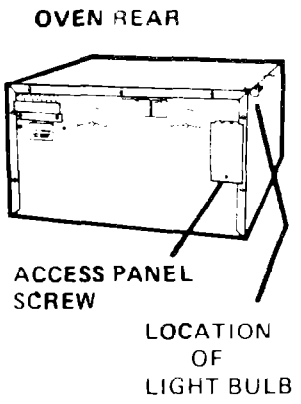
2. Calculate the approximate cooking time (9 to 10 minutes per pound). Cook at **MEDIUM** for half the cooking time.

3. Turn ham over; give dish half turn.

4. Insert MEAL SENSOR temperature probe into center of largest muscle, not touching fat or bone (see diagram at left). Set MEAL SENSOR control at 120°F.

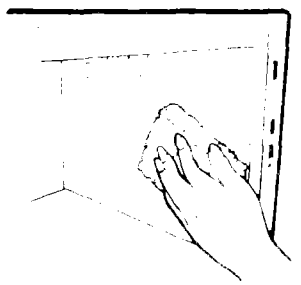
5. Cook at **MEDIUM** till MEAL SENSOR control registers 120°F.

6. Cover with foil. Let stand 5 to 10 minutes. A separate thermometer should read 130°F.



How to Replace Oven Light Bulb

1. Unplug the oven power cord.
2. Remove screw and access panel shown in illustration.
3. Replace bulb with a 40 watt appliance bulb only. (Bulb can be seen with the access panel removed.)
4. Replace the access panel. The panel has tabs at the top. Insert the tabs in the top of the opening (behind the enclosure) to hold the panel in place.
5. Replace the screw.



Cleaning Your Microwave Oven

Your microwave oven is designed for easy cleaning. Most soils require only wiping with warm sudsy water. For cooked-on or other stubborn soils, boil a cup of water (250 mL) in the oven for 2 or 3 minutes. The steam will condense and soften the soils. They should be less stubborn after this treatment.

Do not operate the microwave oven with soil or any other objects between the door and the oven frame.

Do not use abrasive cleansers or scouring pads to clean the microwave oven interior or inside of the door.

If you need service or help we suggest ... follow these three steps.

1. Before calling for service ...

Performance problems ... caused by little things ... without tools. Before you ... service check this list.

A. If the oven and control panel lights won't turn on at all
- Is the unit plugged into the outlet firmly?
- Have you checked to be sure a fuse or circuit breaker is not open?

B. If microwave power won't come on:
- Are all the controls set properly?
- Do not hold the START button down.
- Have you pressed the START button?
- Is the door firmly closed?

C. If the cooking times seem too long:
- Is the line voltage to your home low or lower than normal? The public utility in your area may be able to tell you if the voltage is low.
- Are you allowing more cooking time when you increase the quantity (or number) of food being cooked in the microwave oven?
- Is the Cook Power set at the desired power?

D. If the oven turns off too fast or too slow when using the probe:
- Is the sensing end of the probe (first 1/3) placed in the center of the food or beverage?
- In meats, is the probe placed in the center of the largest muscle (meat area), not touching bone or fat and have you allowed for standing time? (It may be necessary to relocate the probe and restart the oven.)
- Is the Cook Power set at the desired number?
- Is the probe plugged securely into the side of the oven?
  Has the proper Cook Temp been set?

2. If you need service

Whirlpool Franchised TECH-CARE ... Whirlpool ... find your new appliance with its network of franchised "TECH-CARE" service companies. TECH-CARE service is designed to fulfill your warranty and provide the after-warranty service and maintenance to keep your new appliance in top notch condition, anywhere in the United States. Whirlpool wants you to get the service that you would expect on quality home appliances.

SYMBOL OF QUALITY SERVICE

If you move ...

To make sure that your appliance is correctly installed and to insure its continued satisfactory operation, please telephone your nearest TECH-CARE® service company for installation or to get the name of a qualified installer. (Installation cost will, of course, be paid by you.)

Or, If you need service ...

1. Call the dealer from whom you purchased the appliance or a Whirlpool franchised TECH-CARE service company. He is in the Yellow Pages of your telephone directory listed under Refrigerators and Freezers — Repairing or Servicing. (Also under Washers, Dryers — Repairing or Servicing.)

2. Should you not find a listing, dial free, the Whirlpool COOL-LINE® service assistance telephone number (800) 253-1301. When calling from:

Michigan ..... Dial (800) 632-2243
Alaska & Hawaii ..... Dial (800) 253-1121

3. If you have a problem ...

Call Whirlpool Corporation in Benton Harbor at the COOL-LINE service assistance telephone number (see step 2) or write:

Mr. Guy Turner, Vice President
Whirlpool Corporation
Administrative Center
2000 U.S. 33 North
Benton Harbor, Michigan 49022

Whirlpool
Home Appliances

Quality. Our way of life.

Benton Harbor Michigan Automatic Washers Clothes Dryers Freezers Refrigerator-Freezers Ice Makers Dishwashers Built-in Ovens and Surface Units Ranges Microwave Ovens Compactors Room Air Conditioners Dehumidifiers Central Heating and Air Conditioning Systems

FSP is a registered trademark of Whirlpool corporation for quality parts. Look for this symbol of quality whenever you need a replacement part for your Whirlpool appliance. FSP replacement parts will fit right and work right, because they are made to the same exacting specifications used to build every new Whirlpool appliance.

REMEMBER... If you must call or write, please provide: your name, address, telephone number, type of appliance, brand, model, serial number, date of purchase, the dealer's name, and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

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