

**UNITED STATES DISTRICT COURT  
DISTRICT OF NEW JERSEY**

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CHARLENE DZIELAK, SHELLEY	:
BAKER, FRANCIS ANGELONE,	: Civil Action No. 12-cv-0089 (KM)(MCA)
BRIAN MAXWELL, JEFFERY	: Honorable Kevin McNulty, U.S.D.J.
MCLENNA, JEFFERY REID, KARI	: Honorable James B. Clark, U.S.M.J.
PARSONS, CHARLES BEYER,	:
JONATHAN COHEN, and JENNIFER	:
SCHRAMM on behalf of themselves	:
and all others similarly situated,	:
Plaintiffs,	:
v.	:
WHIRLPOOL CORPORATION,	:
LOWE’S HOME CENTER, SEARS	:
HOLDINGS CORPORATION, THE	:
HOME DEPOT, INC., FRY’S	:
ELECTRONICS, INC., and	:
APPLIANCE RECYCLING	:
CENTERS OF AMERICA, INC.,	:
Defendants.	:
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**DEFENDANT HOME DEPOT U.S.A., INC.’S OPPOSITION TO  
PLAINTIFFS’ MOTION FOR CLASS CERTIFICATION**

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Plaintiffs – ten individuals who allegedly purchased Maytag Centennial washing machines – seek to certify a class action against the washing machine manufacturer, Whirlpool Corporation (“Whirlpool”), as well as five retailers who allegedly sold the washing machines – Lowe’s Home Center, Sears Holdings Corporation, Home Depot U.S.A., Inc. (“Home Depot”), Fry’s Electronics, Inc., and Appliance Centers of America, Inc. (collectively, the “Retailer Defendants”). Noticeably absent from Plaintiffs’ Motion for Class Certification, however, is a single shred of evidence or argument for class certification specifically relating to Home Depot. Plaintiffs’ Motion for Class Certification makes clear that their claims for certification are based solely on the Energy Star label – a label Home Depot did not put on the machine or have any involvement with whatsoever. Accordingly, even if Plaintiffs had established a right to pursue their claims as a class, which they have not, Plaintiffs have entirely failed to meet the Rule 23 requirements as to their claims against Home Depot.

### **INTRODUCTION**

Plaintiffs have failed to carry their burden to show their class claims may be certified against Home Depot. To pursue their class claims, Plaintiffs must prove “that there are *in fact* sufficiently numerous parties, common questions of law or fact,’ typicality of claims or defenses, and adequacy of representation” under Rule 23(a). *Comcast Corp. v. Behrend*, 133 S. Ct. 1426, 1432 (2013) (citation

omitted). They must also meet the far “more demanding” requirements of Rule 23(b)(3). *Id.* To do so, Plaintiffs must prove (1) that “questions of law or fact common to class members predominate over any questions affecting only individual members” and (2) that a class action is “superior to other available methods for fairly and efficiently adjudicating the controversy.” Fed. R. Civ. P. 23(b)(3). The only mention of Home Depot in their 30-page motion for class certification, however, is in the section identifying which claims are brought by each Plaintiff. Pls.’ Br. in Supp. of Mot. For Class Cert. (“Mot. For Class Cert.”), Doc. No. 169, at 3. Plaintiffs do not identify a “common fact” that mentions Home Depot. Plaintiffs do not suggest a common course of conduct by or practice of Home Depot. Plaintiffs do not identify a single representation or warranty made by Home Depot, much less a common one. This falls far short of showing that all class members’ claims arise from the same practice or course of conduct necessary to certify any claims against Home Depot.

### **ARGUMENT**

Home Depot relies on, joins, and hereby incorporates fully herein the arguments and authorities set forth in the other Defendants’ Opposition To Plaintiffs’ Motion For Class Certification, filed May 20, 2016. In addition to the arguments and authorities set forth in the other Defendants’ brief, which are incorporated fully herein by reference, Plaintiffs have failed to demonstrate that

their claims against Home Depot meet the Rule 23 standards for class certification. As the other Defendants have pointed out, Plaintiffs have summarily stated four “common facts” to support their class claims of ten plaintiffs in seven states. Plaintiffs entirely fail to explain how their claims involving complex issues of individualized laws and facts can be adjudicated on a class basis against a single retailer who did not sell machines to some Plaintiffs and whose interactions with others varied considerably. They cannot.

**I. PLAINTIFFS ONLY SEEK TO CERTIFY A LIMITED NUMBER OF CLAIMS AGAINST HOME DEPOT.**

Plaintiffs are only seeking to certify a class against Home Depot in the three states in which a named Plaintiff purchased a washing machine from Home Depot.

Plaintiffs describe the classes they seek to certify as follows:

All persons in [STATE] who purchased a Maytag Centennial MVWC6ESWW0, MVWC6ESWW1, or MVWC7ESWW0 clothes washer, excluding persons who purchased for purpose of resale.

Mot. for Class Cert. at 4. Under this class definition, Plaintiffs seek to certify only the following Counts against Home Depot in the state of the relevant plaintiff:

Angelone	New Jersey	Count II (Breach of Express Warranty); Count III (Breach of Implied Warranty); Count IV (Unjust Enrichment); Count V (New Jersey Consumer Fraud Act); Count VI (New Jersey Truth-in-Consumer Act)
Christy	California	Count II (Breach of Express Warranty); Count IV (Unjust Enrichment); Count VII (California Consumer Legal Remedies Act); Count VIII (California Unfair Competition Law); Count IX (California False Advertising Law)

Cohen	Texas	Count II (Breach of Express Warranty); Count III (Breach of Implied Warranty); Count IV (Unjust Enrichment); Count XIV (Texas Deceptive Trade Practices Act)
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As this Court has recognized, because “[a] Plaintiff may bring state law claims only under the law of the state where he or she lived and the alleged injury occurred,” June 16, 2014 Opinion, Doc. No. 78 at 29, Plaintiffs may only seek to certify their New Jersey, California and Texas claims against Home Depot, not their claims arising under others states’ laws. Nor can any Plaintiff who did not purchase a washing machine from Home Depot bring a claim against it. *See Cooper v. Samsung Elecs. Am., Inc.*, 374 F. App’x 250, 255 (3d Cir. 2010); *see also* June 16, 2014 Opinion, Doc. No. 78 at 29 (cautioning that, “[e]ach claim, moreover, is deemed to be directed against . . . the particular retailer from whom the particular plaintiff purchased his or her washer”). Accordingly, only Plaintiffs Angelone, Christy and Cohen (collectively, the “Home Depot Plaintiffs”) can seek certification of their class claims against Home Depot in New Jersey, California, and Texas, respectively. Plaintiffs do not seek certification of Counts XI<sup>1</sup> (Florida Deceptive and Unfair Trade Practices Act), XII (Ohio Consumer Sales Practices Act), or XIII (Indiana Deceptive Consumer Sales Act) against Home Depot.

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<sup>1</sup> Count I was dismissed by this Court on July 31, 2015. Doc. No. 128. Count X was abandoned when Plaintiff McLenna was voluntarily dismissed from the action on April 17, 2015. Doc. No. 112.



## **II. EVEN PLAINTIFFS' LIMITED CLAIMS AGAINST HOME DEPOT DO NOT MEET THE RULE 23 PREDOMINANCE REQUIREMENTS.**

Even this limited set of claims against Home Depot, however, fails to meet the Rule 23 requirements for class certification. A party seeking class certification must “affirmatively demonstrate [ ] compliance with the Rule,” *Wal-Mart Stores, Inc. v. Dukes*, 564 U.S. 338, 131 S. Ct. 2541, 2551 (2011), and Plaintiffs have failed to meet their burden of showing their class claims against Home Depot comply.

The commonality requirement under Rule 23(a) requires a plaintiff to show that “there are questions of law or fact common to the class.” Fed. R. Civ. P. 23(a)(2). “This does not mean merely that [class members] have all suffered a violation of the same provisions of law.” *Dukes*, 131 S. Ct. at 2551. Rather, “[c]ommonality requires the plaintiff to demonstrate that the class members ‘have suffered the same injury.’” *Id.* (citation omitted). To satisfy the commonality prong, a plaintiff must affirmatively show that “‘a class[-]wide proceeding’” would “‘generate common *answers* apt to drive the resolution of the litigation.’” *Id.* (citation omitted). Plaintiffs have not shown any common questions or answers that relate to Home Depot, and have not even met the Rule 23(a) requirements.<sup>2</sup>

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<sup>2</sup> Because Plaintiffs allege no common course of conduct by Home Depot, there are no common questions that “will resolve an issue that is central to the validity of each one of [Plaintiffs’] claims in one stroke,” as required by *Dukes*, 131 S. Ct. at

Nor have Plaintiffs met the Rule 23(b) requirements. The commonality requirement under Rule 23(b)(3), upon which Plaintiffs rely (Mot. for Class Cert. at 17-27), is “‘far more demanding’ than the commonality requirement of Rule 23(a)” and requires more than the showing of a common claim. *In re Hydrogen Peroxide Antitrust Litig.*, 552 F.3d 305, 310-11 (3d Cir. 2008), as amended (Jan. 16, 2009) (citation omitted). A plaintiff must “demonstrate that the element of [the legal claim] is capable of proof at trial through evidence that is common to the class rather than individual to its members.” *Id.* at 311-12. An individual question is one where “‘members of a proposed class will need to present evidence that varies from member to member,’” while a common question is one where “‘the same evidence will suffice for each member to make a prima facie showing’” or “‘the issue is ‘susceptible to generalized, class-wide proof.’” 2 W. Rubenstein, *Newberg on Class Actions* § 4:50, pp. 196-97 (5th ed. 2012) (citation omitted); *see also Newton v. Merrill Lynch, Pierce, Fenner & Smith, Inc.*, 259 F.3d 154, 187 (3d Cir. 2001), as amended (Oct. 16, 2001) (individual questions predominated where claims would vary from class member to class member).

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2551. *See also In re LifeUSA Holding Inc.*, 242 F.3d 136, 147 (3d Cir. 2001). (finding no Rule 23(a) commonality where conduct of salespersons was neither uniform nor scripted).

Rule 23(b)(3) further requires that, before a class is certified under that subsection, a district court must find that questions of law or fact common to class members not only exist but “predominate over any questions affecting only individual members.” The “predominance inquiry tests whether proposed classes are sufficiently cohesive to warrant adjudication by representation.” *Amchem Prods., Inc. v. Windsor*, 521 U.S. 591, 623 (1997). Although the mere “presence of individual questions ... does not mean that the common questions of law and fact do not predominate,” *Eisenberg v. Gagnon*, 766 F.2d 770, 786 (3d Cir. 1985), “class certification is unsuitable” in cases where “proof of the essential elements of the cause of action requires individual treatment.” *In re Hydrogen Peroxide*, 552 F.3d at 311 (citation omitted).

Plaintiffs have not presented any evidence or argument that their claims against Home Depot arise from a common practice or course of conduct giving rise to claims of other class members. Accordingly, common questions of fact do not predominate, and no class should be certified against Home Depot.

**A. Whether Any Warranty Was Made by Home Depot Presents Individual Questions of Fact That Predominate over Common Questions of Fact.**

Plaintiffs’ claims against Home Depot for breach of both express and implied warranties are not suitable for class adjudication because there are no common questions of fact in support of these claims. To prove their claims for

breach of express or implied warranty, Plaintiffs will have to demonstrate a warranty made by each Defendant to each class member.<sup>3</sup> Plaintiffs' sole alleged warranty common to the alleged class members is that each machine bore the Energy Star label. Mot. For Class Cert. at 19, 20 (identifying Energy Star label as source of purported express and implied warranties). Plaintiffs do not, however, argue that the Energy Star label was created by Home Depot, affixed to the washing machines by Home Depot, or is in any way connected to Home Depot. Indeed, Plaintiffs argue that the Energy Star label was affixed by Whirlpool and that the larger 3-inch cling label was designed and affixed by Whirlpool. *Id.* at 4-6. Plaintiffs do not in any way attribute the Energy Star label to Home Depot. Because the purported Energy Star label "warranty" is not attributable to Home Depot, Plaintiffs must show not only that some other warranty was made by Home Depot but also that the warranty made by Home Depot to each class member is suitable for common adjudication. Plaintiffs have failed to do so.

Because Plaintiffs fail to identify a warranty allegedly made by Home Depot by any common conduct, adjudicating these claims would require an individual inquiry into the interaction of each customer with the Home Depot sales

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<sup>3</sup> See N.J. Stat. Ann. § 12A:2-313 (express warranty requires affirmation of fact or promise by seller); Tex. Bus. & Com. Code Ann. § 2.313 (same); Cal. Com. Code § 2313 (same); N.J. Stat. Ann. § 12A:2-314 (requiring that products conform to affirmation made on their labels); Tex. Bus. & Com. Code Ann. § 2.314 (same); Cal. Com. Code § 2314 (same).

representatives and whether a warranty was made by that representative. This cannot be achieved on a class-wide basis.<sup>4</sup> *See Dukes*, 131 S. Ct. at 2551 (a question is only “common” within the meaning of Rule 23 if it “is capable of class-wide resolution—which means that determination of its truth or falsity will resolve an issue that is central to the validity of each one of the claims in one stroke”). Instead, resolving whether Home Depot made any warranty to each class member would “require individual factfinding specific to each individual.” *Bright v. Asset Acceptance, LLC*, 292 F.R.D. 190, 202 (D.N.J. 2013) (denying class certification where individual questions predominated). This factfinding would necessarily include consideration of discussions between washing machine purchasers and Home Depot employees. While some purchasers may allege they discussed the Energy Star label with a Home Depot employee, *e.g.*, Ex. B, Christy Dep. 30:19-31:4, 35:21-37:4, others may not, *e.g.*, Ex. A, Angelone Dep. 30:8-33:4, Ex. C, Cohen Dep. 27:7-14, 32:17-33:1; 70:1-14. Ultimately, this inquiry would have to be conducted for each class member.

A class cannot proceed where, as here, evidence in support of the claims requires an inquiry into individual conversations class members had with

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<sup>4</sup> Indeed, not even the three Home Depot Plaintiffs can show a common practice, course of conduct, or interaction with Home Depot or any employee thereof relating to their washing machines. *See* Ex. A, Angelone Dep. 30:8-33:4; Ex. B, Christy Dep. 30:19-31:4, 35:21-37:4. One Home Depot Plaintiff did not even discuss his washing machine purchase with a Home Depot employee. Ex. C, Cohen Dep. 27:7-14, 32:17-33:1; 70:1-14.

defendants. *See Johnston v. HBO Film Mgmt., Inc.*, 265 F.3d 178, 190 (3d Cir. 2001) (affirming denial of class certification where the action was based on oral rather than written communication, noting that “it has become well-settled that, as a general rule, an action based substantially on oral rather than written communications is inappropriate for treatment as a class action”); *Eastman v. First Data Corp.*, 292 F.R.D. 181, 189 (D.N.J. 2013) (denying class certification where “[t]estimony from every individual merchant and sales representative would be needed in order to determine whether First Data disclosed certain information”); *In re LifeUSA Holding Inc.*, 242 F.3d at 147 (lack of uniform sales presentation defeated commonality and predominance). Thus, individual issues of Plaintiffs’ proposed class would vastly overshadow any common facts relating to Home Depot, and the predominance requirement is not met. The Court should not certify a class which requires this individualized inquiry.

**B. Whether Any Misrepresentations Were Made by Home Depot is an Individual Question of Fact Not Suitable for Class Adjudication.**

Plaintiffs’ consumer fraud claims suffer from the same fatal defect as their warranty claims, and none are suitable for class treatment. Again, only the consumer fraud claims of New Jersey, Texas, and California are brought against Home Depot. Each of these claims requires Plaintiffs to show a

“misrepresentation” made by Home Depot.<sup>5</sup> None of Plaintiffs’ purportedly “common facts” identify *any* representation made by Home Depot, much less a misrepresentation common to all class members. Again, the only representation identified by Plaintiffs is the Energy Star label. Mot. For Class Cert. at 21-27. And, again, Plaintiffs do not argue that the Energy Star label was made by or is attributable to Home Depot—or any of the Retailer Defendants—in any way. Plaintiffs, therefore, have not identified any misrepresentation made by Home Depot, much less a misrepresentation common to all class members suitable for class resolution.

Because Plaintiffs have not identified any common misrepresentation made by Home Depot, they would necessarily have to prove their claims for violations of the consumer fraud statutes with individual representations made to each class member, including statements made during their discussions with Home Depot employees. Thus, the “proof of the essential elements of the cause of action requires individual treatment” as to what possible representations were made to

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<sup>5</sup> N.J. Stat. Ann. § 56:8–1 *et seq.* (prohibiting “unconscionable commercial practice, deception, fraud, false pretense, false promise, misrepresentation, or the knowing, concealment, suppression, or omission of any material fact”); N.J. Stat. Ann. § 56:12–15 (requiring violation of consumer right); Cal. Civ. Code § 1770 *et seq.* (listing prohibited misrepresentations); Cal. Bus. & Prof. Code § 17200 *et seq.* (prohibiting “unlawful, unfair or fraudulent business act or practice and unfair, deceptive, untrue or misleading advertising”); Cal. Bus. & Prof. Code § 17500 *et seq.* (prohibiting “untrue or misleading” statement); Tex. Bus. & Com. Code Ann. § 17.50 (prohibiting “false, misleading, or deceptive act or practice”).

each class member and whether those representations were misleading or false. *In re Hydrogen Peroxide*, 552 F.3d at 311 (citation omitted). Because these individualized questions relating to alleged misrepresentations overwhelm any possible common issues of facts, class certification should be denied. *See Szczubelek v. Cendant Mortg. Corp.*, 215 F.R.D. 107, 121 (D.N.J. 2003) (denying class certification of NJCFA claim where the fact-finder would have to determine whether oral misrepresentations were made to each particular class member); *Clark v. Prudential Ins. Co. of Am.*, 289 F.R.D. 144, 190 (D.N.J. 2013) (denying class certification of California Unfair Competition Law because “individualized inquiry is a superior and more efficient method for handling the mixed communications” with defendant); *see also Marcus v. BMW of N. Am., LLC*, 687 F.3d 583, 607-08 (3d Cir. 2012) (individualized questions of fact on NJCFA claim could “swamp” common issues). Accordingly, Plaintiffs have failed to meet the Rule 23(b)(3) predominance requirements for their claims arising under the consumer protection statutes, and their class against Home Depot should not be certified.

### CONCLUSION

For these reasons and the reasons stated in the other Defendants’ contemporaneously filed memorandum of law, Home Depot respectfully requests that the Court deny Plaintiffs’ Motion for Class Certification against Home Depot.



Respectfully submitted this 20th day of May, 2016.

*/s/ Nicholas Stevens* \_\_\_\_\_

Nicholas Stevens

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**CERTIFICATE OF SERVICE**

This is to certify that I have this day electronically filed a true and correct copy of **DEFENDANT HOME DEPOT U.S.A., INC.'S OPPOSITION TO PLAINTIFFS' MOTION FOR CLASS CERTIFICATION** with the Clerk of the Court using the ECF system, which will send notification of such to all counsel of record.

Dated: May 20, 2016.

*/s/ Nicholas Stevens*  
Nicholas Stevens

# **EXHIBIT A**

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IN THE UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF NEW JERSEY

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	)	
CHARLENE DZIELAK, et al.,	)	
	)	Civil Action No.
Plaintiffs,	)	
	)	2:12-cv-00089-KM-SCM
vs.	)	
	)	
	)	VIDEOTAPED DEPOSITION
	)	
WHIRLPOOL CORPORATION,	)	OF
	)	
et al.,	)	FRANCIS ANGELONE
	)	
Defendants.	)	
	)	
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TRANSCRIPT of the stenographic notes of the proceedings in the above-entitled matter, as taken by and before ELLEN J. GODINO, a Certified Shorthand Reporter of the State of New Jersey, held at the offices of McCARTER & ENGLISH, Four Gateway Center, 100 Mulberry Street, 15th Floor, Newark, New Jersey, on Tuesday, June 16, 2015, commencing at 10:04 a.m.

Job No. CS2081364

1 Q. To characterize it, I think you're  
2 saying, and this is your response, that you  
3 communicated with nobody about your Maytag washer.  
4 Is that fair?

5 A. Just the lawyer.

6 Q. Did you talk to your spouse?

7 A. No.

8 Q. What about a salesperson at Home Depot?

9 A. I talked to a salesperson before I  
10 bought it.

11 Q. And what was the substance of that  
12 communication?

13 A. I was asking him -- I was in the -- I  
14 was in the market to buy a new washer and dryer. Do  
15 you want the story how I -- okay.

16 I was going to buy a washer and dryer,  
17 but right before -- I'll say a week before  
18 Thanksgiving, this is back in '09. I went and told  
19 the guy what I was going to do; he said it would be  
20 better if I waited until after Thanksgiving, Black  
21 Friday.

22 I went on Black Friday and bought the  
23 washer and dryer, and it was a good -- I got a good  
24 deal on it. It was energy efficient, water  
25 efficient, it was a good deal all around. I

1 purchased it, and that was it.

2 Q. When you purchased it, did you pay with  
3 cash or a credit card?

4 A. I paid with a credit card.

5 Q. And how much did it cost?

6 A. \$299, I believe, it was written.

7 Q. And let's just go through how you went  
8 about selecting this particular washer. What  
9 research did you do before making your purchase  
10 decision?

11 A. I didn't research anything. I was  
12 relying on the salesman. The salesman told me --  
13 showed me -- I needed a washer and dryer; it was a  
14 good deal on it; it had the Energy Star thing that  
15 said it was a good deal, it was efficient  
16 electric-wise and water-wise, so I figured it was a  
17 good buy.

18 Q. So did you visit any other retailers, or  
19 did you just go to the Home Depot?

20 A. Home Depot. Home Depot is where I  
21 bought it.

22 Q. So you went to the Home Depot and talked  
23 to a salesperson, and that was the extent of your  
24 research into this washing machine?

25 A. Yes.

1 Q. You already talked about a little bit  
2 about your conversation with the salesperson, and he  
3 mentioned buying it on Black Friday.

4 Did you guys talk about anything else  
5 besides price and the sale?

6 A. I don't recall.

7 Q. Did you tell the salesperson specific  
8 features you were looking for in a washing machine?

9 A. No, just that it -- I just wanted it to  
10 fit in my laundry room.

11 Q. So size was important to you?

12 A. Yes.

13 Q. And price, you mentioned?

14 A. Yes, sir.

15 Q. Any other qualifications?

16 A. At the time, no, that was -- that was  
17 why I bought it.

18 Q. Did the salesperson say anything to you  
19 about the features of the washing machine?

20 A. I don't recall. No, I don't recall what  
21 he said, to be honest with you.

22 Q. Did the salesperson say anything about  
23 Energy Star?

24 A. I remember seeing the tag on the thing.  
25 I don't recall. I don't remember what he said,

1 beyond -- to be honest with you, I don't know.

2 Q. Did you ask him any questions about  
3 Energy Star?

4 A. I don't recall.

5 Q. Did you ask him any questions, apart  
6 from price, size and your conversation about Black  
7 Friday sales?

8 A. I don't -- I don't -- no.

9 Q. Why were you in the market for a new  
10 washing machine?

11 A. The one in my house was older. It was  
12 15 years old.

13 Q. Do you remember the brand?

14 A. No, sir.

15 Q. Do you remember if it was a Whirlpool or  
16 a Maytag product?

17 A. I don't recall. I don't think it was,  
18 though. No, it wasn't a Maytag.

19 (Exhibit Angelone-4, Special Services  
20 Customer Invoice, was received and marked for  
21 identification.)

22 Q. The court reporter has handed you what's  
23 been marked as Exhibit 4. It's a document you  
24 produced to us in this litigation.

25 Do you recognize this document?



# **EXHIBIT B**

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UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF CALIFORNIA

---oOo---

CHARLENE DZIELAK, SHELLEY )  
BAKER, FRANCIS ANGELONE, )  
BRIAN MAXWELL, JEFFERY )  
REID, KARI PARSONS, )  
CHARLES BEYER, JONATHAN )  
COHEN, AND JENNIFER )  
SCHRAMM, AND ASPASIA )  
CHRISTY on behalf of )  
themselves and all others )  
similarly situated, )

No.  
2:12-CV-00089-KM-SCM

Plaintiff,

vs.

Whirlpool CORPORATION,  
LOWE'S HOME CENTER, LLC,  
SEARS HOLDINGS  
CORPORATION, THE HOME  
DEPOT, INC., FRY'S  
ELECTRONICS, INC., and  
APPLIANCE RECYCLING  
CENTERS OF AMERICA, INC.,

Defendants.

DEPOSITION OF ASPASIA CHRISTY  
Modesto, California  
Wednesday, August 26, 2015

Reported by:  
LISA R. TOW  
CSR No. 6629  
Job No. CS2089130

1 A. About 10, 12 years, maybe 15 years. Quite awhile.

2 Q. Do you remember the brand?

3 A. GE.

4 Q. Anything else you remember specifically about the  
5 old washing machine?

6 A. That it was an old one. It had no -- it wasn't  
7 like the modern ones.

8 Q. Was it a top loader?

9 A. Yes.

10 Q. And did it have certain features that you liked?

11 MR. VOZZOLO: Objection to form.

12 THE WITNESS: It was energy efficient and it did the  
13 job.

14 MR. ROBERTSON: Q. Was it also an Energy Star qualified  
15 washing machine?

16 A. Yes. That's all I'll buy. Energy Star.

17 Q. So take me through the process of your in-store  
18 purchase.

19 You went to Home Depot. You looked at washing machines.  
20 Did you talk to anybody?

21 A. The salesman.

22 Q. Do you remember anything about that conversation?

23 A. Just that I told him I was interested in this  
24 washer. I asked him if it was energy efficient because I  
25 usually ask that even though they have the energy efficient

1 logo. He assured me it was energy efficient. I think he  
2 reminded me, because I remember something about an energy  
3 utility company rebate on that. And I told him this is the  
4 washer I wanted.

5 Q. So sounds like you had already decided on this  
6 specific model before you talked to anybody at Home Depot?

7 MR. VOZZOLO: Objection to form.

8 THE WITNESS: I don't remember that. I don't remember  
9 if I did or not. If I talked to him before. It's been a few  
10 years back. And I am getting old.

11 MR ROBERTSON: Q. I understand that. If you don't  
12 remember, that's fine. Just tell me you don't remember, you  
13 don't know.

14 What I am trying to get at when you went to Home Depot  
15 did you do some floor shopping, did you look at some models  
16 and then talk to somebody? Or did you immediately go to a  
17 Home Depot salesperson and ask questions about --

18 A. I went to Home Depot directly to the washers and I  
19 looked for the energy efficient logo on them. Because I knew  
20 that's -- because of financial circumstances, my husband  
21 couldn't work, I was the only one working, I needed to find  
22 something that would save me a little bit of money.

23 Q. And were there other Energy Star washing machines  
24 that you noticed at the Home Depot besides --

25 A. Yeah.

1 settle on the Maytag Centennial washing machine as opposed to  
2 other models that had the same features you were looking for  
3 and that were in the same price range?

4 MR. VOZZOLO: Objection to form. You can answer.

5 THE WITNESS: It was energy efficient mainly.

6 MR ROBERTSON: Q. Were the other models that you were  
7 looking at in the same price range, Energy Star quality?

8 A. I don't remember.

9 Yeah, they were Energy Star qualified, but I don't  
10 remember if I saw any within the same price range as the  
11 Maytag. I can't remember that. But they were all Energy  
12 Star quality or logo, whatever. Otherwise, I wouldn't have  
13 looked at them.

14 Q. So all the machines you looked at were Energy Star  
15 qualified?

16 A. Yes.

17 Q. And then you whittled those down by price,  
18 basically?

19 A. Yeah.

20 MR. VOZZOLO: Objection to form.

21 MR. ROBERTSON: Q. So let's talk a little bit about  
22 your conversation with the Home Depot representative.

23 You said that you talked with somebody at the Home  
24 Depot?

25 A. A sales -- it was a man, but I don't recall the

1 name or anything.

2 Q. Do you remember anything about this individual  
3 apart from the fact that he was a man?

4 A. He was light haired, but I don't recall much.

5 Q. And did you approach him or did he come and talk to  
6 you?

7 A. I am not -- I vaguely remember him coming to talk  
8 to me, but I am not positive on that.

9 Q. Do you remember what questions you asked the sales  
10 representative?

11 A. Other than: Is this energy efficient washer? And  
12 he said yes.

13 Q. Did he explain --

14 A. Because I always ask that.

15 Q. And did he explain why or qualify -- tell you  
16 anything about --

17 A. It qualified and he -- as I vaguely remember, he  
18 also said something about the utility rebate.

19 Q. So your discussion was: I like this washing  
20 machine, is it Energy Star-qualified, and he told you yes,  
21 and there is a rebate from your utility company if you buy  
22 this product; is that a fair characterization?

23 A. Or you also qualify for a rebate if you buy this.  
24 Something like that.

25 Q. Did the salesperson say anything else besides those

1 two general statements?

2 A. Just how much it would cost, how much the tax was  
3 and that they would deliver it. The regular-type things they  
4 tell you.

5 Q. Do you remember how long this conversation lasted?

6 A. I remember I was there because I didn't have that  
7 much time. I had to get home. I was in a hurry. So I was  
8 there for about 15, 20 minutes at the most.

9 Q. Your entire visit to the Home Depot was 15 to 20  
10 minutes long you're saying?

11 A. Yeah. Because I was still working at the time.  
12 This took place I think after work. I was real tired. I  
13 needed to get home.

14 Q. And you testified a little earlier about why you  
15 picked Maytag, you said you remembered the commercials.

16 Were there any other reasons why you like Maytag as a  
17 brand as opposed to any other brand of washing machine?

18 MR. VOZZOLO: Objection to form.

19 THE WITNESS: No.

20 MR ROBERTSON: Q. Do you still have any other Maytag  
21 products in your home?

22 A. No.

23 Q. And is that a function of coincidence or do you  
24 just not buy any Maytag products?

25 MR. VOZZOLO: Objection to form.

# **EXHIBIT C**



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IN THE UNITED STATES DISTRICT COURT  
FOR THE DISTRICT OF NEW JERSEY

CHARLENE DZIELAK, )  
SHELLEY BAKER, FRANCIS )  
ANGELONE, BRIAN ) Civil Action No.  
MAXWELL, JEFERY REID, ) 2:12-cv-00089-KM-SCM  
KARI PARSONS, CHARLES )  
BEYER, JONATHAN COHEN, )  
and JENNIFER SCHRAMM, )  
and ASPASIA CHRISTY on )  
behalf of themselves )  
and all others )  
similarly situated, )

Plaintiffs, )

VS. )

WHIRLPOOL CORPORATION, )  
LOWE'S HOME CENTER, )  
LLC, SEARS HOLDINGS )  
CORPORATION, THE HOME )  
DEPOT, INC., FRY'S )  
ELECTRONICS, INC., and )  
APPLIANCE RECYCLING )  
CENTERS OF AMERICA, )  
INC. )

Defendants. )

ORAL AND VIDEOTAPED DEPOSITION OF  
JONATHAN COHEN  
JULY 10, 2015

ORAL DEPOSITION OF JONATHAN COHEN, produced as a  
witness at the instance of the Defendant and duly sworn,

1 accounts for responsive information?

2 A. No.

3 Q. Did you have -- well, did you have any  
4 communications with Whirlpool at any point after  
5 purchasing your Maytag Centennial washing machine?

6 A. No, sir.

7 Q. How about with The Home Depot?

8 A. Regarding?

9 Q. After the purchase.

10 A. Regarding the purchase, though?

11 Q. Yes.

12 A. No.

13 Q. Or regarding the washing machine?

14 A. No. No.

15 Q. Did you have any communications with any  
16 service companies regarding your Maytag washer?

17 A. No.

18 Q. Have you ever had service on your washer?

19 A. No.

20 Q. Do you maintain a hard copy or an electronic  
21 calendar?

22 A. Electronic.

23 Q. Did you receive your electronic calendar for  
24 any dates that may have been related to the purchase or  
25 otherwise related to your Maytag Centennial washer?

1 A. No.

2 Q. Did you write the responses yourself?

3 A. No.

4 Q. So if you could turn to Exhibit 3, which is the  
5 interrogatory responses, and turn to Interrogatory  
6 No. 2, it asks you to identify any people who you  
7 communicated with regarding your Maytag washer's  
8 performance, energy Water efficiency or Energy Star  
9 status.

10 A. I'm sorry which page are you?

11 Q. On Page No. 2. There's no page numbers on  
12 that.

13 A. Okay.

14 Q. Take a moment to review that interrogatory  
15 response.

16 A. Okay.

17 Q. So the question is: Did you ever communicate  
18 with anybody regarding your Maytag washer's performance,  
19 energy or water efficiency or Energy Star status?

20 A. No.

21 Q. And this includes prior to purchasing?

22 A. Correct.

23 Q. So you didn't speak, for example, to any sales  
24 people at The Home Depot about your Maytag Centennial  
25 washer?

1 A. No, sir.

2 Q. And you didn't talk to any friends or other  
3 sales people at other stores about your Maytag  
4 Centennial washer before you purchased it?

5 A. No, sir.

6 Q. Turn to Interrogatory No. 4. It asked you to  
7 identify or describe any problems you've had with your  
8 Maytag washer. Take a moment to look at that.

9 A. Okay.

10 Q. Have you had any problems with your Maytag  
11 Centennial washer?

12 A. No.

13 Q. Does it clean your clothes effectively?

14 A. It's relative.

15 Q. Relative to what?

16 A. Effectively.

17 Q. Do you believe it cleans your clothes  
18 effectively?

19 A. Easy answer, yes.

20 Q. And you've never had it malfunction?

21 A. No.

22 Q. It's never required repair?

23 A. No.

24 Q. Do you still own your Maytag washer?

25 A. Yes.

1 Q. And again, I apologize for repeating myself:  
2 When you went to the Home Depot, the first time that you  
3 may have gone you're not sure, and the second time when  
4 you purchased it you did not speak to any Home Depot  
5 representative? Sales people? Ask them any questions  
6 about your washing machine?

7 A. I would have had to ask -- to talk to somebody  
8 to make the purchase.

9 Q. Okay. Fair enough.

10 So once you've selected the washer to  
11 execute the purchase, you had to interact with somebody?

12 A. Absolutely.

13 Q. But at that point you'd made up your mind?

14 A. I would assume so, yes.

15 Q. Other than the rumors you'd heard about front  
16 loaders being more susceptible to moldy odors, is there  
17 any other reason you recall choosing a top loader over a  
18 front loader?

19 A. No.

20 Q. And you do specifically remember when you  
21 looked at the website, the shorthand deals, you remember  
22 seeing the Maytag Centennial washer?

23 A. No, sir.

24 Q. You don't?

25 A. No. No, sir, not specifically.