



**Technical Education**

**Service Update  
Second Half — 2011**

**Prepared by: WHIRLPOOL CONSUMER CARE**

**PART NO. W10446215**

## Forward

The following service update information is provided to make you more knowledgeable about the Whirlpool family of major appliances.

Service update information is designed for the experienced service specialist. It keeps you advised of the most recent improvements and product changes, and allows you to service these products more efficiently.

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Whirlpool Corporation, Benton Harbor, MI 49022

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# Cooking Updates

## Maytag, KitchenAid & Whirlpool Gas Freestanding Double Oven Range

### Gas Smell in Upper Oven

#### Models:

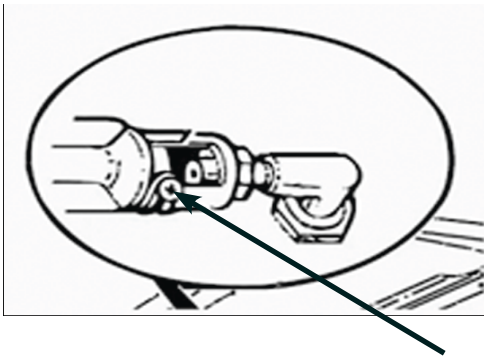
Maytag		KitchenAid		Whirlpool	
MGT8655X*-0		KGRS505X**-0		GGG388LX*-0	YGGG390LX*-0
MGT8775X*-0	YMG8775X*-0	KERS505X**-0		GGG390LX*-0	
MGT8885X*-0	YMG8885X*-0	KERS507X**-0	YKERS507X*-0	GGE388LX*-0	
MET8665X*-0	YMET8665X*-0	KDRS505XSS*-0		GGE390LX*-0	
MET8775X*-0					
MET8885X*-0	YMET8885X*-0				

\*All Colors All models built before Code Date D116 (April 2011)

**Concern:** Gas smell from upper oven during a bake cycle.

**Cause:** Cross-over flame on upper oven bake burner is getting too much primary air, preventing ignition, and allowing unburned gas to escape into oven. Altitude, barometric pressure, gas composition, or consistency of the cross over porting may have an effect.

**Solution:** Close the air shutter on the upper oven bake burner to the mechanical stop creating a longer, slightly lazy flame that allows crossover for ignition. New burner orifice part # W10342662 (.055 versus .054) will also be made available to provide a better distribution of gas and air.



**Loosen Adjustment Screw and close Air Shutter**

These units use a glow bar for ignition.

# Cooking Updates

## Maytag, KitchenAid & Whirlpool Gas Freestanding Double Oven Range

Oven not heating but Cooktop works

Models:

Maytag		KitchenAid	Whirlpool	
MGT8655X*-0	YMGT8775X*-0	KGRS505X**-0	GGG388LX*-0	YGGG390LX*-0
MGT8775X*-0	YMGT8885X*-0		GGG390LX*-0	
MGT8885X*-0				

\*All Colors

**Concern:** Oven not heating but Cooktop works.

**Cause:** Manual Gas Shut Off Lever UP in the OFF position as shown.

**Solution:** Push lever down to turn gas supply on.

This new lever manually shuts off the GAS SUPPLY for the OVENS.



This new lever manually shuts off the GAS SUPPLY for the OVENS from the regulator. Cooktop gas flow is not affected.

# Cooking Updates

## Maytag, KitchenAid & Whirlpool Freestanding Double Oven Range

### Lower Oven Door coming off Hinges

#### Models:

Maytag		KitchenAid		Whirlpool	
MGT8655X*-0		KGRS505X**-0		GGG388LX*-0	YGGG390LX*-0
MGT8775X*-0	YMGT8775X*-0	KERS505X**-0		GGG390LX*-0	
MGT8885X*-0	YMGT8885X*-0	KERS507X**-0	YKERS507X*-0	GGE388LX*-0	
MET8665X*-0	YMET8665X*-0	KDRS505XSS*-0		GGE390LX*-0	
MET8775X*-0					
MET8885X*-0	YMET8885X*-0				

\*All Colors All models built before Code Date D120 (May 2011)

**Concern:** Lower Oven Door coming off range when being moved.

**Cause:** Hinge covers need to be upgraded to address hinge receiver performance. New hinge covers are currently being used in production.

**Solution:** Replace current hinge covers with new part numbers W10410463 and W10410461.

# Cooking Updates

## Maytag, KitchenAid & Whirlpool Freestanding Double Oven Range

### Energy Saver Mode

#### Models:

Maytag		KitchenAid		Whirlpool	
MGT8655X*-0		KGRS505X**-0		GGG388LX*-0	YGGG390LX*-0
MGT8775X*-0	YMG T8775X*-0	KERS505X**-0		GGG390LX*-0	
MGT8885X*-0	YMG T8885X*-0	KERS507X**-0	YKERS507X*-0	GGE388LX*-0	
MET8665X*-0	YMET8665X*-0	KDRS505XSS*-0		GGE390LX*-0	
MET8775X*-0					
MET8885X*-0	YMET8885X*-0				

\*All Colors

This information is not provided in all Use and Care Guides.

Energy Saver mode deactivates the display to reduce energy consumption.

#### To Activate the Energy Saver Mode:

1. Press and hold SETTINGS for 3 seconds. "Energy saver on." will appear in the upper text area.
2. The setting will be activated after 5 minutes. Any mode may be used with the range in Energy Saver by simply selecting the desired mode.

#### To Deactivate the Energy Saver Mode:

1. Press and hold SETTINGS for 3 seconds. "Energy saver off." will appear in the upper text area.
2. The clock will reappear in the display, and the range can be operated as usual.

This feature places the control into a sleep mode where the control consumes no more than 1 watt of power (verses 5 watts when the clock display is on).

# Cooking Updates

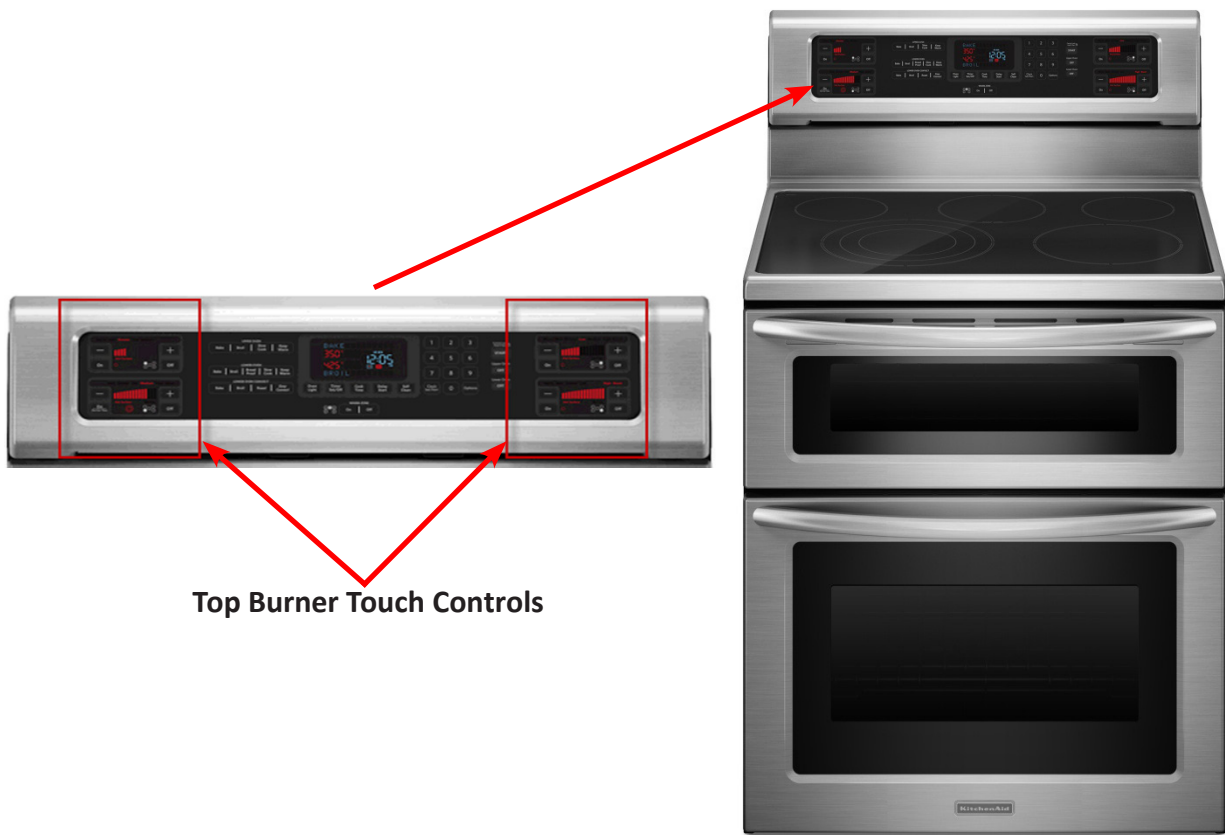
## KitchenAid Electric Freestanding Double Oven Range

### Diagnostic Mode for Cooktop Elements not Working

**Models:** KERS507XSS, YKERS507XSS

**Concern:** Diagnostic procedure listed in the Tech Sheet for testing the cooktop tap touch controls is incorrect.

**Cause:** The Diagnostic mode for the cooktop is not available yet. There is a diagnostic procedure in the Tech Sheet (W10323648A), but the procedure does not work as published.



A service pointer will be issued with the correct test procedure as soon as it is available.

# Cooking Updates

## Standard Clean Gas Freestanding Ranges

### Surface Burners not Lighting

#### Models:

Amana	Estate	Maytag	Roper	Whirlpool	
AGG222VD*0	TGG222VD*0	MGR5605W*0	FGP305KW5	SF110AXS*1	WFG110AV*0
AGR3311WD*0	TGP305R*2		FGP305KW6	SF110AXS*2	WFG111SV*0
AGR4422VD*0	TGP305R*3		FGP305KW7	SF111PXS*2	WFG114SV*0
AGR4433XD*0	TGP305T*0		FGP314T*0	SF114PXS*1	WFG114SW*0
	TGP305T*1			SF114PXS*2	WFG231LV*0
	TGP310T*0			SF216LXS*0	
	TGP310T*1			SF216LXS*1	
	TGP314T*0				

\*All Colors

Code Dates: VE040 through VE124 (October 2010 - June 2011)

**Concern:** Surface burners will not light. Surface igniters click, but are very slow to light burner(s).

**Cause:** Certain burner base molds have been found to be out of specifications.

**Solution:** Replace burner base #98017537 or #W10243396 (see parts list), and burner caps.



Burner cap part numbers are 98017461 Cap, Burner (Black), 98017465 Cap, Burner (Grey).

# Cooking Updates

## Whirlpool Self-Clean Gas Freestanding Ranges

### Self-Clean Cycle not working

**Models:** WFG361LV, WFG366LV, WFG371LV, WFG374LV, WFG381LV

**Code Date:** R001 - present

**Concern:** Self Clean cycle not working.

**Cause:** Once the cleaning temperature has been reached, the electronic control requires a 12-hour delay before another self-clean cycle can be started (standard operation). Due to a software glitch on ranges built today, once a self clean cycle has been completed another self-clean cycle cannot be programmed until the range power supply is reset.

**Solution:** Have the customer/tech reset the power to the range for 60 seconds to reset the control board memory and provide an additional use of the self-clean cycle. This process will need to be performed after every self-clean operation. Updated controls will be available for manufacturing and field service starting August 1, 2011.

This only affects gas ranges, electric range controls do not have this same software feature

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## Whirlpool Self-Clean Freestanding Ranges

### Control Display not functioning per Use & Care Guide Information

**Concern:** Control not operating as noted in the Use and Care Guide during Preheat.

**Cause:** Use & Care states that during preheat, when START is pressed, the oven will begin preheating. Once 170°F (75°C) is reached, the display temperature will increase as the actual temperature of the oven increases. When the preheat temperature is reached, a tone will sound and the selected temperature will appear on the display.

If when a bake cycle is selected and the oven has not cooled down below 170° from a previous cook cycle, the oven temperature readout will default to 350° and the control will only start displaying the actual oven temperature above 350° if a higher preheat temperature has been selected.

**Solution:** Updated controls will be available for manufacturing and field service starting July 2011.

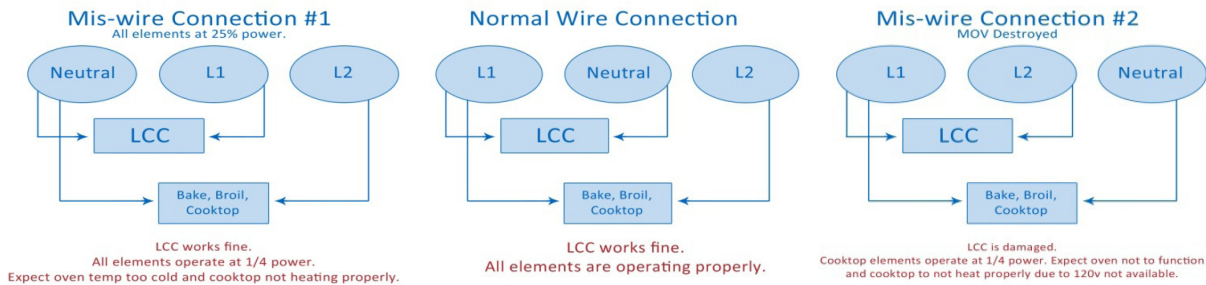
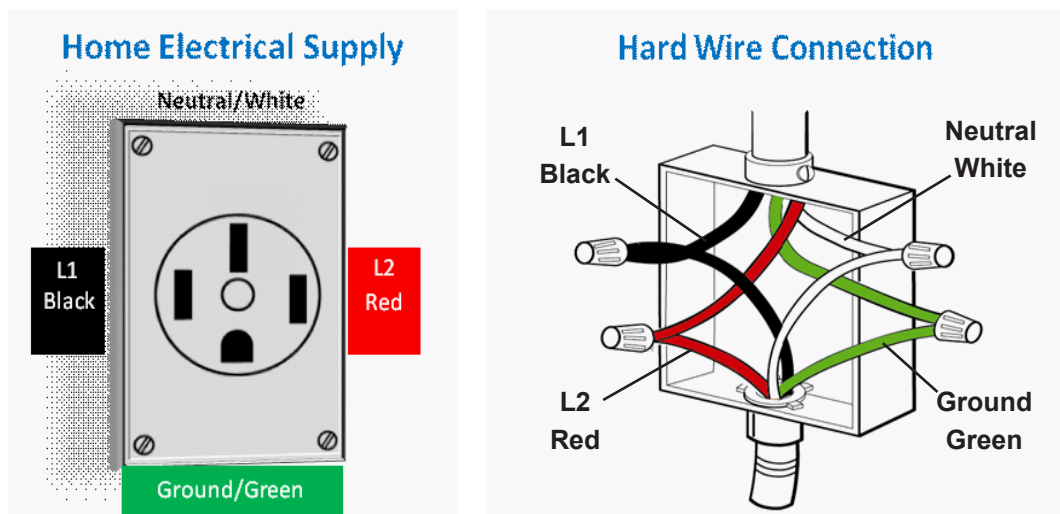
# Cooking Updates

## All Cooking Products with Electronic Oven Controls

### “F9 E0” Error Code

**Concern:** “F9E0” error code appearing on oven control.

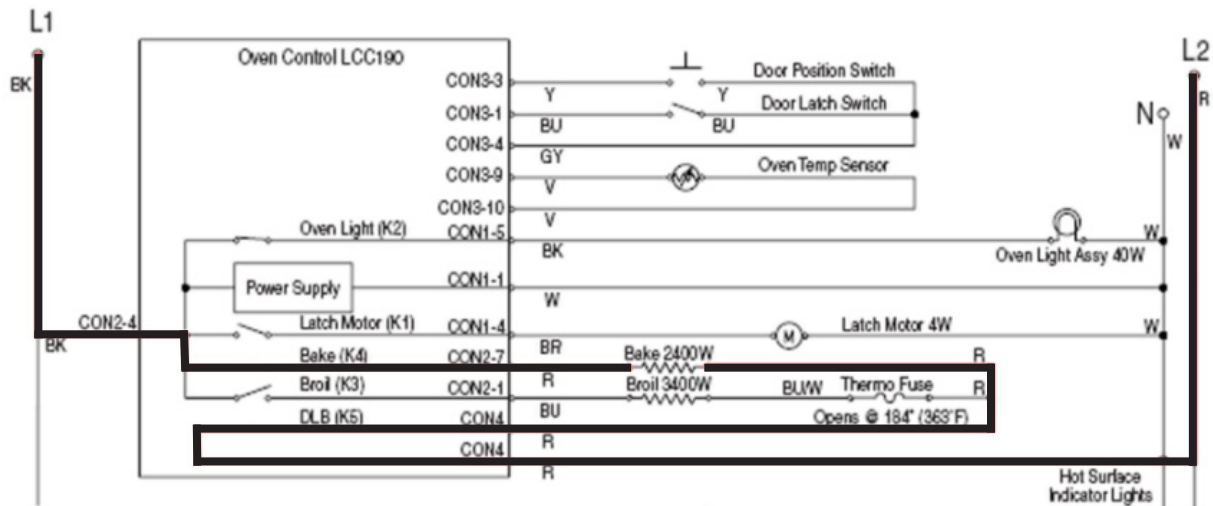
**Cause:** This code will most often indicate that the appliance is wired incorrectly at the home electrical supply, or at the hard wire connection. Production of controls with the “F9 E0” error code started February 2011 on all electric low end of the model line controls.



This error code will usually occur during installation, but it could also display (at a later point in the appliance life) if a bad bake element, or any of the electrical connections within the circuit shown on the following page should malfunction, become loose, or disconnected. The highlighted circuit from L1 through the Bake and Double Line Break relays, and the bake element to the L2 side of the line is used whenever the unit is plugged in to verify a 240 volt, uninterrupted circuit. If this circuit is not operating correctly, an error code F9 E0 will appear.



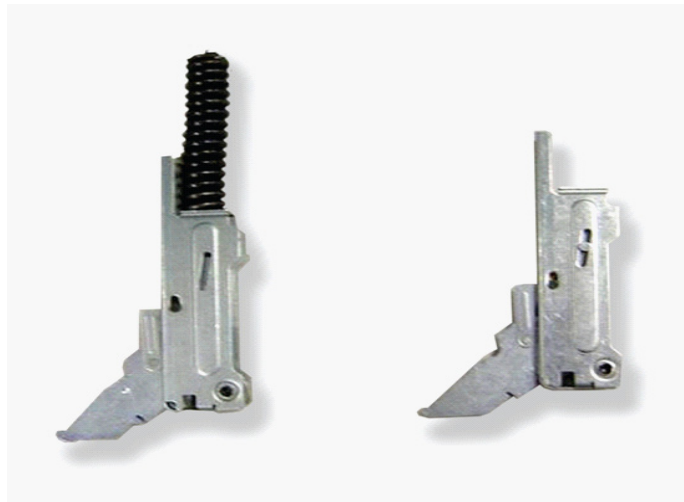
## Cooking Updates



## Gas and Electric Freestanding Ranges

**Models: See Chart on page 10**

Freestanding ranges w/serial numbers starting with "R" (Code Date: R031 August 2010 to present), are being manufactured with a new, "passive" door hinge design.



- The new "passive" design has one door hinge with a spring, and the other hinge does not.
- The one-spring design is engineered with enough force to balance the door properly.
- All current hinges will sub to a hinge kit that will require the replacement of both hinges.

**Please replace both Door Hinges when installing this hinge kit.**

**If both hinges installed in the door have springs, it will create an off balance door operation (difficult to open, will not remain open).**

# Cooking Updates

Hinge Kit #	Model Number							
<b>W10347463 LW P</b>	AER5522VA*0	GFE461LV*0	IVP33800	MER7662W*1	RF263LXT*3	TES325VQ0	WFE361LV*0	YGFE461LVQ0
	AER5522VC*0	GFE471LV*0	IVP85801	MER7765W*1	RF264LXSQ3	TES326VD0	WFE364LV*0	YGFE471LVS0
	AER5830VA*0			MER7775W*1		TES355VQ0	WFE366LV*0	YMER7651WS1
	AER5844VA*0	GFG461LV*1				TES356VD0	WFE371LV*0	YMER7660WW1
	AER5844VC*0	GFG464LV*1		MGR7661W*1		TGS325VQ1	WFE374LV*0	YMER7662WS1
	AER6011VA*0	GFG471LV*1		MGR7662W*1		TGS326VD1	WFE381LV*0	YMER7765WW1
				MGR7665W*1				YRF263LXTQ0
	AGR5844VD*1			MGR7775W*1			WFG361LV*1	YWFE361LVS0
	AGR6011VD*1						WFG371LVQ1	YWFE366LVQ0
							WFG374LVS1	YWFE371LVS0
						WFG381LVQ1	YWFE381LVQ0	
<b>W10347465 SW NP LW NP</b>	AER5822VAW0		IER320WW0		RF111PXSQ3	TVE30100	WFE301LVQ0	YIER320WW0
	AER5822VCW0		IVE30100		RF114PXSQ3		WFE321LWQ0	YRF115LXVQ0
	AER5823XAW0		IVE32300		RF212PXSQ4		WFE324LWQ0	YWFE301LVQ0
			IVE82301					
<b>W10347463 LW NP S/S</b>	AER5822VAS0						WFE114LWS0	YRF115LXVS0
	AER5822VCS0						WFE301LVS0	YWFE301LVS0
	AER5823XAS0						WFE321LWS0	
							WFE324LWS0	
<b>W10368723</b>	AER3311WAW0		FEP310VQ0		RF110AXSQ3	TEP315VQ0		
<b>W10347464 LW P S/S</b>				MER7662WS1	RF263LXTS3			YMER7651WS1
				MER7765WS1				YMER7660WS1
				MER7775WS1				YMER7662WS1
								YMER7765WS1
				MGR7661WS1				YRF263LXTS0
				MGR7662WS1				
				MGR7665WS1				
				MGR7775WS1				

LW- Large Window  
 SW- Small Window  
 P – Pyro (Self-Clean)  
 NP – Non Pyro (Standard Clean)  
 S/S - Stainless

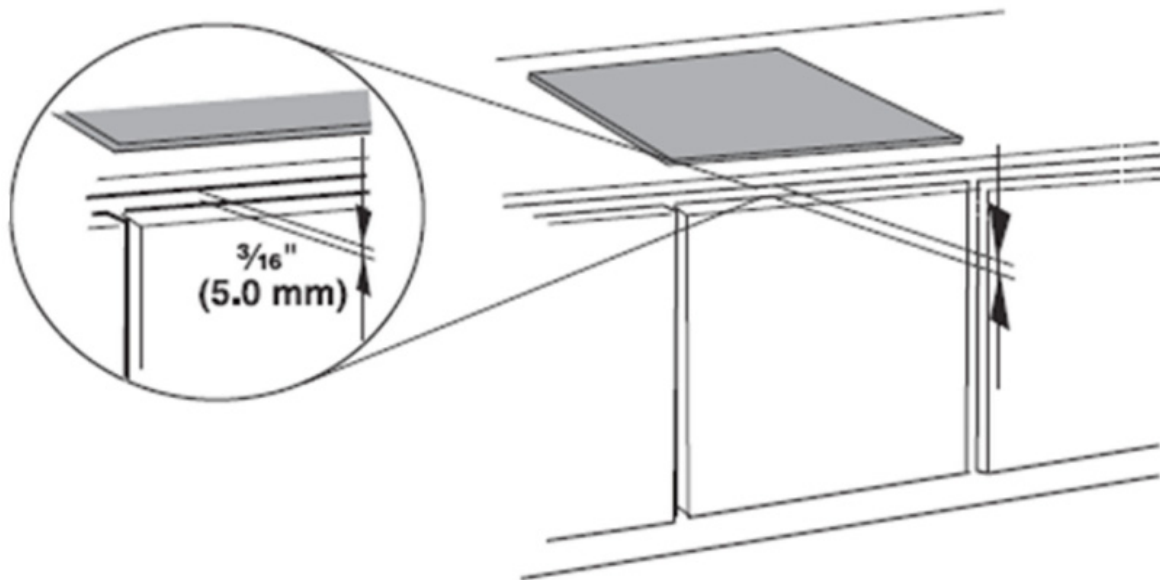
# Cooking Updates

## KitchenAid and Jenn-Air Induction Cooktop

### Installation Over Built-In Oven

Models: KICU509X, KICU569X, JIC4430X, JIC4536X

**IMPORTANT:** For proper ventilation, a 3/16" (5 mm) vent is required under the cooktop, in the front of the cabinet, when it is installed above a built-in oven. The ventilation opening is to extend the full length of the cooktop cutout.



The New KitchenAid and Jenn-Air products launching in June 2011 are approved for installation over an oven.

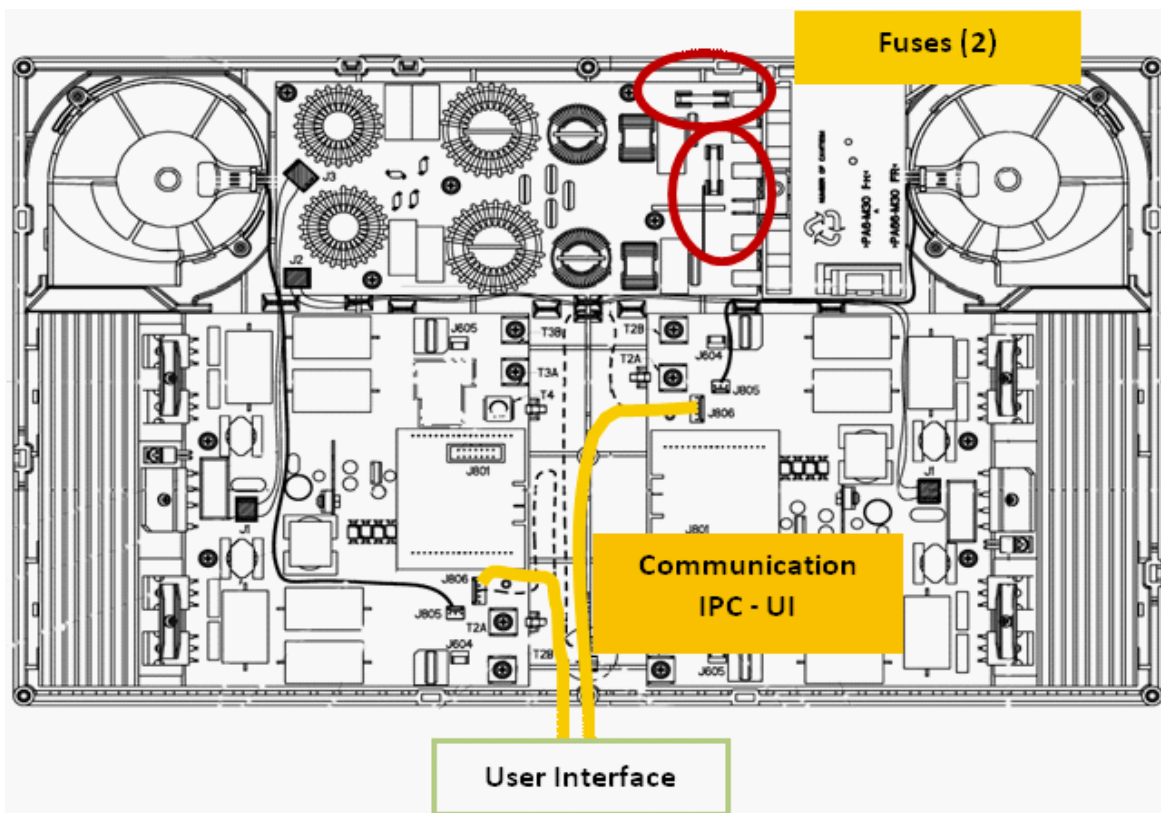
# Cooking Updates

## All Induction Cooktops

Models:

IKEA	Whirlpool	KitchenAid	Jenn-Air
ICI500X	GCI3061X	KICU500X	JIC4430X
		KICU508X	JIC4536X
		KICU568X	

**Concern:** F47 Error Code flashing. (Issue with line fuses or communication cables)



Engineering is not able to simulate the F47 condition in their lab. A request is being made to anyone that comes across this error code to exchange the unit and send the faulted cooktop to engineering.

## Cooking Updates

### KitchenAid and Whirlpool Microhood (MHC) Microwave

#### Microwave Oven Door Difficult to Remove

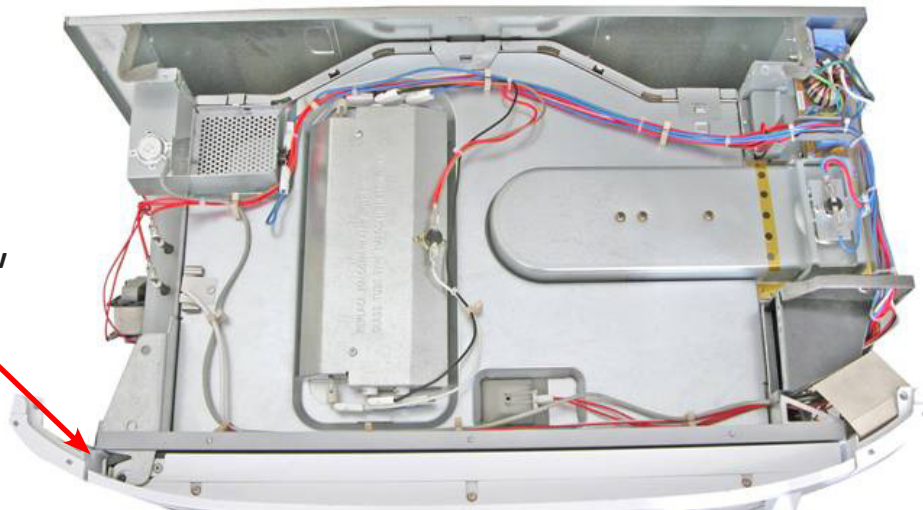
**Concern:** Removing oven door difficult because hinge mounting screw are stripping out.

**Cause:** Manufacturing is using a locking sealant on the screw that makes it difficult to remove. Hinge is welded in place, so removing it is not possible.

**Solution:** Use a soldering gun to heat the sealant before attempting to remove the screw.



Door Hinge  
Mounting Screw

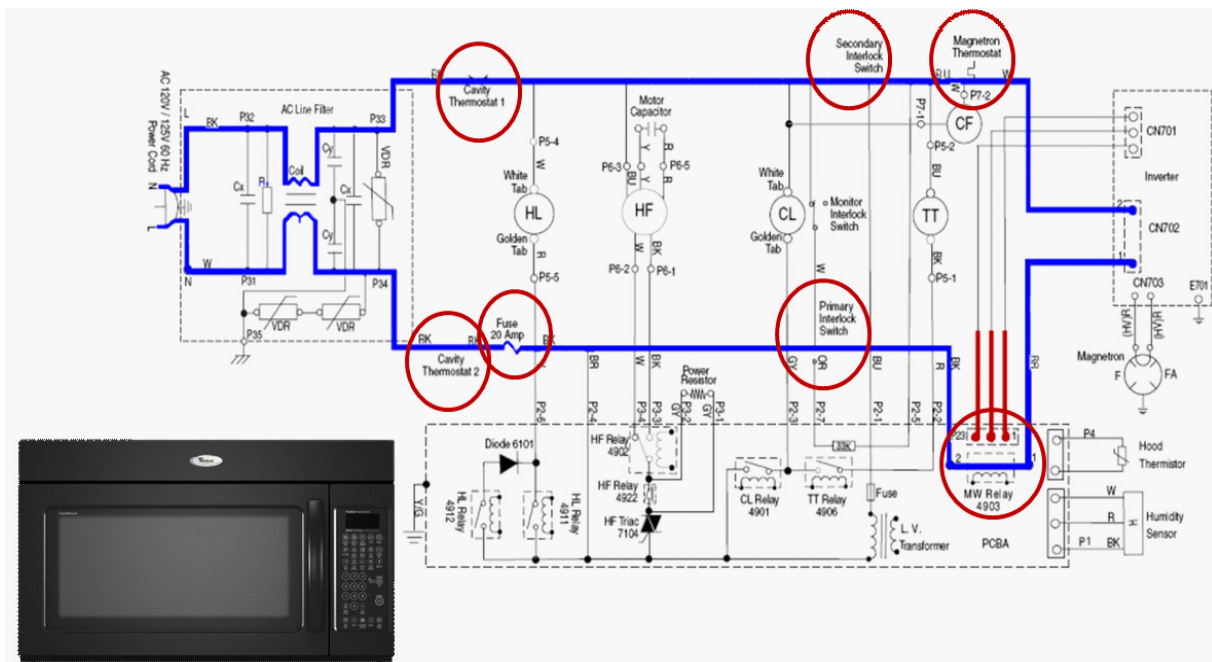


# Cooking Updates

## Whirlpool Microhood (MHC) Microwave

### F7 Error Code

Model: GMH5205XV\*0



An F7 error code means that the magnetron is not operating because somewhere within the power circuit to the magnetron, there is a break in the circuit. Each of the circled components within the circuit need to be tested for proper operation. If these components test correctly, you will need to perform the following tests.

**The 15 step procedure below provides the voltage outputs you need to test for.**

1. Unplug microwave oven or disconnect power.
2. Checked for reversed plug connection on controls or loose wiring.
3. After 40 seconds, plug in microwave oven or reconnect power.
4. If problem persists, test for 120 volts at the Printed Circuit Board Assembly (PCBA)- MW relay 4903 by completing the following steps.
5. Unplug microwave oven or disconnect power.
6. Connect voltage measurement equipment.
7. Plug in microwave oven or reconnect power.
  - If 120 volts is not available at the relay, the source of the problem is before the PCBA (thermostats, limit, door switches, fuses, etc.).

## Cooking Updates

- If 120 volts is present and the MW relay 4903 does not close (send the 120 volts to the inverter boards), unplug microwave oven or disconnect power. Replace PCBA, and go to Step 14.
8. If 120 volts are supplied through the relay to the inverter:
    - Check for 5 VDC (microwave oven off) and 2.4 VDC (microwave oven running) at connector P23-3 to P23-2 of the PCBA.
    - If a reading of 0.15 VDC is measured, the source of the problem is either the magnetron or the inverter board.
  9. Unplug microwave oven or disconnect power.
  10. Test the magnetron for a short or open per the instructions in the “Component Tests” section of tech sheet. If magnetron tests fail, replace the magnetron. Go to Step 14.
  11. Check for 1.3-3.5 VDC at the Printed Circuit Board Assembly (PCBA) connector P23-1 to P23-2 by completing the following steps:
  12. Unplug microwave oven or disconnect power.
  13. Plug in microwave oven or reconnect power.
    - If voltage reading is incorrect, unplug microwave oven or disconnect power, and replace the PCBA. Go to Step 14.
    - If 1.3-3.5 VDC is measured, unplug microwave oven or disconnect power, and replace the inverter. Go to Step 14.
  14. Replace all parts and panels before operating.
  15. Plug in microwave oven or reconnect power.



## Cooking Updates

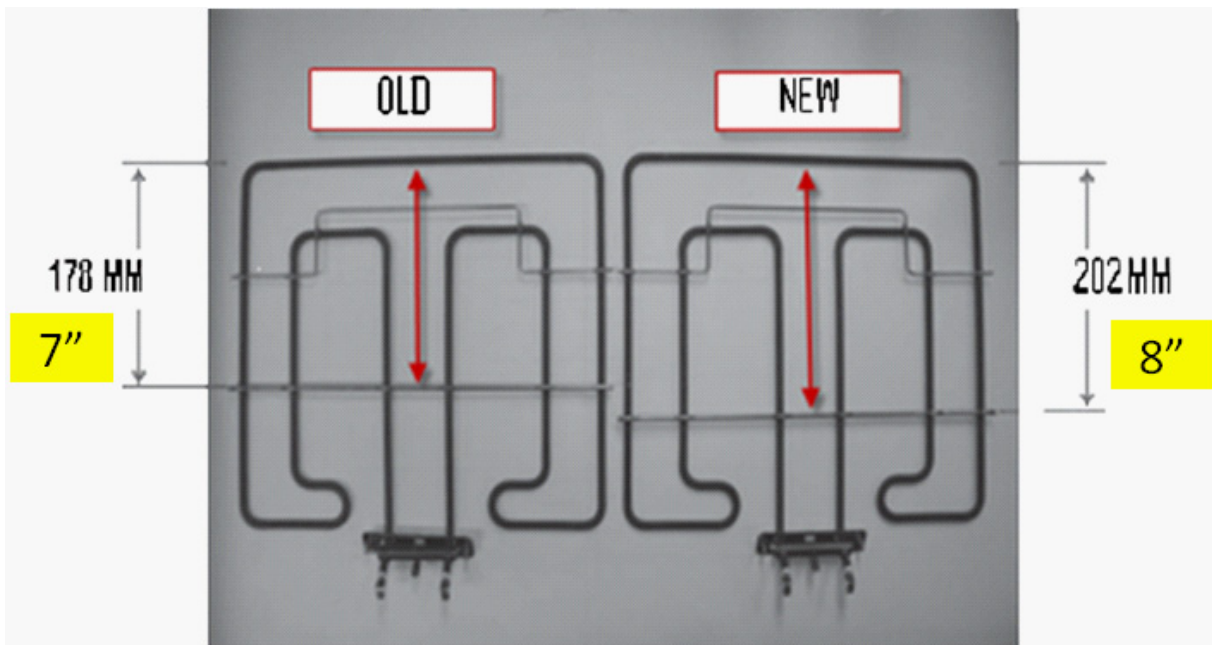
### Jenn-Air and KitchenAid Built-In Single & Combo Microwave Oven

#### Microwave oven will not pop popcorn

**Concern:** Dedicated Microwaves and Combo Ovens not cooking popcorn properly.

**Solution:** Service Pointer W10406260, March 2011, Microwave oven will not pop popcorn. Field Repair Kit numbers have been released. Kit # W10394931 & W10394932 contain a control board, broil element, and instruction sheet.

**NOTE:** The Broil element and the control board need to be replaced, it is very important that both components in the kit are replaced when servicing this issue.



The broil elements are very similar and the differences are difficult to notice. A one inch difference between the placement of the support brace would not be evident to a service man and he might decide not to change the element. This decision will turn out to be a bad one. The new control adds time to the popcorn cycle and the element is configured differently. They must both be changed out.



## Cooking Updates

### Jenn-Air and KitchenAid Freestanding Outdoor Grills

**Starting April 2011, KitchenAid will NO longer be marketing and selling Freestanding Grills.**

**For inquiries or support on KitchenAid or Jenn-Air grills listed below.**

**Refer the consumer to: 1-877-373-2301 or [www.Nexgrill.net](http://www.Nexgrill.net).**

Brand	Nexgrill Model Number	Description
JennAir	740-0711	Built-In Grill
JennAir	740-0712	Built-In Grill w/Sear Burner
JennAir	720-0336B	Freestanding Grill
JennAir	720-0336C	Freestanding Grill
JennAir	720-0709	Freestanding Grill
JennAir	720-0709B	Freestanding Grill
JennAir	720-0720	Freestanding Grill
JennAir	720-0727	Freestanding Grill

Brand	Nexgrill Model Number	Description
KitchenAid	720-0336D	Freestanding Grill (LP)
KitchenAid	730-0336D	Freestanding Grill
KitchenAid	720-0745	Freestanding Grill
KitchenAid	720-0732	Freestanding Grill

**KitchenAid will continue to market Built-in Grills under our current model number system.**

**KitchenAid will continue to service and support the T-line and V-line KitchenAid Freestanding and Built-in Grills with the following model numbers:**

Built-In	Freestanding
KBNU487VSS	KFRU488VSS
KBNU367VSS	KFRU368VSS
KBNU361VSS	KFRU361VSS
KBNU271VSS	KFRU271VSS
KBNU487TSS	KFRU488TSS
KBNU367TSS	KFRU368TSS
KBNS361TSS	KFRU365TSS
KBNS271TSS	KFRU361TSS
KBSS361TSS	KFRU271TSS
KBSS271TSS	

# Cooking Updates

## Maytag 10 year Limited Parts Warranty

Appliance	Qualified Models	Component	Appliance	Qualified Models	Component
Microwaves	MMV5208W MMV6180W MMV6186W	Magnetron	Washers	MHWE200X MHWE250X MHWE400W MHWE450W MHWE550W MHWE950W MVWB300W MVWB450W MVWB750W MVWB850W MVWX500X MVWX550X MVWX600X MVWX700X MHW6000X MHW7000X	Motor Wash Basket
Electric Ranges	MET8665X MET8775X MET8885X	Oven & Cooktop Elements			
Gas Ranges	MGT8655X MGT8775X MGT8885X	Burners Grates			
Dishwashers	MDB7600AW MDB7709AW MDB7759AW MDB7809AW MDB8050AW MDB8859AW	Chopper Stainless Steel Tub Racks			
			Refrigerators	MFX2571XE MFI2670XE MFI2665XE	Compressor

**F.Y.I.** Maytag is providing a special 10 year limited Warranty for the models and parts shown.

# Cooking Updates

## Remanufactured Electronic Controls Available

Ship to the following address:

CG Industries, Ltd.  
Attn: RFR Department  
175 Wall Street  
Glendale Heights, IL 60139-1956

General Information	
Company Name	
Address 1	
Address 2	
City, State, Zip	
Telephone #	
Fax #	
Contact Name	
Fed Tax ID #	
<b>Billing (Credit Card) Information:</b>	
Credit Card Type	<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex <input type="checkbox"/> Discover
Credit Card #	
Credit Card Holders Name	
Credit Card Expiration Date	
Authorized Signature	

Part/Pricing Information				
Part #	Model #	Qty	Price	Optional Freight Protection \$

Return freight cost isn't included - standard return method is 2 day air/ground:  
Optional: Freight Value Protection \$2 per \$100 of coverage up to \$1000 Coverage Max

Symptom/Description of Problem:				

- I do not want my control returned, if it is not repairable.  
 Please return my control if not repairable. (\$35 Analysis and Handling Fee per Board will apply)

If you have any questions or concerns, please contact CGI Ltd. At (866) 737-2244 or Whirlpool Customer Service at 800-442-9991, option 1 then option 4.

**CG Industries, Ltd. (CGI) will repair your control and have it returned to your attention. CGI is an Independent Appliance Control rebuilder. CGI will make every effort to rebuild your control and return it back to you within 24-48 hours of receipt. Fill out an order form similar to the one above and send payment and the control board to the address provided.**

— NOTES —

# Fabric Care Product Updates

## Crosley, Maytag, and Whirlpool Top Load Washers

### Design Change/Elimination of Counter Weight

#### Initial Models:

CAW12444XW	MVWX500XW1	MVWX500XL1	MVWX550XW1	MVWX600XW1	MVWX600XL1
MVWX700XW1	MVWX700XL1	MVWC400XW2	WTW5500XW2	WTW5500XL2	WTW5550XW2
WTW5600XW2	WTW5640XW2	WTW5700XW2	WTW5700XL2	WTW5610XW2	WTW4950XW2

The counter balance weight is being eliminated, see figure 1.

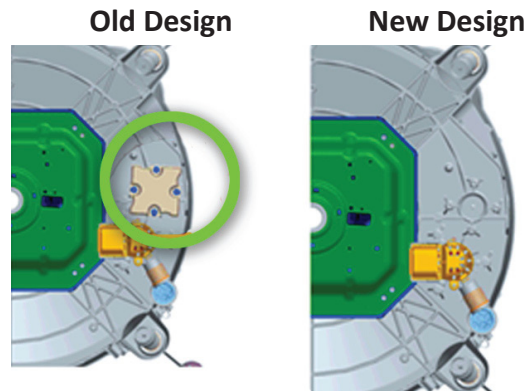


Figure 1

Two small tub centering springs that secure to the upper tub bosses on the right side and suspension rods have been added, see figure 2.

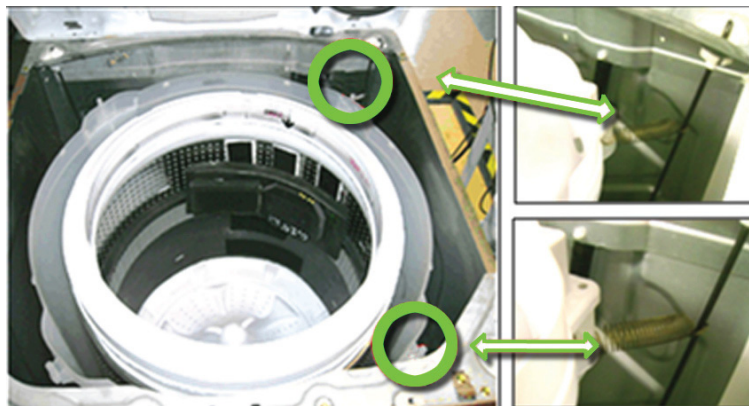


Figure 2

**Note:** A new controller with off balance detection software has been developed to compensate for the counterweight removal. The controllers look similar but are not interchangeable. **Always order** replacement parts by model number.

# Fabric Care Product Updates

## Maytag and Whirlpool Front Load Direct Drive Washers

### No Spin or Wet Clothes Complaint

#### Model Numbers:

WFW94HEX*0	WFW95HEX*0
WFW97HEX*0	MHW6000X*0
MHW7000X*0	

**Serial Numbers:** Prior to C053

#### Customer Concern:

The customer may experience the washer not completing the cycle, not spinning, not draining or wet clothes at the end of the cycle.

#### Cause:

1. Single item loads may create an “off balance” condition that will prevent the washer from reaching full speed spin.
2. If this is not the case, the control software may be detecting an out of balance condition.

#### Correction:

If the cause is item #2 above, Order and replace the Central Control Unit (CCU). The software has been updated to resolve these complaints.

Model Number	Control Part Number
WFW94HEX*0	W10384503
WFW95HEX*0	W10384504
WFW97HEX*0	W10384505
MHW6000X*0	W10384506
MHW7000X*0	W10384507

## Fabric Care Product Updates

### Amana, Estate, Crosley, Maytag and Whirlpool Dryers

#### Drum may not ride on front panel bearing block

##### Models:

IV85001	NGD5100TQ1	NED5100TQ1	CED126SXQ0
CGD126SXQ0	CEDX631VQ1	7MMGP0035WQ0	WED4750XQ0
WGD4750XQ0	WED5590VQ1	WGD5590VQ1	

**Serial Range:** M044 - M103

##### **Customer Concern:**

Drum may not ride on front panel bearing block, see figure 1. This may also damage the right hand support roller.

##### **Correction:**

Order replacement drum assembly and right hand support roller. Order by model number.

**Note:** Inspect the rear bulkhead and the right hand support roller shaft for damage. Order by model part number and replace if needed.



**Figure 1**

# Fabric Care Product Updates

## Maytag and Whirlpool Front Load Washers

### Selector Knob Breaks



**Customer Concern:**  
Selector Switch Knob Breaks.

**Correction:**  
Order a new console from the attached list and install.

Model #	Console #	Model #	Console #
MHW6000XG0	W10369608	WFW94HEXLO	W10369553
MHW6000XG1	W10369608	WFW94HEXL1	W10369553
MHW6000XR0	W10369610	WFW94HEXR0	W10369555
MHW6000XR1	W10369610	WFW94HEXR1	W10369555
MHW6000XW0	W10369607	WFW94HEXW0	W10369551
MHW6000XW1	W10369607	WFW94HEXW1	W10369551
MHW7000XG0	W10369606	WFW95HEXLO	W10369552
MHW7000XG1	W10369606	WFW95HEXL1	W10369552
MHW7000XR0	W10369609	WFW95HEXR0	W10369554
MHW7000XR1	W10369609	WFW95HEXR1	W10369554
MHW7000XW0	W10369605	WFW95HEXW0	W10369550
MHW7000XW1	W10369605	WFW95HEXW1	W10369550
		WFW97HEXLO	W10369395
		WFW97HEXL1	W10369395
		WFW97HEXR0	W10369396
		WFW97HEXR1	W10369396
		WFW97HEXW0	W10369394
		WFW97HEXW1	W10369394



# Fabric Care Product Updates

## Maytag and Whirlpool Dryers Motor Pulley Comes Loose

### Model Numbers Serial Number Range M035 -M105

MEDB200VQ0	MGDB200VQ0	WED7300XW0	WGD7400XW0	YMEDB850WQ0
MEDB400VQ0	MGDB400VQ0	WED7400XW0	WGD7600XW0	YMEDB850WR0
MEDB800VQ0	MGDB800VQ0	WED7600XW0	WGD7800XB0	YWED7300XW0
MEDB850WB0	MGDB850WB0	WED7800XB0	WED7800XB0	YWED7400XW0
MEDB850WL0	MGDB850WL0	WED7800XL0	WGD7800XW0	YWED7600XW0
MEDB850WQ0	MGDB850WQ0	WED7800XW0	YMEDB400VQ0	YWED7800XL0
MEDB850WR0	MGDB850WR0	WGD7300XW0	YMEDB850WL0	

#### Customer Concern:


Blower pulley comes loose from blower shaft.

#### Cause:

The pulley may not have been tightened properly.

#### Correction:

**⚠ WARNING**



**Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or  
electrical shock.**

1. a.) Unplug dryer or disconnect the power. Remove front panel and lint chute, see figure 1.
- b.) Remove the blower pulley (Figure 2), completely from the bearing shaft (if not already disengaged).

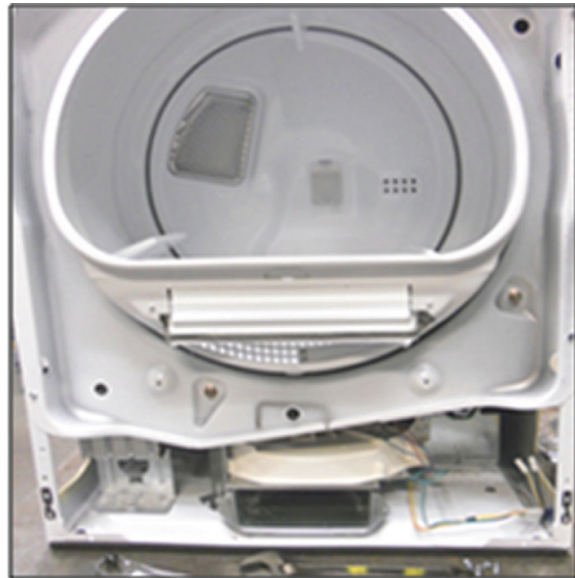


Figure 1

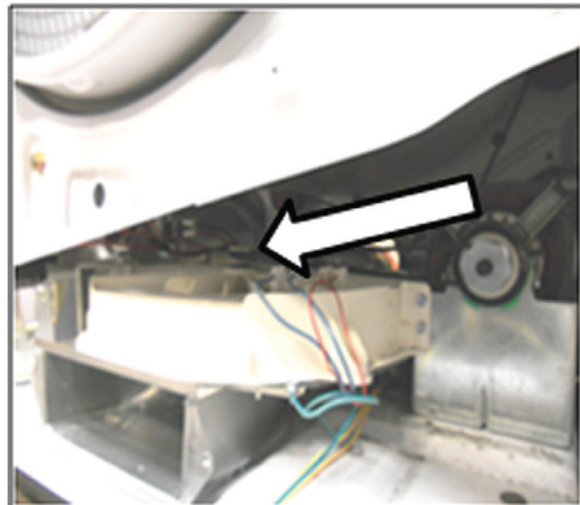


Figure 2

*Continued on next page.*

# Fabric Care Product Updates

## Maytag and Whirlpool Dryers

### Motor Pulley Comes Loose (continued)

c.) Apply a coating of medium strength thread lock (Thread lock 242 -part # 4210460) to the entire length of threads on the blower shaft. See figure 3.

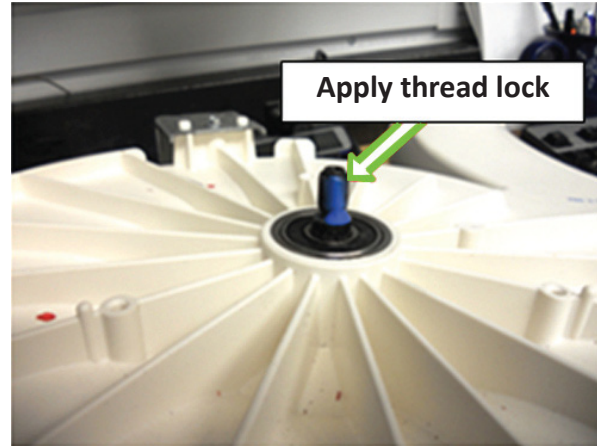


Figure 3

#### Install pulley and tighten.

d.) Use a crescent wrench or 1 1/8" open end wrench on the pulley nut and a 1/2 square drive ratchet to hold the blower wheel and tighten. See figure 4.

**Note:** If a torque wrench is available, the torque specification is 120 in. lbs. or 10 ft. lbs.

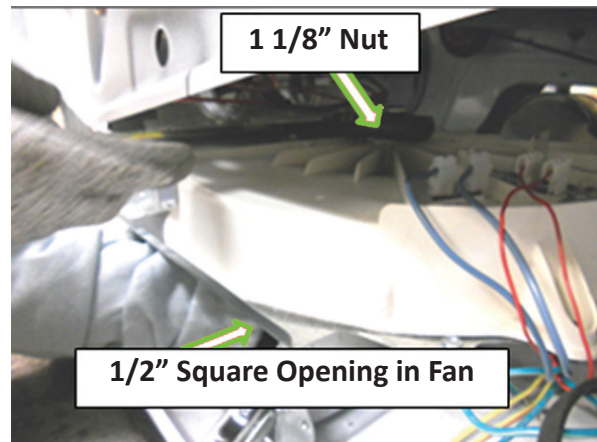


Figure 4

#### Install belt and check.

**Note:** The belt should not touch the tab on the blower housing, see figure 5.

e.) Install all panels and screws.

f.) Plug in dryer or connect power.

g.) Operate the dryer and check operation.

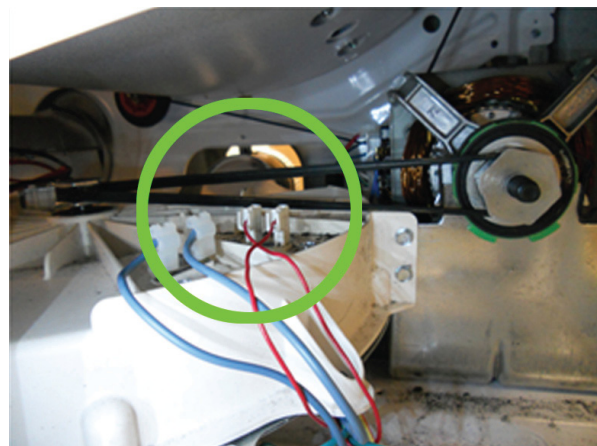


Figure 5

## Fabric Care Product Updates

### Belt Drive, Top Load Washers with Lid Strike (AKA VMW)

#### Lid Will Not Lock

##### Lid Will Not Lock

On the top-load washers, if you receive a lid will not lock complaint, check the installation of the lid latch mechanism on the door. On some units, the lid latch was installed incorrectly—on the inside of the latch bracket. The lid latch mechanism must slide over the latch bracket and be secured in place. The thickness of the door latch and bracket is enough to cause problems with the locking mechanism.

#### Lid Latch Installed in Incorrect Position



#### Lid Latch Installed in Correct Position



# Fabric Care Product Updates

## Whirlpool Gas and Electric Dryers With LCD Displays

### User Interface Not Responsive or Displays Error Codes

#### Models:

WED97HEXW0	WED97HEXL0	WED97HEXR0	WGD97HEXW0
WGD97HEXL0	WGD97HEXR0	YWED97HEXW0	YWED97HEXL0
YWED97HEXR0			

#### All Serial Numbers

#### Customer may experience one or more of the following:

- The LCD display indicates the dryer is running a cycle, but the drum is not spinning.
- The power button will not turn off the display.
- Start/Pause may have no effect.
- The LCD displays “The dryer is experiencing a problem”.
- The display may show one of the following error codes: F6E1, F6E2, F0E0.

**NOTE:** The dryer may have to be unplugged and plugged back in to exit this mode.

#### Cause:

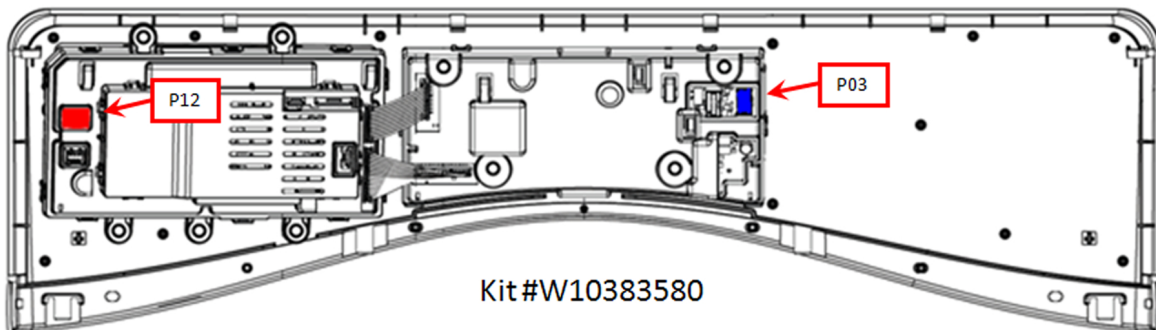
The User Interface (UI) is unable to communicate to the Cycle Control Unit (CCU); although, the CCU can communicate to the UI.

A good way to determine if the dryer has this particular UI issue is to check the following:

- After pressing power, if you open the door and the drum light turns on, the CCU is correctly detecting that the door is open and sending a command to the UI to turn on the drum light. This verifies that the UI is receiving this command from the CCU and turning on the light. It also confirms that the harness between the UI and CCU has continuity and the physical connections are good.
- However, if the dryer won't begin a cycle after pressing Start, it's because the UI isn't sending data correctly to the CCU even though everything is physically connected in the dryer correctly.

#### Correction:

Order and Install Kit # W10383580. The kit contains a 4 pin RAST Connector (with a Resistor), a 5 pin RAST Connector (with a Resistor) and an instruction sheet.





# Fabric Care Product Updates

## Whirlpool Gas and Electric Dryers With LCD Displays

### User Interface Not Responsive or Displays Error Codes (continued)

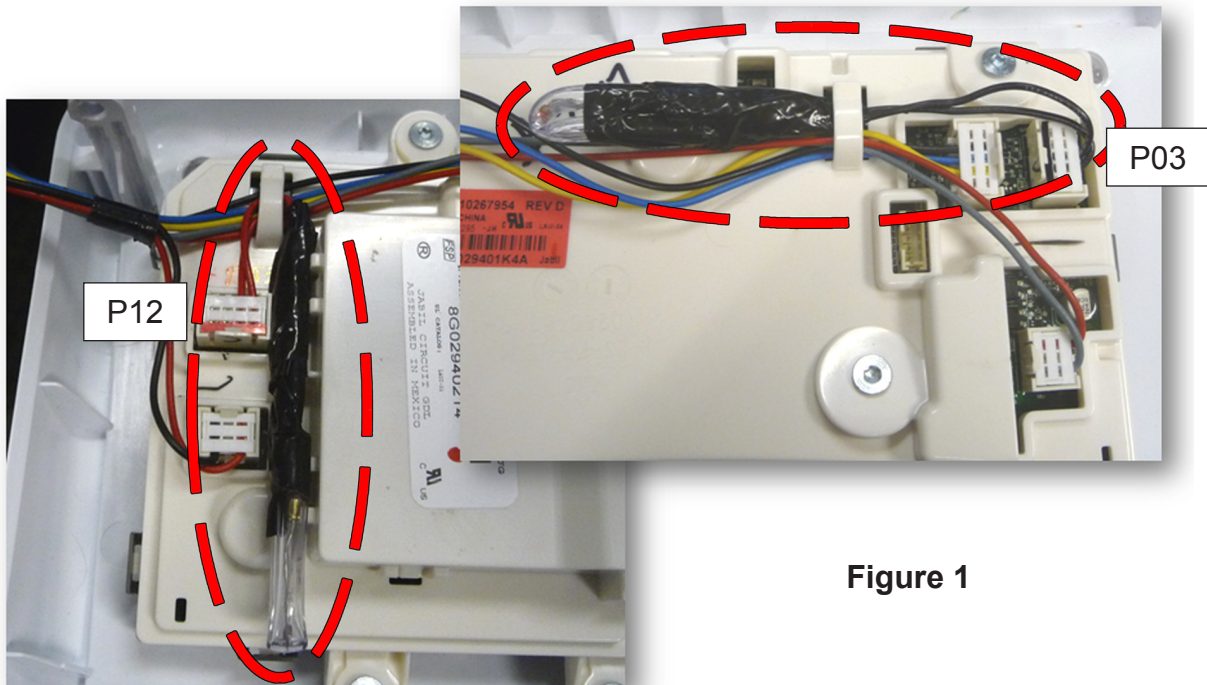


Figure 1

Add the 4-pin connector assembly to P12.

Add the 5-pin connector assembly to P03.

Route the resistor assemblies through the guides as illustrated in figure 1.

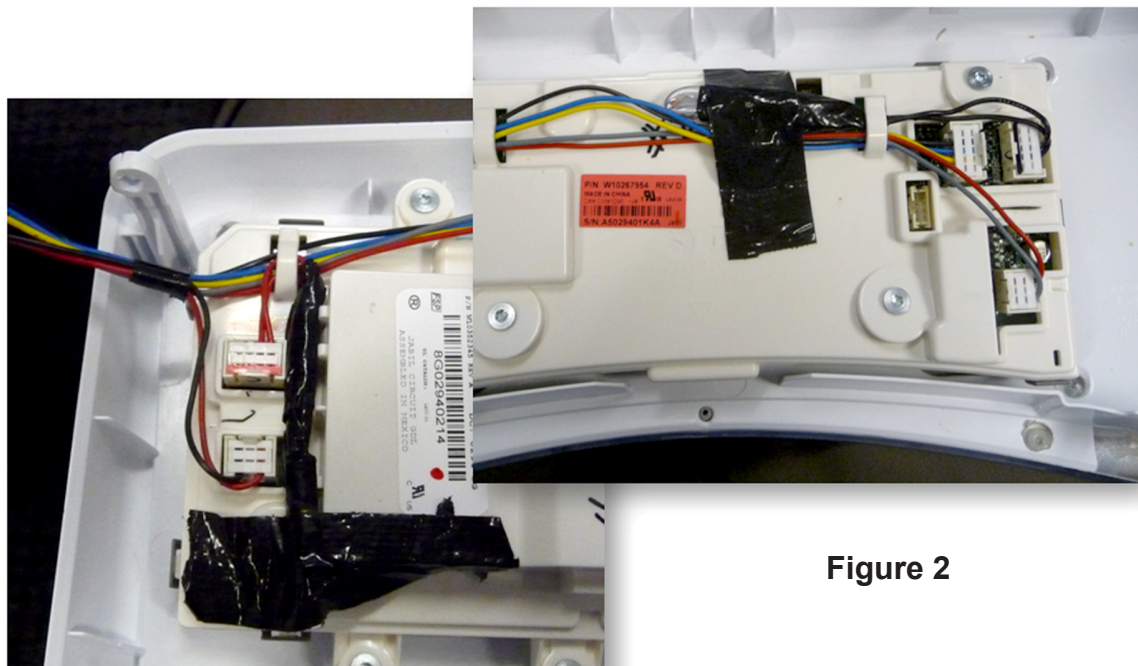


Figure 2

Tape the two resistor assemblies to the back side of the User Interface using electrical tape (min 0.5" tape connected on each side). See figure 2.

Run a dry cycle to verify functionality.

# Fabric Care Product Updates

## Classic Direct Drive Top Load Washers

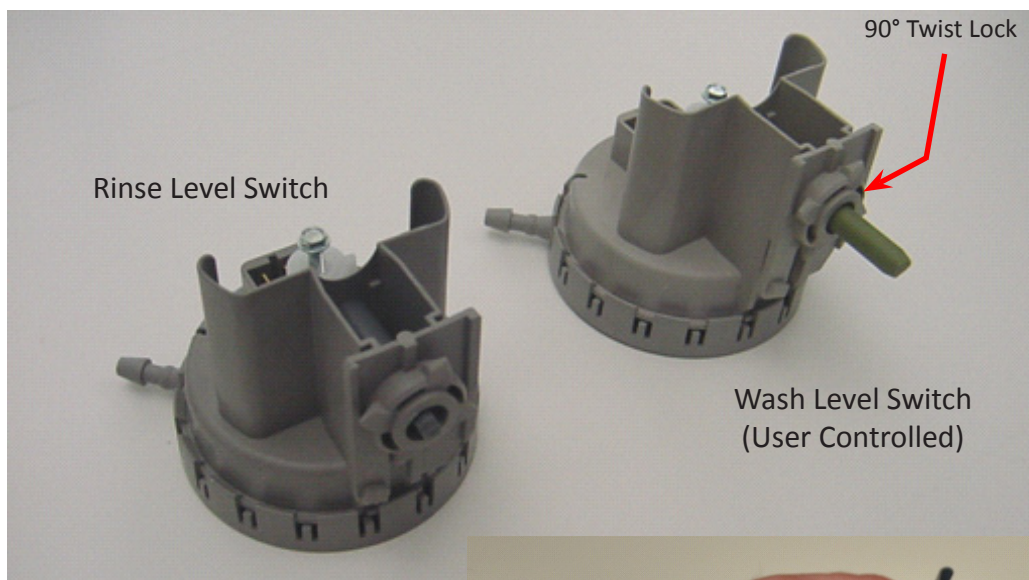
### Splashing During Wash/Rinse Cycle

**Complaint:**

Splashing during wash/rinse cycle.

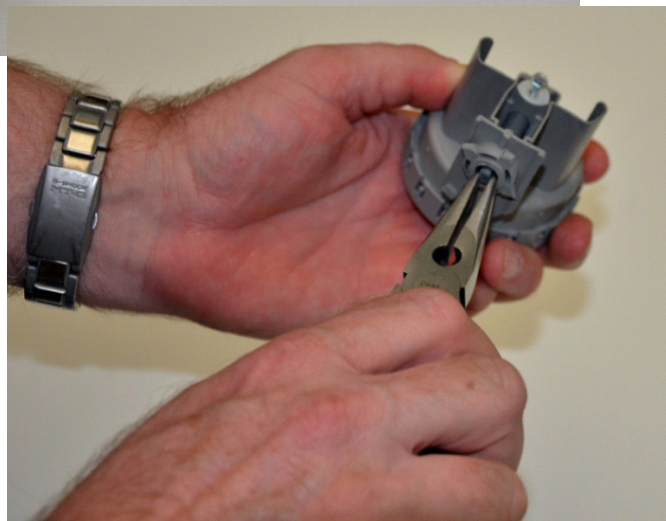
**Resolution:**

Increase load size. Wash and Rinse water levels are approximately 7". The user can adjust the Wash water level; however, the Rinse level is not user adjustable.



**Adjust Rinse pressure switch to increase rinse water level.**

1. Unplug or disconnect power.
2. Remove control panel.
3. Remove rinse pressure switch (the switch without the shaft). Turn switch 90° to disengage from panel.
4. Using needle nose pliers, turn shaft on rinse switch CW until it clicks. This doubles the rinse level from 7" to ~14".
5. Replace all parts and panels.
6. Plug in washer or reconnect power.



# Fabric Care Product Updates

## VMW Belt Drive Top Load Washers

### Washer squeaks/squeals during agitation or spin

**Complaint:**

VMW washer squeaks/squeals during agitation and/or spin.

**Cause:**

This is not suspension related. The seals on the gear case were not lubricated properly at the factory.

**Resolution:**

1. Drop gear case.
2. Gently pull seal back and apply grease into area under lip of seal between the spin tube and gear case (Figure 1).
3. Also, gently pull seal back and apply grease into area under lip of seal between the agitator shaft and spin tube (Figure 2).
4. Remove (wipe-off) any excess grease from outside of seals.

*Grease Part Number: 8182693*

**Retest:**

If noise continues, replace complete gear case.



Figure 1



Figure 2



# Fabric Care Product Updates

## Horizon Next Generation Steam Dryers Filling With Water

### Models:

WED9270XW0, 1, 2	WGD9270XR0, 1	YWED9270XL0, 1, 2
WED9270XR0, 1, 2	WGD9270XL0, 1	7MWGD9270XR0, 1
WED9270XL0, 1, 2	YWED9270XW0, 1, 2	7MWGD9270XL0, 1
WGD9270XW0, 1	YWED9270XR0, 1, 2	

### Serial Numbers:

All Whirlpool Horizon Next Generation steam dryers up to production week M124.

#### Concern:

Steam dryers are filling with water.

#### Cause:

Steam valve remains energized if steam cycle is interrupted (stopped, paused, or door is opened). This is a Control software issue.

#### Correction:

Replace the main control—order control by model number.

Until then, recommend the customer not interrupt (stop, pause, open door) any steam cycle. Once started, allow the cycle to run through until finished. If the cycle is interrupted and excessive water is found in the drum during the next cycle, unplug or disconnect power to the dryer; and then, reconnect power and use as recommended.





# Fabric Care Product Updates

## Whirlpool Cabrio and Maytag Bravos Dryers

### Beeping Before End-of-Cycle

#### Complaint:

Nuisance beeping during cycle, or before end-of-cycle, but not at end-of-cycle. This is NOT Wrinkle Shield tone related.

#### Resolution:

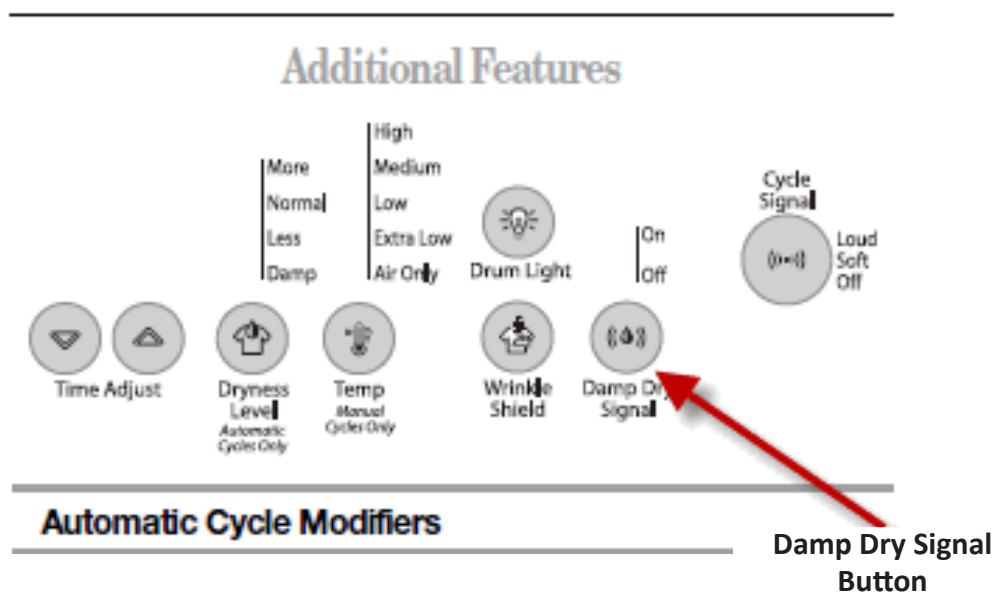
To stop beeping during cycle, simply turn the Damp Dry Signal to "Off". Damp Dry beeps when clothes are 80% dry. This info is in the Use and Care Guide.

#### Why Use Damp Dry:

Select the Damp Dry Signal to alert you that your clothes are approximately 80% dry. This useful when you want to remove lightweight items in a mixed load to avoid over-drying or remove partially dry items that may need ironing.

The Damp Dry Signal is useful when drying bed sheets/linens in a mixed load. When the signal goes off, open the door to stop the dryer, rearrange the load inside the dryer, close the door and restart the dryer to finish the drying cycle. Rearranging the load will aid in the drying process.

**NOTE:** The Damp Dry Signal is available only with the Automatic Cycles.



# Fabric Care Product Updates

## Whirlpool and Maytag Top Load HE Washers

### Poor Washability

#### Concern:

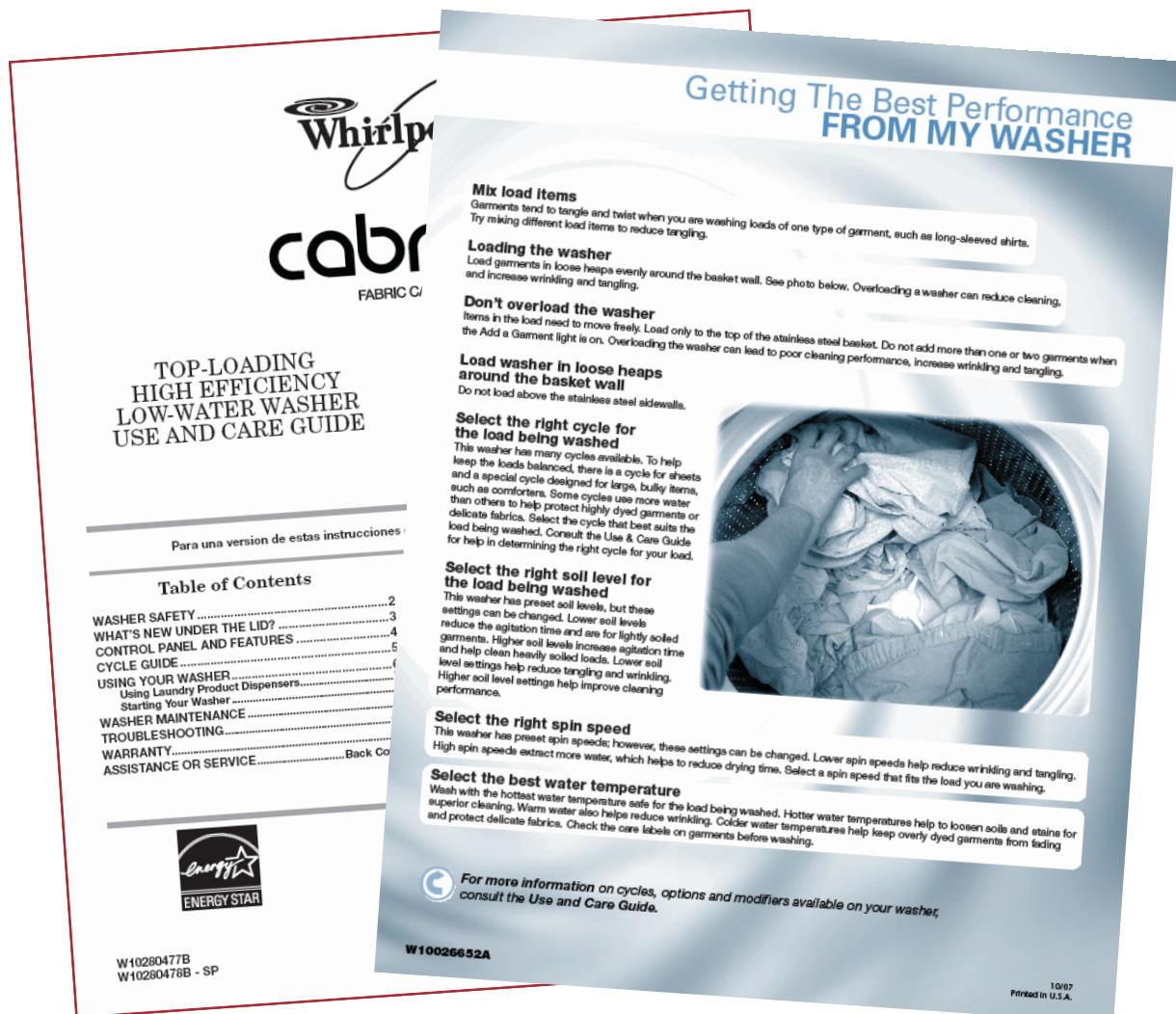
Increased service call volume from customers concerned with cycle selection, cycle times and different sounds they are encountering with their new washer.

#### Cause:

Consumers have the expectation that this washer will act and sound like their previous machine. Because the installer is the last touch point with the consumer before they use their washer, it is important for the installer to educate consumers to ensure complete satisfaction with the new Whirlpool, and Maytag top load washers.

#### Solution:

If the consumer is available, take a few minutes to familiarize the customer with the Use and Care Guide and discuss the features of the washer with them. This will aid in setting their expectations, and eliminating service calls in the future on properly working products.

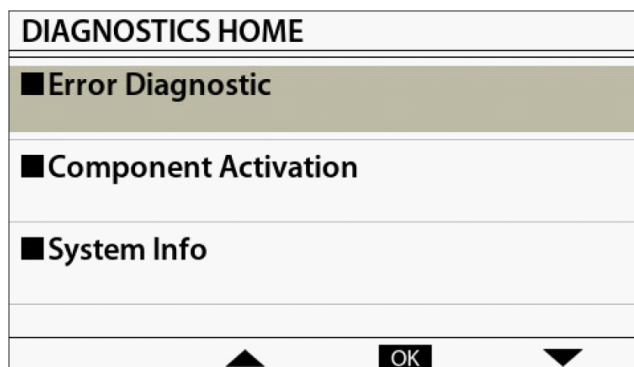


# Fabric Care Product Updates

## Front Load Whirlpool Duet & Maytag Maxima LCD Washers & Dryers

### LCD DIAGNOSTIC SOFTWARE

#### Diagnostic Home Screen



**Error Diagnostic:** Access Error Codes, Error History, Quick Diagnostic Test, and Clear All Errors.

**Component Activation:** Activation and functional testing of system components and sensors.

**System Info:** Displays model #, serial #, hardware info, and other system variables if available.

**Exit Diagnostics:** (Not shown) Exits Service Diagnostics and returns to standby mode.

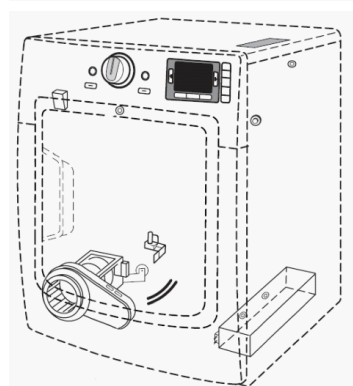
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## How do we use the LCD software to diagnose problems?

**Quick Diagnostics:** Performs a quick system level test of the washer or dryer and displays error results in a dialog box. Test stops on first error detected. Quick Diagnostics is ideal for identifying washer and dryer issues and verifying entire machine operation.

**Component Activation:** When a component is selected from the menu, a screen appears providing component information, and if available, attributes related to the component. Component Activation is an excellent tool for isolating problems and verifying component operation.

**IMPORTANT:** It should be common practice to use these LCD tools before and after repairs are performed.



# Fabric Care Product Updates

## New Whirlpool Cabrio and Maytag Bravos Dryers

### New Diagnostic Test Mode

#### Concern:

The service technicians are unable to access the new Cabrio and Bravos dryers using the old service diagnostic mode activation. "Press/hold 2-5 seconds, release for 2-5 seconds, Press/hold 2-5 seconds, release for 2-5 seconds, press/hold 2-5 seconds."

#### Solution:

The service diagnostic software and fault/error codes in the new Cabrio and Bravos dryers have been updated to remain consistent with other current laundry platforms.

To activate the new Diagnostic Test Mode:

1. Be sure the dryer is in Standby mode (plugged-in with all indicators off).
2. Select any three buttons (except POWER) and follow the steps below, using the same buttons. Remember the buttons and the order that the buttons were pressed.  
Within 8 seconds,
  - Press and Release the 1st selected button,
  - Press and Release the 2nd selected button,
  - Press and Release the 3rd selected button;
  - Repeat this 3 button sequence 2 more times.
3. If the key sequence was entered successfully, all indicators on the console are illuminated for 5 seconds with "88" (Cabrio) or "888" (Bravos) showing in the "estimated time remaining" display. If there are no saved fault codes, all indicators on the console will momentarily turn off, and then only the seven segment display will come back on and display "88" (Cabrio) or "888" (Bravos).



Whirlpool Cabrio



Maytag Bravos

# Clean Up Updates

## New Dishwasher

### Global Wash System



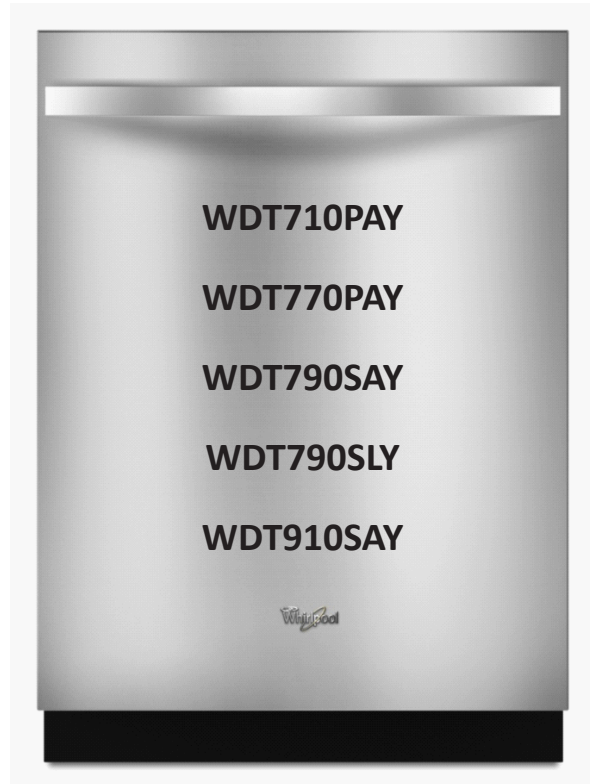
**2 ½" Console Models**

**WDF530PAY**

**WDF530PLY**

**WDF730PAY**

**WDF750SAY**



**Fully Integrated Door (FID) Models**

**WDT710PAY**

**WDT770PAY**

**WDT790SAY**

**WDT790SLY**

**WDT910SAY**

**Start of Production: 8-8-11, Order to Ship: 9-1-11**

#### **Global Wash System Features:**

- TurboZone Manifold
- Triple Filtration System
- Easy flip open track stops
- Diverter models use only 0.9 gal. of water
- Sound Dampener to reduce vibrations and overall sound levels
- Optical Water Indicator (OWI)
- Single piece plastic toe/kick panel with 1/4 turn fasteners

#### **Global Wash System Specifications:**

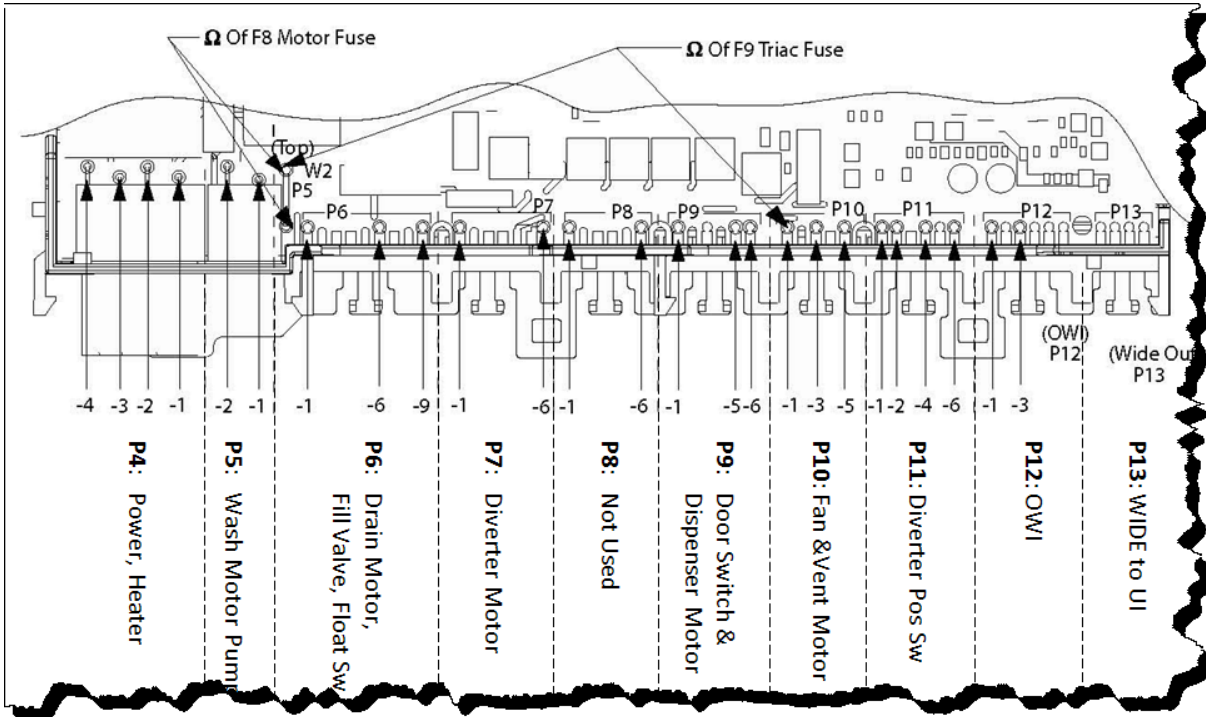
- Electrical Supply: 120V AC, 60 Hz
- Water Supply Flow Rate: 120 psi maximum, 20 psi minimum
- Water Supply Temperature: 49° C (120° F)
- Water Charge (diverter models): 3.5L (0.9 gal)



# Clean Up Updates

## New Dishwasher

### Skywalker Control Board



#### Fuse Service Check:

F8 = Motor Fuse

F9 = Small/Triac Load Fuse

Check operation of loads during Service Diagnostics Cycle.

- If any of the triac loads work, then F9 Fuse is OK. If all triac loads fail to work, then F9 Fuse could be open. See Resistance Check.
- If Wash Motor does not work, then F8 Fuse could be open. See Resistance Check.

#### Fuse Resistance Check:

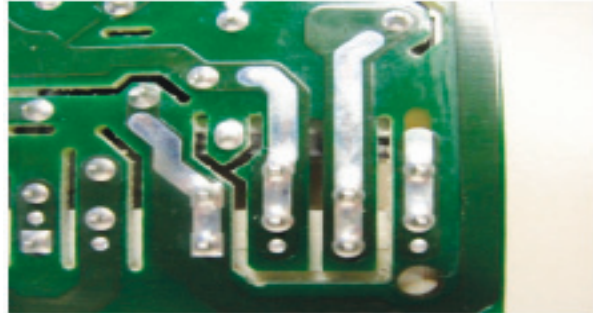
1. Unplug dishwasher or disconnect power.
2. Measure resistance of fuse F8 and/or F9. Fuses are on bottom of control board, but can be checked from top side (see Meter Check diagram).
  - If <3 ohms, then fuse OK.
  - IF >3 ohms, then fuse open.
3. If fuse is open, inspect and check resistance of all loads on fuse. If any loads are open, shorted, or have evidence of overheating or pinched wires, then replace them.

# Clean Up Updates

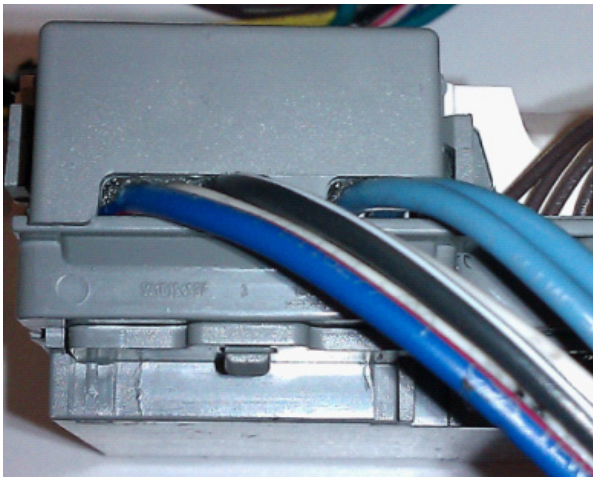
## Skywalker Power Pin Peninsula Slots & Connector Box

### Power Pin Peninsula Slots

Implemented on all Skywalker controls similar to what was done on the Yoda controls. The peninsula slots open like an “arc tracking fuse” to stop arc tracking activity on the board instead of relying on the traditional TCO. Testing shows that the power trace or peninsula burns open very consistently and reliably when tracking occurs at the power connector, or when it originates in the power & relay circuits above/around the power connector. With the power pin on the peninsula, the peninsula burns open, and separates the incoming power pin from the rest of the PC board. The benefit of this design is that it eliminates the nuisance tripping associated with bimetals and TCO's. These peninsula slots should “only” open when the board has been arc tracking and burned a hole in the peninsula.



**Skywalker Power Pin  
Peninsula Slots (P4)**



**Connector Box with Flame  
Retardant Foam Gasket  
W10369575**

### Connector Box with Flame-rated Foam Gasket (W10369575)

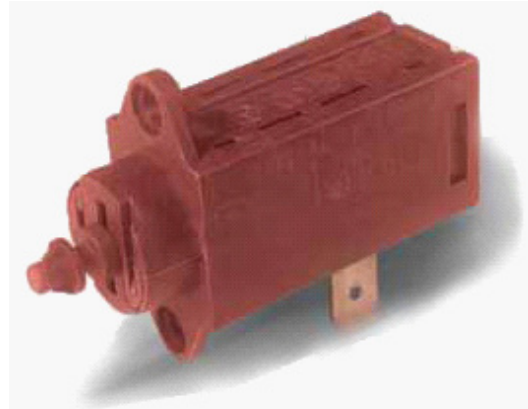
Add connector box with foam gasket to all Skywalker and Yoda applications using the Power Pin Peninsulas. The connector box is a small cover that snaps onto the housing and connector brace of the control and covers the portion of the RAST 5 power connectors that is not already enclosed by the housing and connector brace. The connector box and flame-rated foam gasket is used to contain any superheated material from leaving the board and falling on the floor. The connector box also helps assure that the RAST 5 power connectors are fully seated. The connector box and connector brace are critical elements of the control enclosure (or more specifically its mating harness connectors); so service kits are being created for all the controls that include a spare sample of the connector brace and connector box, to make sure the originals are never lost during service and they obviously need to be reinstalled with the control is replaced.

# Clean Up Updates

## Eltek Wax Motor

### Theory of Operation

With the “push” type thermo actuators, the heat sensitive substance expands and gradually pushes the plunger out of the body (approx 60 sec). When the PTC is de-energized, the wax motor cools down and the plunger, assisted by a spring, retracts to its rest position (approximately three minutes).



Eltek Wax Motor

### Service Diagnostics

Wax Motor vs. Solenoid—When the wax motor is used instead of a solenoid, it may take up to 60 seconds to actuate and up to three minutes to cool to reset vs. the immediate action of a solenoid. The time for the wax motor to actuate and reset must be considered when diagnosing component problems.

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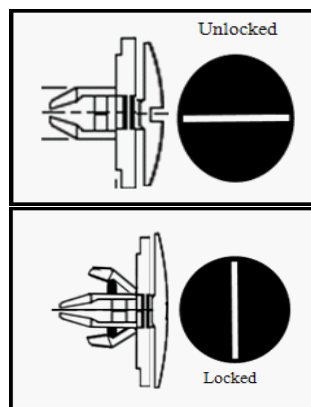
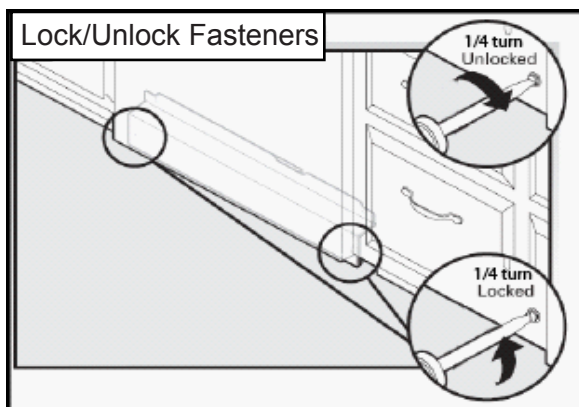
## New Single-Piece Plastic Toe/Kick Panel

Refer to Service Pointer W10422740  
for model numbers, install and removal instructions.

### Concern:

The new toe/kick panel has an attachment method that is different from the old style metal panel that was secured by screws.

The new toe/kick panel is fastened to the dishwasher by 2 plastic push-pin style clips that lock in place with a ¼ turn.



¼ turn = Unlock

¼ turn = Lock



# Clean Up Updates

## ProDry™ (w/Fan Assist Operation) vs. non Fan Assist Models refer to Service Pointer # W10436103

**Serial Range: F040 start of production**

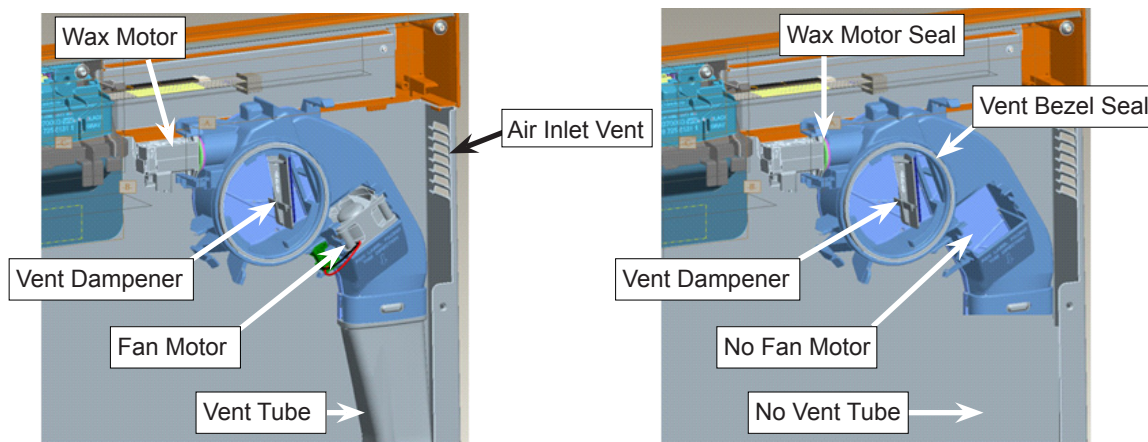
**Model Numbers: See table on next page**

### Concern:

To understand the two venting designs—and the possible root causes for moisture on cabinets or in between the inner and outer door panels.

### Overview:

There are two vent designs used, fan assist and non fan assist. See figure 1 & 2. Both venting designs act similar with the exception of the dry cycle.



**Figure 1 – ProDry™ w/Fan Assist**

**Figure 2 – Non Fan Assist**

Fan assist models: When ProDry™ is selected, the vent damper closes at the start of the cycle and remains closed throughout the entire wash and rinse cycle. During the dry cycle the vent damper opens and the fan is energized during the dry portion of the cycle. When the cycle is complete and the clean indicator is on, the fan will run for an additional 60 minutes with the vent damper open; then, the vent damper will close and stay closed for an additional five hours.

If ProDry™ is not selected, the vent damper closes at the start of the cycle and remains closed throughout the entire wash, rinse, and dry cycle—and an additional six hours after the clean indicator turns on. If the cycle is paused at anytime during the wash or rinse cycle, the vent damper will open until the cycle is resumed. Once the clean indicator is on and the door is opened for 5 seconds or more, the vent will not reclose.

Non fan assist models: The vent damper closes at the start of the cycle and remains closed throughout the entire wash, rinse, and dry cycle—and an additional six hours after the clean indicator turns on. Once the clean indicator is on and the door is opened for 5 seconds or more, the vent damper will not reclose.

### Correction:

If you experience moisture between the inner and outer door panels, or on cabinets around the air inlet area of the outer door panel—located near the top left side of the panel (see figure 1), verify that vent damper is closing by using the service diagnostic routine. The procedure is located in the product tech sheet.

Verify that wax motor seal and vent bezel seal are not pinched or missing (see figure 2). Verify there are no leaks around the vent bezel seal allowing moisture past the bezel and into the door panel area. Verify that vent fan motor is operating by using the service diagnostic routine. The procedure is located in the product tech sheet.

## Clean Up Updates

### ProDry™ (w/Fan Assist Operation) vs. non Fan Assist Models

Serial Range: F040 start of production

Model Numbers:

Pro Dry Model Number W10195024			
KUDE60FXBLO	KUDE60FXSS0	KUDE60HXSS0	KUDE70FXPA1
KUDE60FXBL1	KUDE60FXSS1	KUDE60HXSS1	KUDE70FXPA2
KUDE60FXBL2	KUDE60FXSS2	KUDE60HXSS2	KUDE70FXSS0
KUDE60FXPA0	KUDE60FXWH0	KUDE60SXSS0	KUDE70FXSS1
KUDE60FXPA1	KUDE60FXWH1	KUDE60SXSS1	KUDE70FXSS2
KUDE60FXPA2	KUDE60FXWH2	KUDE70FXPA0	
Non Pro Dry Model Number W10195031			
KUDC10FXBLO	KUDE20IXSS0	KUDL15FXBLO	KUDS30IXBLO
KUDC10FXBL1	KUDE20IXSS1	KUDL15FXBL1	KUDS30IXBL1
KUDC10FXBL2	KUDE20IXSS2	KUDL15FXBL2	KUDS30IXBL2
KUDC10FXSS0	KUDE20IXWH0	KUDL15FXSS0	KUDS30IXBL3
KUDC10FXSS1	KUDE20IXWH1	KUDL15FXSS1	KUDS30IXBT0
KUDC10FXSS2	KUDE20IXWH2	KUDL15FXSS2	KUDS30IXBT1
KUDC10FXWH0	KUDE40FXBLO	KUDL15FXWH0	KUDS30IXBT2
KUDC10FXWH1	KUDE40FXBL1	KUDL15FXWH1	KUDS30IXBT3
KUDC10FXWH2	KUDE40FXBL2	KUDL15FXWH2	KUDS30IXSS0
KUDC10IXBLO	KUDE40FXBT0	KUDS30CXBLO	KUDS30IXSS1
KUDC10IXBL1	KUDE40FXBT1	KUDS30CXBL1	KUDS30IXSS2
KUDC10IXBL2	KUDE40FXBT2	KUDS30CXBL2	KUDS30IXSS3
KUDC10IXBL3	KUDE40FXPA0	KUDS30CXBL3	KUDS30IXWH0
KUDC10IXSS0	KUDE40FXPA1	KUDS30CXSS0	KUDS30IXWH1
KUDC10IXSS1	KUDE40FXPA2	KUDS30CXSS1	KUDS30IXWH2
KUDC10IXSS2	KUDE40FXSP0	KUDS30CXSS2	KUDS30IXWH3
KUDC10IXSS3	KUDE40FXSP1	KUDS30CXSS3	KUDS30SXBL0
KUDC10IXWH0	KUDE40FXSP2	KUDS30CXWH0	KUDS30SXBL1
KUDC10IXWH1	KUDE40FXSS0	KUDS30CXWH1	KUDS30SXSS0
KUDC10IXWH2	KUDE40FXSS1	KUDS30CXWH2	KUDS30SXSS1
KUDC10IXWH3	KUDE40FXSS2	KUDS30CXWH3	KUDS30SXWH0
KUDE20FXBLO	KUDE40FXWH0	KUDS30FXBLO	KUDS30SXWH1
KUDE20FXBL1	KUDE40FXWH1	KUDS30FXBL1	KUDS35FXBLO
KUDE20FXBL2	KUDE40FXWH2	KUDS30FXBL2	KUDS35FXBL1
KUDE20FXSS0	KUDE48FXBLO	KUDS30FXPA0	KUDS35FXBL2
KUDE20FXSS1	KUDE48FXBL1	KUDS30FXPA1	KUDS35FXSS0
KUDE20FXSS2	KUDE48FXSS0	KUDS30FXPA2	KUDS35FXSS1
KUDE20FXWH0	KUDE48FXSS1	KUDS30FXSS0	KUDS35FXSS2
KUDE20FXWH1	KUDE48FXWH0	KUDS30FXSS1	KUDS35FXWH0
KUDE20FXWH2	KUDE48FXWH1	KUDS30FXSS2	KUDS35FXWH1
KUDE20IXBLO	KUDE50CXSS0	KUDS30FXWH0	KUDS35FXWH2
KUDE20IXBL1	KUDE50CXSS1	KUDS30FXWH1	WDF750SAYB0
KUDE20IXBL2	KUDE50CXSS2	KUDS30FXWH2	WDF750SAYM0
			WDF750SAYW0

## Clean Up Updates

### affresh™ Dishwasher & Disposal Cleaner refer to Training Pointer # W10388297

**Concern:**

Phosphate-Free Dishwasher Detergents May Cause White Film. Most states have been transitioning to phosphate-free dishwasher detergents that may leave the dishwasher with odor-causing mineral build-up and white filming.

**Solution:**

Use new affresh™ D2 reformulated once a month along with daily use of new detergent booster (due out in 8/11) to eliminate odors and mineral build up—2 tablets in the dishwasher and 1 in the disposal. New affresh has less perfume and more citric acid for cleaning hard water deposits. The new booster works as good—if not better—then phosphates and is a environmentally safe to use.



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### Door Squeaks When Opening/Closing Door refer to Installation Pointer # W10409048

**Concern:**

Customers are complaining of squeaks when opening and closing the door.

**Solution:**

Installers did not remove the Styrofoam blocks from the rope/link pulleys.

Remove and discard blocks from both sides of dishwasher.

**NOTE:** This issue only applies to models with Stainless Steel tubs. This issue is rarely seen in the home



Repeat Procedure on Left Side

# Clean Up Updates

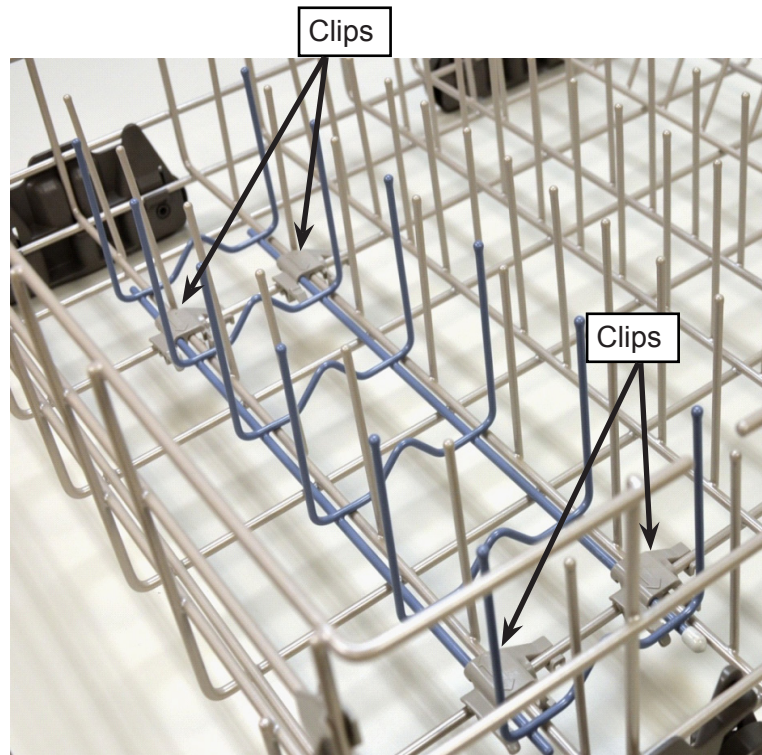
## EZ Slide Tines May Bind

**Concern:**

The EZ Slide tines located on the lower rack may bind due to hard water deposits.

**Solution:**

A drop of rinse aid on each of the clips will help lubricate the area and allow the tines to move back and forth more freely.



Lower Rack w/EZ Slide Tines

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## Techline Tips

- **Diagnostics**—Always run diagnostics and check for error codes. If an error code is present, test the suspect component(s). Replacing the control rarely resolves an error code.
- **Repeat Calls**—Clean Light blinking 7 times. This issue has been addressed in a Service Pointer and video on Service Matters. However, techs are still replacing controls for this issue. Refer to Service Pointer # K8178496 (Jan. 05). NOTE: the model numbers are off because we still make that code in some of the units today
- **Leaking under the door**—This is caused by the spray arm(s) or feed-tube spraying at the door. This may be caused by a crack in the spray arm, clogged holes deflecting spray at the door, or the feed-tube not properly seated. If you have a clear dishwasher test door, this is the time to use it.
- **Dishes are not drying**—If customer is using a rinse aid and the heater is operational, the washer is usually not the cause. Check water temperature (inside the dishwasher) for proper supply. Water temp should be ~ 120°. Suggest that before starting the dishwasher, turn on the hot water faucet at the sink until the water is running hot. TURBO Dry Rinse Agent: Part #W10209291
- **Door not closing after replacing door gasket**—Stainless Steel tubs only. If possible, close door and run dishwasher on high temp wash a couple of times. If door is unable to close completely, wedge door in closed position with a folded dish towel for a day or two until gasket reforms, or heat gasket with hair dryer to soften and reform gasket.



## New Kitchen Model Number Nomenclature Whirlpool Brand Dishwasher

1	2	3	4	5	6	7	8	9	10
Brand	Platform	Sub Platform / Fuel	Series	Feature	Feature	Size / Key Feature	Size / Key Feature / Derivative	Year	Color
<b>DISHWASHER</b>									
W = WHR	D = DISHWASHER	F = FRONT CONTROLS	1 = OPP	0 - 9	0 - 9	P = PLASTIC TALL TUB	A = BASE DISHWASHER MODEL	A = 2012	<b>STANDARD</b>
	T = TRASH COMPACTOR	T = TOP CONTROLS	3 = LOW LINE			S = STAINLESS TUB	C = CONVERTIBLE	B = 2013	W = WHITE
	Q = GARBAGE DISPOSER	D = DRAWER	5 = MID LINE	<b>TBD</b>		Z = STANDARD PLASTIC TUB	S = SINGLE (DRAWER)	D = 2014	T = BISQUE/BISCUIT
		P = PORTABLE	7 = HIGH (GOLD)			C = CONTINUOUS FEED (DISPOSER)	D = DOUBLE (DRAWER)	E = 2015	B = BLACK
		I = IN-SINK	9 = HERO (GOLD)				P = PLUG INCLUDED (DISPOSER)	F = 2016	S = BLACK ON STAINLESS
							X = NO PLUG INCLUDED (DISPOSER)	G = 2017	M = MONO STAINLESS
								H = 2018	U = SATINA® STEEL (NEW INTRODUCTION IN 2016)
								J = 2019	F = MONOCHROMATIC SATINA® STEEL (NEW INTRODUCTION IN 2019)
							<b>OR DERIVATIVE</b>		D = UNIVERSAL SILVER
							B = BEST BUY		
							C = CONTRACT		<b>SPECIALTY</b>
							H = THD		P = PURE WHITE (CERAN)
							K = RETAIL/KEY ACCTS		Z = BLACK ON WHITE
							L = LOWES		J = BLACK ON BISQUE/BISCUIT
							N = NATL ACCTS		C = PURE BISQUE/BISCUIT (CERAN)
							S = SEARS		K = MONO STAINLESS W/SS CABINET
									L = SATINA (INTRODUCTION PRE-2010) - REFRIGERATION
									A = MONO SATINA (INTRODUCTION PRE-2010) - REFRIGERATION
									X = NO COLOR/PANEL READY
									I = WHITE WITH SILVER HANDLE
									O = BLACK WITH SILVER HANDLE

### Completely redesigned model number nomenclature to support kitchen suites and provide consistency.

- Common, consistent basic model structure across the Whirlpool Brand kitchen, ability to leverage model numbers to facilitate the purchase experience.
- Series digit provides trade and consumer with a simple way to pair product and build suites.
  - Use the series to define specialty color placement in model line up (i.e. Biscuit/Biscuit, Universal Silver), moving from black/stainless to mono stainless as you step up the line, etc.
  - Use to manage suite price points, VBL and feature upgrades.
- Common numbering system defines features important to consumers (gas/elec, stainless/plastic tub, width, etc.).
- Sustainable – able to accommodate future drop-in models and new model lines
- “W” as standard Brand identifier; Gold defined as series “7” or “9”.

— NOTES —

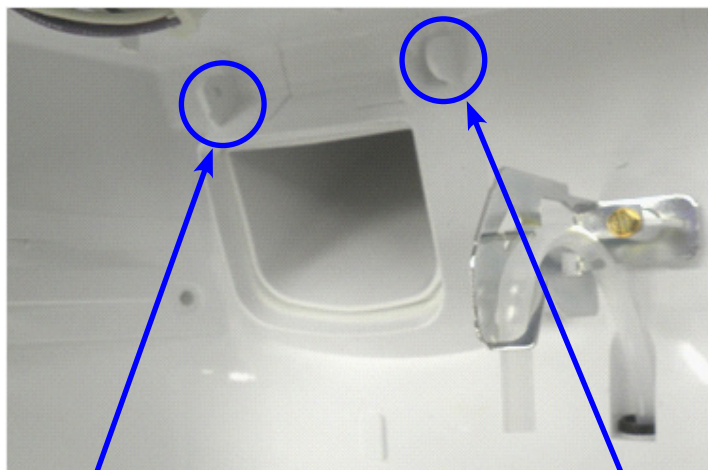
# Refrigeration Updates

## Broken Ice Chute Tab

See Model Number List (on the following pages)

The tab on the Ice Chute may break

Repair with Ice Dispenser Tab Kit (**Part #8201756**)



This tab may break

Do not break off this tab

### Parts Included

1. Ice Door Assy
2. Torsion Spring
3. Pin - Ice Door
4. Steel Door Tab Bracket w/Tape
5. Support clip
6. Dashpot

**A Broken Tab installation video is available on Service Matters:  
[RefrigIceDoorKitforBrokenTabInstallation.wmv](#)**

# Refrigeration Updates

## Broken Ice Chute Tab (continued)

Model Numbers for Broken Ice Chute Tab				
ASD2511WRB	ED22TQXEN	ED2FHGXSB	ED2SHAXNB	ED5HHAXVB
ASD2520WRB	ED22TQXGN	ED2FTGXKQ	ED2SHEXMQ	ED5HHEXTB
ASD2522VRB	ED22UJEXHT	ED2FVGXSS	ED2SHEXXB	ED5HHGXNL
ASD2522WEB	ED22UQXGW	ED2GHEXNB	ED2SHGXMQ	ED5HHGXTQ
ASD2522WRB	ED25CEXJB	ED2GHGXMB	ED2VHEXSB	ED5HVAXVL
ASD2523WRB	ED25CQXFB	ED2GPWXKW	ED2VHEXTB	ED5HVEXVB
ASD2524VEB	ED25CQXHB	ED2GTGXKQ	ED2VHEXVB	ED5JHAXML
CS20TKXNQ	ED25DQXFB	ED2GTKXNQ	ED2VHGXMB	ED5JHAXTB
CS22AEXHW	ED25LFXGB	ED2GTMXRQ	ED2YHGXLQ	ED5JHEXTB
CS22AFXKB	ED25LFXHB	ED2GTQXKQ	ED5CHGXKQ	ED5JHGXR
CS22CFXTB	ED25PEXHB	ED2GVEXVD	ED5CHQXKB	ED5JHGXR
CS22TKXNQ	ED25PQXFN	ED2HBEXTB	ED5CHQXTB	ED5JVAXTB
CS25AEXHW	ED25QFXHB	ED2HHEXVB	ED5CHQXVB	ED5JVEXTB
CS25AFXKQ	ED25RFXFB	ED2HHKXTS	ED5DHEXWB	ED5KVEXVB
CS25CFXTQ	ED25RQXFN	ED2JHAXTB	ED5FFGXSL	ED5LDEXWB
DDSF136DSS	ED25TEXEN	ED2JHEXTS	ED5FHAXNB	ED5LHAXMB
EC3JHAXRL	ED25TQXEW	ED2JHGXR	ED5FHAXSA	ED5LHAXWB
EC3JHAXRL1	ED25TQXGN	ED2KHAXVA	ED5FHAXVA	ED5LHEXTD
EC3JHAXRS	ED25UJEXHT	ED2KVEXVB	ED5FHEXKQ	ED5LHGXNB
EC3JHAXRS1	ED25UQXGW	ED2LDEXWB	ED5FHEXMB	ED5LTAXVB
ED0GTKXKQ	ED27DQXFB	ED2LHAXMB	ED5FHEXNB	ED5LVAXVB
ED0GTQXKQ	ED27PEXHB	ED2LHEXTD	ED5FHEXSB	ED5LVAXWB
ED20TKXFN	ED27PQXEN	ED2NHAXNT	ED5FHEXTB	ED5NHAXNB
ED20TQXEN	ED27QFXHB	ED2NHEXMB	ED5FHEXVB	ED5NHEXMB
ED20TQXFN	ED2CHGXKQ	ED2NHEXNB	ED5FHGXKB	ED5NHEXNB
ED20ZKXFN	ED2CHQXKB	ED2NHGXMQ	ED5FHGXNQ	ED5NHGXMQ
ED22CQXHB	ED2CHQXTB	ED2NHGXNQ	ED5FHGXSB	ED5NHGXNQ
ED22CQXJB	ED2CHQXVB	ED2NHGXRL	ED5FTGXKQ	ED5NHGXRL
ED22DKXFW	ED2DHEXWB	ED2NHGXTL	ED5FVAXWL	ED5NHGXTL
ED22DQXFW	ED2FHAXNB	ED2NHGXVB	ED5FVEXSS	ED5NHGXVB
ED22GWXFT	ED2FHAXSB	ED2NTGXLQ	ED5FVGXSS	ED5NTGXLQ
ED22LFXGB	ED2FHAXST	ED2NTGXMQ	ED5GHEXNB	ED5NTQXKQ
ED22LFXHB	ED2FHEXLQ	ED2NTQXKQ	ED5GHGXMB	ED5PBAXVA
ED22PEXHB	ED2FHEXMB	ED2PBEXTB	ED5GTFXKQ	ED5PBEXTB
ED22PKXFN	ED2FHEXNB	ED2PHAXRB	ED5GTGXKQ	ED5PHAXMB
ED22PQXFN	ED2FHEXSB	ED2PHEXMB	ED5GTNXMQ	ED5PHAXRB
ED22QFXHB	ED2FHEXTB	ED2PHEXNB	ED5GTQXKQ	ED5PHAXSB
ED22RFXFB	ED2FHEXVB	ED2PHEXRB	ED5GVEXVD	ED5PHEXMB
ED22TEXHN	ED2FHGXKB	ED2SHAXMB	ED5HBEXTB	ED5PHEXNL

All Colors/All Engineering Dash Numbers



# Refrigeration Updates

## Broken Ice Chute Tab (continued)

Model Numbers for Broken Ice Chute Tab				
ED5PHEXRB	GC5CHAXNB	GD5FVAXVA	GS5SHAXSA	KSBS25IVBL
ED5PVEXVS	GC5SHAXVA	GD5LHGXKB	GS5SHAXTB	KSCK23FVBL
ED5PVEXWS	GC5SHEXNB	GD5LHGXLB	GS5SHGXKB	KSCK25FVBL
ED5RHAXNB	GC5SHGXKB	GD5NHAXMB	GS5SHGXLB	KSCS22QFAL
ED5RHEXMQ	GC5SHGXLB	GD5NHGXKQ	GS5SVAXVA	KSCS23FSBL
ED5RHEXNL	GC5THEXNB	GD5NHGXLQ	GS5VHAXWA	KSCS23INBL
ED5RHEXTL	GC5THGXKB	GD5PHAXLB	GS6QHAXKQ	KSCS25FJSS
ED5RHGXMQ	GC5THGXLB	GD5PHAXMS	GS6SHANKB	KSCS25FKBL
ED5SHAXMB	GD22DCXHB	GD5PHAXRL	GS6SHANLB	KSCS25FSBL
ED5SHAXNB	GD22DFXFB	GD5QHAXKQ	GS6SHAXKB	KSCS25INBL
ED5SHEXB	GD22DKXHW	GD5RHAXMB	GS6SHAXLB	KSCS25ISWH
ED5SHEXKQ	GD22DQXFW	GD5RHAXNB	GS6SHAXMB	KSCS25MSMS
ED5SHEXMQ	GD22SFXHS	GD5RHAXRB	GS6SHAXNB	KSCS25MTMK
ED5SHEXXL	GD25BFCHB	GD5RHAXSB	GS6SHEXMB	KSCS25QFAL
ED5SHGXMQ	GD25DCXHS	GD5RHAXTB	GS6SHEXNB	KSCS27QFAL
ED5THAXMS	GD25DFXFB	GD5RVAXVA	ID2GFGXRS	KSFS25FJBL
ED5VBEXTB	GD25DIXHB	GD5SHAXKB	ID2HHEXTS	KSFS25FKBL
ED5VHAXVB	GD25DIXHW	GD5SHAXLB	ID3CHEXVQ	KSRA22CNBL
ED5VHEXRB	GD25DQXFW	GD5SHAXMB	ID3CHEXWQ	KSRA22FKBL
ED5VHEXSB	GD25FFCHB	GD5SHAXNB	ID5GFGXRQ	KSRA22ILBL
ED5VHEXTB	GD25SFCHS	GD5SHGXKB	ID5HHEXTQ	KSRA22KKBL
ED5VHEXVB	GD25YFXHW	GD5SHGXLB	ID5HHEXVQ	KSRA22KNSS
ED5VHGXMB	GD27DFXFB	GD5THGXKS	ID5HHEXWQ	KSRA25CNBL
ED5YHEXMB	GD27DIXHB	GD5YHAXNL	INQ225300	KSRA25FKBL
ED5YHGXLQ	GD27DQXFW	GD5YHAXTL	INS204300	KSRA25ILBL
ED7FHExMB	GD27YFXHW	GD5YHEXLS	IRQ226300	KSRA25KKBL
ED7FHGXKQ	GD2LHGXKB	GS2KVAXVS	IS22AGXTQ	KSRA25KNSS
ED7FHGXKT	GD2NHAXMB	GS2SHAXKB	IS25AFXRD	KSRA25PNBL
ES2FHAXSA	GD2NHGXKQ	GS2SHAXLB	IS25AGXRQ	KSRB22FGBL
ES5DVAXWA	GD2NHGXKQ	GS2SHAXMB	IS25CFXTQ	KSRB22FHBL
ES5FHAXSA	GD2NHGXLQ	GS2SHAXNB	KSBP23INSS	KSRB22FKBL
ES5LHAXSA	GD2SHAXKB	GS2SHAXSB	KSBP25FJSS	KSRB22FNSS
ES5PHAXSB	GD2SHAXLB	GS2SHEXMB	KSBP25FKSS	KSRB22FRBX
ES5PVAXWA	GD2SHAXMB	GS2SHEXNB	KSBP25INBL	KSRB22FTBX
GC3CHAXNB	GD2SHAXNB	GS2SHGXKB	KSBP25IVSS	KSRB22QGSS
GC3JHAXTB	GD2SHGXKB	GS2SHGXLB	KSBS23INBL	KSRB25FGBT
GC3PHEXNB	GD2SHGXLB	GS2SHKXNQ	KSBS25FJBL	KSRB25FHBL
GC3SHAXVA	GD2SHKXKQ	GS5DHAXVA	KSBS25FKBL	KSRB25FKBL
GC3SHEXNB	GD5DHAXVA	GS5SHAXNB	KSBS25INBL	KSRB25FNSS

All Colors/All Engineering Dash Numbers

# Refrigeration Updates

## Broken Ice Chute Tab (continued)

Model Numbers for Broken Ice Chute Tab			
KSRB25FRBX	KSRP25FTBL	KSRX25FTBL	RS25AQXFN
KSRB25FTBX	KSRS22KGAL	KSRX25FVBL	RS25AQXGN
KSRB25QGSS	KSRS22QFAL	KSRY25CRMS	RS25AQXKQ
KSRB27FGBL	KSRS22QGAL	MCD2358WEB	RS25CFXTQ
KSRB27FHBL	KSRS25CHBL	MSD2242VEB	RS25CGXTD
KSRB27QGSS	KSRS25CKBL	MSD2254VEA	SS22AEXHW
KSRC25FVBL	KSRS25CNBL	MSD2254VEY	SS22AFXKQ
KSRD22FKBL	KSRS25FGAL	MSD2258KEB	SS22AQXKQ
KSRD22FTBL	KSRS25IHBL	MSD2258KGB	SS25AEXHW
KSRD25FKBL	KSRS25IKBL	MSD2269KEA	SS25AFXKQ
KSRD27FKBT	KSRS25ILBL	MSD2269KEY	SS25AFXLQ
KSRE22FHBT	KSRS25KGAL	MSD2272VEB	SS25AFXMQ
KSRE25FHBT	KSRS25PNBL	MSD2272WEW	SS25AQXHW
KSRE27FHBT	KSRS25QFAL	MSD2274VEA	SS25HFxls
KSRG22FKBL	KSRS25QGAL	MSD2530WEB	SS27AQXHW
KSRG22FTBL	KSRS27CNBL	MSD2550VEB	TS22AEXHW
KSRG25FKBL	KSRS27FGAL	MSD2552VEA	TS22AFXKQ
KSRG25FTBL	KSRS27IHBL	MSD2553WEB	TS22AGXNQ
KSRG25FVBL	KSRS27IKBL	MSD2554VEA	TS22AQXDW
KSRG27FKBL	KSRS27ILBL	MSD2572VEB	TS22AQXGN
KSRI22FNBL	KSRS27QFBL	MSD2573VEB	TS22CFXTQ
KSRI25FNBL	KSRS27QGAL	MSD2574VEA	TS25AEXHW
KSRI22CNBL	KSRT25FTBT	MSD2576VEA	TS25AFXHW
KSRI22IMST	KSRT25FWBL	MSD2578VEB	TS25AFXKQ
KSRI25CNBL	KSRU22FKBL	MSD2658KES	TS25AGXNQ
KSRI25IMST	KSRU25CRBL	MSD2658KGB	TS25AGXRD
KSRK22ILBL	KSRU25FKBL	MSD2669KEA	TS25CFXTQ
KSRK22XLBL	KSRU27CRBL	RS20AQXFN	TS25CGXTD
KSRK25FVBL	KSRV22FVBL	RS20DKXFW	VCSF136DSS
KSRK25ILBL	KSRV25FHBL	RS20EKXEW	WSR25D2RYW
KSRK25XLBL	KSRW22FHBL	RS22AGXTQ	WSR25DRRYB
KSRL25FRBL	KSRW25CRSS	RS22AQXFN	
KSRL25FTBL	KSRW25CSMS	RS22AQXGN	
KSRP22FNBL	KSRW25FHBL	RS22AQXKQ	
KSRP22FSBL	KSRX22FNBL	RS22CFXTQ	
KSRP22FTBL	KSRX22FSBL	RS25AEXLQ	
KSRP22KFAL	KSRX22FTBL	RS25AFXMQ	
KSRP25FNBL	KSRX25FNBL	RS25AFXRD	
KSRP25FSBL	KSRX25FSBL	RS25AGXNQ	

All Colors/All Engineering Dash Numbers

# Refrigeration Updates

## SxS Freezer Door Consolidation

**F.Y.I.** Currently Whirlpool is undergoing a “stock reduction” project for Side-by-Side Freezer Doors. The program will be consolidating door designs to reduce inventories. Door kit will be constructed with many of the dispenser components not included in the kits.

**A Replacement Freezer Door video is available on Service Matters:  
RefrigReplacementFreezerDoorConsolidation.wmv**

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### KitchenAid SXS Refrigerator – Ice Cubes in Bottom of Freezer

**Models: KSRJ25FX\*00, KSRL25FX\*00, KSD2559XEM\*00**

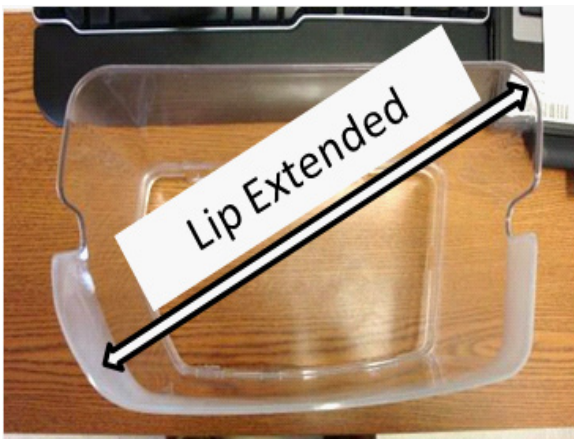
**\* All Colors**

**Concern:**

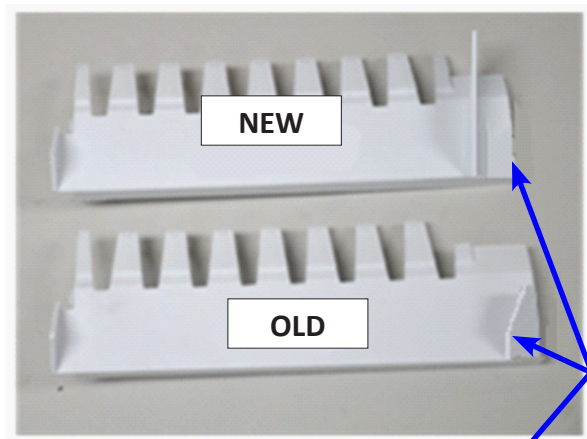
Ice cubes fall between ice door and ice bin and collect in the bottom of the freezer section.

**Solution:**

Order a new (larger) Ice Container (**Part # W10428889**), and a new Ice stripper blade, (**Part # W10286877**), with a larger deflector plate.



**Ice Container**



**New and Old Stripper Blade**

# Refrigeration Updates

## KitchenAid & Whirlpool Measured Fill Calibration Procedure

### French Door/Double Door and SxS Models:

GSS30C6EY\*0, GSS30C7EY\*0

KFXS25RY\*\*0, KSF26C4XY\*\*0, KSC23C8EY\*\*0,

KSC23C9EY\*\*0, KSC24C8EY\*\*0, KSO24C8EY\*\*0, KSF26C6XY\*\*0, KSF26C7XY\*\*0

Code Date: HR109 to HR135 (March 2011)

**Concern:** The Smart Valve currently used in the refrigerator models listed is being phased out and replaced by a new flow washer that uses a timed fill process.

**Solution:** It may be necessary to adjust the fill to compensate for low water pressure.

**A calibration video is available on Service Matters:  
RefrigFieldCalibrationforMeasuredFillDispenser.wmv  
Service Pointers that also address this Issue:  
W10405575 and W10405576**

### To Calibrate:

Press SW1 and SW2 simultaneously for 3 seconds.



Release both buttons when you hear the CHIME indicator.

The display will show 01 to indicate the control is in step 1 of the diagnostics routine.

Toggle SW4 or SW5 to advance to Step 49.



**Note:** When you stop on a step, the step number will quickly illuminate and the step value continually flashes.

Enter a measured fill of 8 OZ. Fill a measuring cup.

If the volume is more or less than the selected amount, calibration is needed.

**Note:** The default setting for step 49 is either 31 ml/sec ( 1.05 oz/sec) or 35 ml/sec (1.2 oz/sec).

This value can be changed in whole number increments of 1 ml/sec (.03 oz).

To calibrate the measured fill feature, this value needs to match the actual flow rate of the product.

Continued on next page.

## Refrigeration Updates

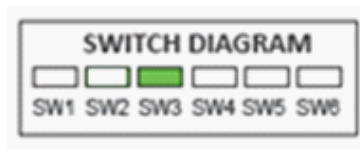
### KitchenAid & Whirlpool Measured Fill Calibration Procedure (cont.)

Exit out of service mode and check the accuracy of the fill.  
Repeat the process until the measured fill is accurate.

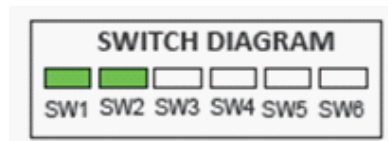
For **under filling**: The value in step 49 needs to be set lower.  
Press SW2 to decrease the number which increases the volume.



For **overflowing**: The value needs to be set higher.  
Press SW3 to increase the number which decreases the volume.



To exit Diagnostics and lock in the new setting:  
Press SW1 and SW2 simultaneously for 3 seconds.



**Note:** Always check calibration after replacing any component associated with the water dispenser system.

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## Whirlpool SXS Refrigerators Produce Too Much Ice

**GSF26C4EX\*00, GSF26C5EX\*00,  
GSS26C4XX\*00, GSS26C5XX\*00, WSF26C3EX\*00**  
Code Date: HRY01 – HR040

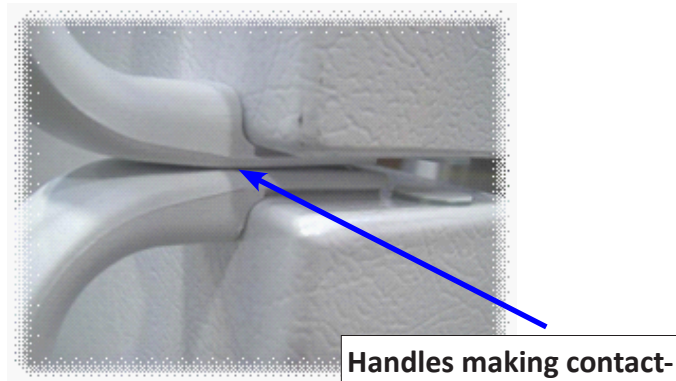
**Concern:** Refrigerator continues to produce ice even though the ice bin is full.

**Cause:** If the touch-pad is in the "Lock-Out" mode and the unit loses power (the "Lock-Out" feature is cancelled out during a power lose), once power is restored, the ice maker will constantly make ice and not shut off unless the unit is programmed back into the "Lock-Out" mode and then again programmed to the Unlock position.

**Solution:** A software revision has been implemented into the control. Order a new control board (**Part # W10419171**).

# Refrigeration Updates

## Top Mount Refrigerator Door Handles Hitting



**Concern:** Refrigerator and Freezer door handles hit when closing the door.

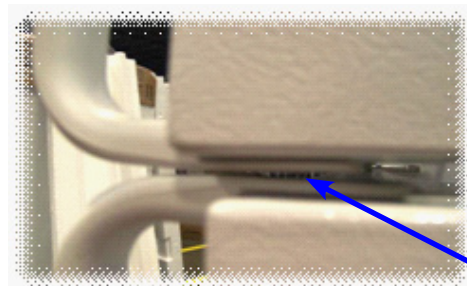
**Solution:** Remove Freezer door.

Add an additional plastic washer (Part # W10428962) to the top of the center hinge.

**Note:** A Shim Kit for Top Mount refrigerators has been developed for use with door reversal and alignment.

### W10428962 Shim Kit consists of:

2 Shims	Part # 2201567
2 Shims	Part # 2201566
2 Washers	Part # 487576
2 Washers	Part # 487802



Open and close freezer door to check for proper clearance.

# Refrigeration Updates

## Refrigerator Gasket Seal Check

**FYI:** Prior to door swing reversal or adjustment, the gasket may become pinched or compressed. Consequently, when the door swing is reversed, the door gasket may not seal properly due to the compression of the seal.

**Solution:** If the gasket doesn't seal, use a hair dryer or heat gun to heat the gasket. Expand the gasket and reform it to its original thickness.

After the gasket has been reformed into a uniform thickness, remove the heat and allow the seal to cool prior to opening and closing the door.





# Refrigeration Updates

## Maytag and Whirlpool

### Door Reversal Kit being shipped with Refrigerators

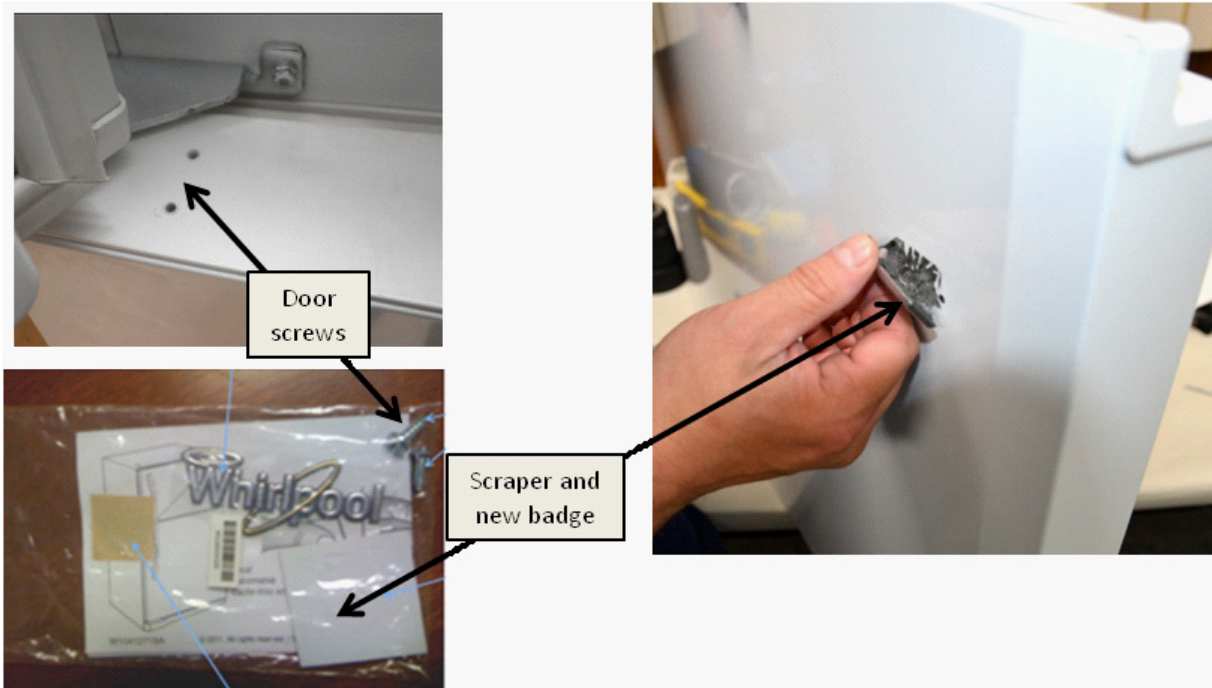
#### Models:

Whirlpool Door Reversal Kit # W10395148		Maytag Door Reversal Kit # W10395148
WRT359SFY*	WRT3L1SZY*	M9BXXGMY*
WRT3L9SZY*	WRT571SMY*	M1BXXGMY*
WRT579SMY*	WRT5L1SMY*	M1BXXLZY*
WRT311SFY*	WRT108TFY*	
WRT351SMY*	WRT138TFY*	
	WRT1L1TZY*	

\* All Colors

**FYI:** A Door Reversal kit containing a badge, screws and a scraper to use when reversing the door swing on Whirlpool and Maytag refrigerators is now shipped with the unit.

Kits will be attached to the Use and Care Manual.





# Refrigeration Updates

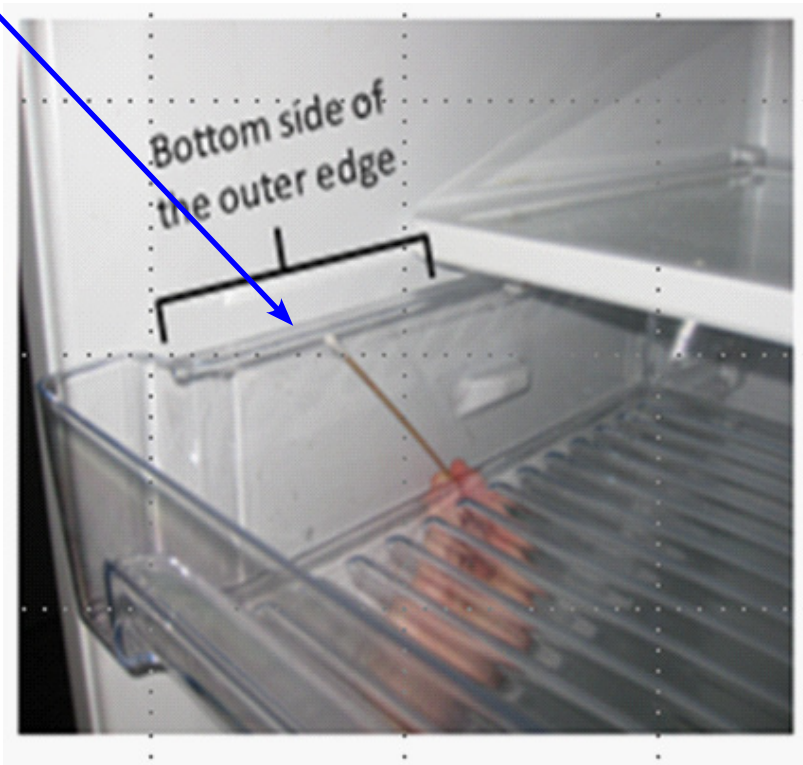
## Crispers and Pans Difficult to Pull Out of Refrigerator

Models:

WRT351SFY\*0, WRT359SFY\*0, WRT1L1TZY\*0, WRT311SFY\*0, WRT108TFY\*0  
WRT138TFY\*0, M1TXEGMY\*0

**Concern:** Crispers and pans do not glide smoothly when they are pulled open.

**Solution:** Add a light coating of Silicone grease Part # 542638 to the bottom side of the outside edge of the pans.



# Refrigeration Updates

## Refrigerator Compartment Freezing

### Models:

Amana	Maytag	Whirlpool
A1RXNGFY*00	M1TXEGMY*00	WRT108TFY*00
A9RXNGFY*00		WRT138TFY*00
		WRT1L1TZY*00
		WRT311SFY*00
		WRT351SFY*00
		WRT359SFY*00
		WRT3L1SZY*00
		WRT3L9SZY*00

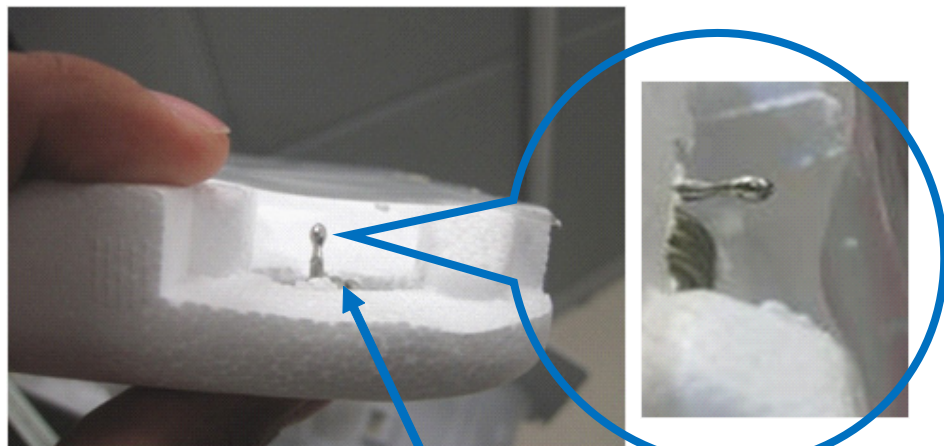
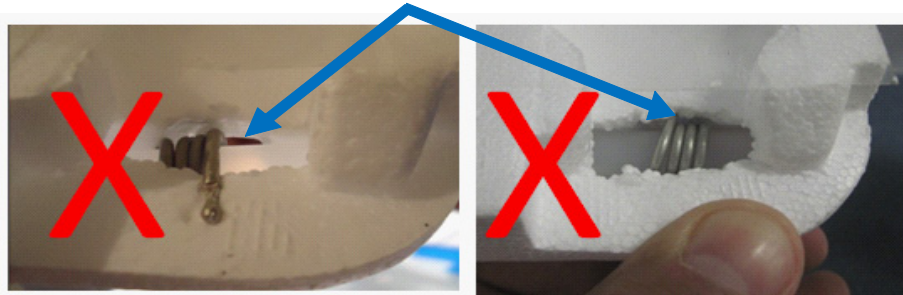
\* All Colors

Code Dates: VS11 – VS27 (March, 2011 to July, 2011)

**Concern:** Foods are freezing in my refrigerator.

**Cause:** The location and placement of the thermostatic bulb is critical. Early production of thermostat model refrigerators had the bulb mounted in the wrong position. The Thermostat must be placed directly in the EPS air channel from the Air Diffuser (located on back wall).

Incorrect Positioning



Correct Positioning

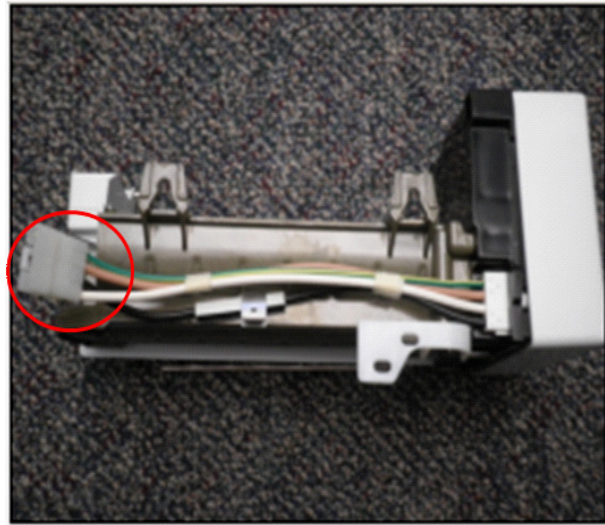
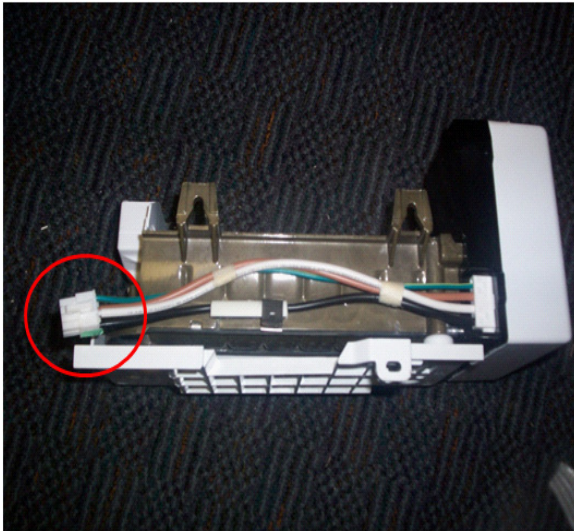
## Refrigeration Updates

### Maytag and Whirlpool New EZ-Connect IceMaker Kit

Models:

**M1BXXLZY\*0, WRT3L9SZY\*0, WRT1L1TZY\*0, WRT3L1SZY\*0**

**F.Y.I.** A new EZ connect - Ice Maker kit is available for the models listed. Part number for the new kit is **W10365049**. (Sales # **ECKMFEZ1**).



An Installation video is available on Service Matters:  
[RefrigEZConnectIceMaker.wmv](#)

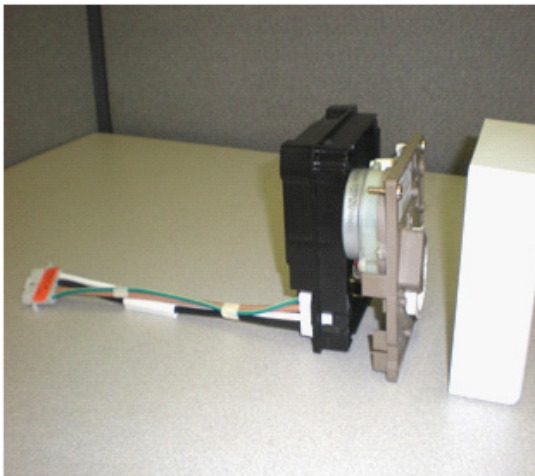
# Refrigeration Updates

## In-Door-Ice (IDI) Refrigerators

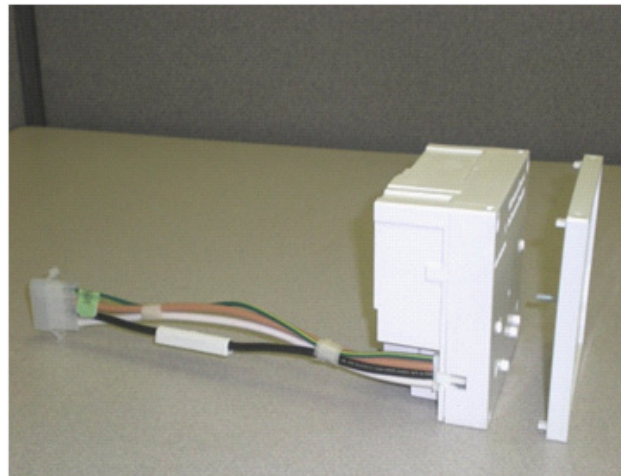
The current In-Door-Ice maker module is being replaced with a new design ice maker. The new ice maker will directly replace the current model.

This quality improvement includes:

- Open contacts to sealed switches to reduce the chance of contamination.
- A stronger 1-piece gear replaces the 2-piece snap together gear assembly
- More reliable Molex connector replaces the current Edge card connector



Current Design  
**W10272869 Large Cube**  
**W10272870 Small Cube**



New Design  
**W10377197 Large Cube**  
**W10377153 Small Cube**



# Refrigeration Updates

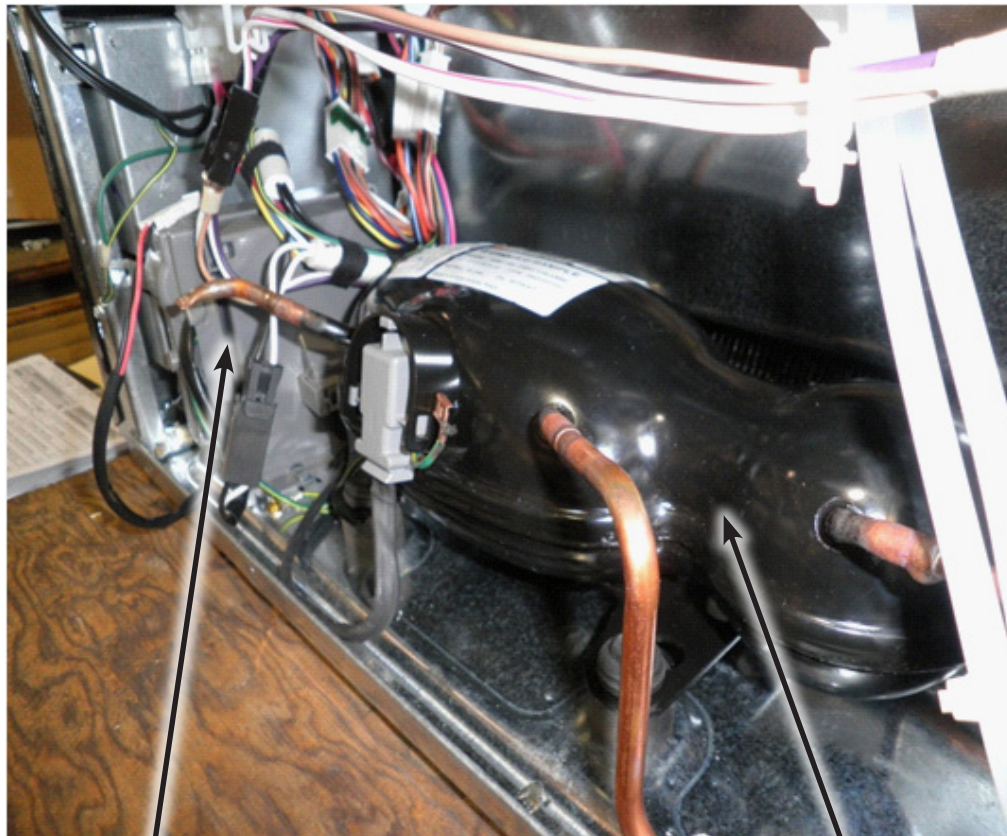
## Side by Side Refrigerators

Model: GC3SHAXVS03  
(504 total units)

**Code Date: Units built between S04027119 – S04027624 (October, 2010)**

Test model refrigerators featuring a new “no-oil” compressor and an inverter have been built and placed across the United States. Engineering does not want the compressor or the inverter serviced on these units.

**Any product requiring replacement of one or both of these components should be exchanged. All parts and products need to be returned to the manufacturer for analysis. Call the Tech Line (1-800-832-7174) for return information.**



Inverter

Compressor

# Refrigeration Updates

## New Drain Pump for 50# Ice Maker

Current Model DMD400AWP



New Model DMD500AWP



- Larger pump discharge tube
- Drain tube going from 3/8" to 1/2" ID, corrugated tube with molded end similar to dish
- Higher torque motor
- Completely encapsulated control board for moisture protection
- Larger reservoir (insulated)
- Larger check valve and relocated to reservoir inlet
- Ice bin to pump tube Santoprene (eliminate condensation)
- Increased pump flow rate by approximately 2:1
- Pump mounted on same foot print as current pump for drop in on today's unit

An Ice Maker Installation video is available on Service Matters:  
[50Lbs\\_IceMakerInstallation.wmv](#)



# Service Pointer Index

## Cooking

<u>BRAND &amp; ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
<b>Whirlpool, KitchenAid 4317445A</b>	<b>Built-In Single and Double Ovens</b> Oven doesn't work after Self Clean Cycle	01/11
<b>Whirlpool, KitchenAid 4317445B</b>	<b>Built-In Single and Double Ovens</b> Oven doesn't work after Self Clean Cycle	03/11
<b>KitchenAid, Jenn-Air W10406260</b>	<b>Single Built-In Microwave Ovens and Built-In Microwave Combination Ovens</b> Microwave will not pop popcorn	03/11
<b>Estate &amp; Magic Chef W10407113</b>	<b>Standing Clean Gas Freestanding Range</b> Strange irritating noise coming from the gas oven all the time	03/11
<b>Amana, IKEA, Maytag &amp; Whirlpool W10412749</b>	<b>Built-In, Drop-In, and Slide-In Ovens</b> "PF" error code and/or slow running clock	04/11
<b>KitchenAid, Jenn-Air W10406260A</b>	<b>Single Built-In Microwave Ovens and Built-In Microwave Combination Ovens</b> Microwave will not pop popcorn	06/11

## Fabric Care

<u>BRAND &amp; ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
<b>Whirlpool, Maytag W10393859</b>	<b>Front Load Direct Drive Washers</b> No Spin or Wet Clothes Complaint	02/11
<b>Whirlpool, Maytag W10407349</b>	<b>Cabrio and Bravos 4.0 cu. ft. Dryers</b> Motor Pulley Comes Loose	03/11
<b>Crosley, Matyag, Whirlpool W10405379</b>	<b>HE Top Load Belt Drive Washers (VMW)</b> Design Change - Elimination of Counter Weight	03/11
<b>Whirlpool, Maytag W10404630</b>	<b>Duet &amp; Maxima Direct Drive, Front Load Washers</b> Selector Knob Breaks	03/11

<u>BRAND &amp; ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
<b>Whirlpool</b> W10403266	<b>Duet Front Load Direct Drive Dryers With LCD Displays</b> User Interface Not Responsive or Displays Error Codes	04/11
<b>Amana, Estate, Crosley, Maytag, Whirlpool</b> W10410553	<b>Classic Dryer, Console-lint screen on top</b> Drum may not ride on front panel bearing block	04/11
<b>Whirlpool, Maytag</b> W10411107	<b>Top Load Washers</b> Broken Lid Lock	05/11
<b>Whirlpool</b> W10434798	<b>Horizon Next Generation Steam Dryers</b> Steam Dryers Filling With Water	06/11
<b>Whirlpool, Maytag, Amana, Roper</b> W10432280	<b>All Dryers With Steam Feature</b> Rubber Seal in W10206708 Hose Kit for "Y" Connector	06/11

## Clean-Up

<u>BRAND &amp; ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
<b>KitchenAid</b> W10398386	<b>Tall Tub Dishwashers</b> Revised Control for Cycle Stopping Issue	02/11
<b>Whirlpool, KitchenAid, Jenn-Air, Maytag, Amana, Roper, Admiral, Magic Chef</b> W10388297	<b>All Dishwashers</b> Phosphate-Free Dishwasher Detergents May Cause White Film	03/11
<b>Amana, Crosley, Estate, Magic Chef, Maytag, Whirlpool</b> W10402734	<b>Tall Tub Dishwashers</b> New Revised Control for Cycle Draining Issue	03/11
<b>Whirlpool, KitchenAid, Jenn-Air, Maytag, Amana, Roper</b> W10422740	<b>Undercounter Dishwasher</b> Single PVC Toe/Kick Panel and Plastic Retention Clips	07/11
<b>KitchenAid</b> W10436103	<b>Undercounter Dishwasher</b> ProDry™ (with Fan Assist Operation) vs. non Fan Assist Models	07/11

# Refrigeration

<u>BRAND &amp; ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
<b>Whirlpool, Maytag R8178825</b>	<b>26' SXS Refrigerators</b> New Global Design Platform/Location of Water Line Connections	02/11
<b>Whirlpool R-W10375898</b>	<b>SXS XXL Refrigerators</b> Water Filter Housing/Door Misaligned	02/11
<b>Whirlpool, KitchenAid, Jenn-Air, Maytag, Amana W10365447</b>	<b>Bottom Mount Refrigerator Freezers w/Ice &amp; Water Dispenser in Door</b> Design Change-Ice door solenoid eliminated	03/11
<b>Amana, KitchenAid, Maytag, Whirlpool W10403998</b>	<b>25' SXS Refrigerators</b> Adaptive Defrost Control failure may cause multiple complaints	03/11
<b>Whirlpool W10407529</b>	<b>Sidekick Refrigerator and Freezer</b> Missing Screws Needed for Bracket Installation	04/11
<b>Amana, Jenn-Air, KitchenAid, Maytag, Whirlpool W10407539</b>	<b>Bottom Mount Refrigerators</b> Compressor Design Change	04/11
<b>KitchenAid W10405576</b>	<b>French Door/Double Drawer Refrigerator</b> Calibrating Measured Fill	04/11
<b>KitchenAid W10405575</b>	<b>SXS Refrigerators With Measured Fill Feature</b> Measured fill volume does not match selected amount	04/11
<b>Amana, Jenn-Air, KitchenAid, Maytag, Whirlpool W10407372</b>	<b>Bottom Mount Refrigerators</b> Clogging Defrost Drain	04/11
<b>Amana, KitchenAid, Maytag, Whirlpool W10396999</b>	<b>22 and 25' SXS Refrigerators</b> Packaging film residue adheres to painted surface	04/11
<b>Whirlpool W10407521</b>	<b>20' Upright Freezers</b> Door Gasket Drooping/Sagging	05/11
<b>Jenn-Air, KitchenAid W10407535</b>	<b>Double Drawer Under Counter Refrigerator</b> Wire Harness Tears, Frays, or Breaks	05/11

## Delivery and Installation

<u>BRAND &amp; ID#</u>	<u>DESCRIPTION</u>	<u>DATE ISSUED</u>
<b>Whirlpool, Maytag W10412831</b>	<b>Top Load Washers</b> Increased service call volume from customers concerned with cycle selection, cycle times and the different sound they are encountering.	05/11
<b>Whirlpool, Maytag W10419092</b>	<b>Top Load Washers</b> Increased service call volume from customers concerned with cycle selection, cycle times and the different sound they are encountering.	05/11
<b>Whirlpool, Maytag, Amana, Roper W10432291</b>	<b>All Dryers With Steam Feature</b> Rubber Seal in W10206708 Hose Kit for "Y" Connector	06/11



## TRAINING EVALUATION

Please use this page as a reminder to provide us with feedback on today's meeting.

Complete the online evaluation form, located on the Service Matters website @:  
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Go to Service Resources > Field Service Support > Training Evaluation Form

Instructor's Name: \_\_\_\_\_

Today's Training Date: \_\_\_\_\_







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