



SERVICE BULLETIN	
Product:	Refrigerators
Bulletin Date:	03/20/2015
Bulletin Number	ASC20150320001
Models:	All Dual Evaporator Refrigerators

SUBJECT: Intermittent Loud Popping or Banging Sound

Customer Complaint:

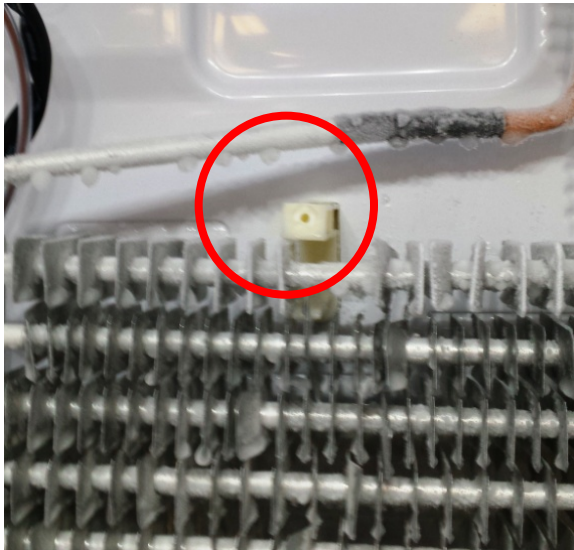
- The customer hears a loud banging or popping noise coming from the refrigerator.
- The sound will be intermittent, maybe only once per day, but it could happen more often.

Root Cause:

Dramatic changes in temperature between cooling and defrosting can cause the Fresh Food evaporator drain pan to expand and contract.

Field Solution: Be sure to wear gloves during this repair. The evaporator fins are very sharp.

1. Remove the Fresh Food section evaporator cover.
2. Release the evaporator tube from the clip at the top.
3. Lift the evaporator and drain pan up and out of the liner carefully.



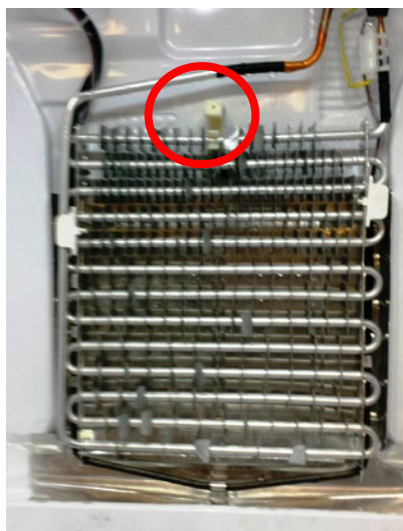
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4. Attach a sheet of foam seal to the wall behind the drain pan.

Foam Seal Part number: DA62-01426A SEAL EVAP-EPDM



5. Return the drain pan and evaporator to their proper place and snap the tube back into the clip. Verify that the drain pan is pushed down firmly at the bottom center and in the corners.



Important Note:

It is normal for some expansion and contraction to occur. Please instruct the customer to refer to the User's Manual for an explanation of various normal sounds.

The sheet of foam is a generic part that can be cut to size and used on any model.

Note: Consult the Samsung Service Website at (<http://.service.samsungportal.com>) for the Service Manual and other information on this product.

Symptom Codes

Symptom 1	Symptom 2	Symptom 3	Symptom 4
L3	05	02	03

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