

SAMSUNG

SUBJECT: Top Loader Unbalanced During Spin Cycle

SYMPTOMS:

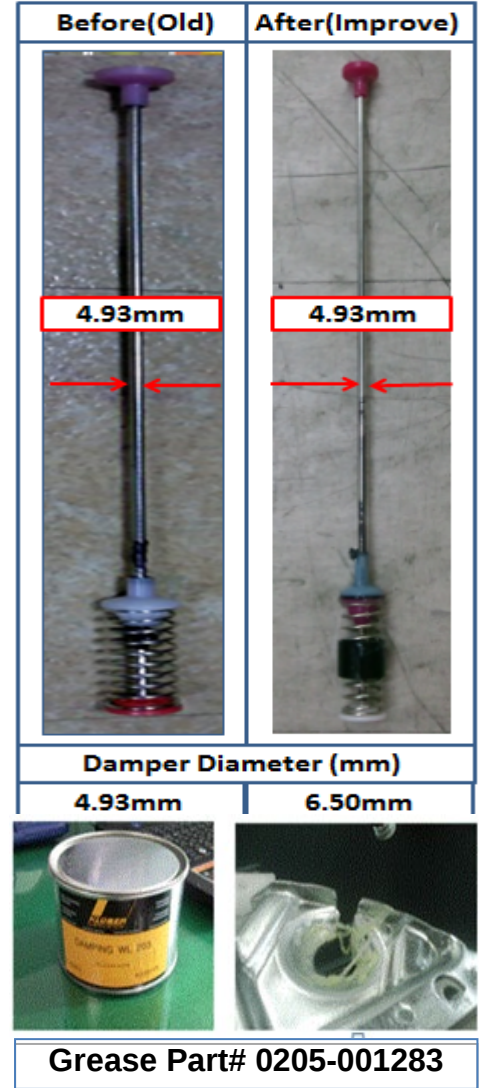
- UE/DC Error Displayed
- Unit unbalanced during spin cycle

REPAIR:

If the unit displays Unbalance or a DC/UE error, you must install the **New ASSY DAMPER (DC97-05280W)**.

The table below lists the Production Month range of the washers affected by this service bulletin.

Model	Prod Month	Old Damper	New Damper
WA456DRHDWR/AA	All Production Through Jan, 2015	DC97-16350E	DC97-05280W
WA456DRHDSU/AA		DC97-16350E	
WA400PJHDWR/AA		DC97-16350C	
WA422PRHDWR/AA		DC97-16350C	
WA45H7200AW/A2		DC97-16350E	
WA45H7200AP/A2		DC97-16350E	
WA45H7000AW/A2		DC97-16350E	



- ❖ You must order 4 new ASSY Dampers, one for each corner of the washer.
- ❖ You must apply grease to the top of the new ASSY Dampers.
Failure to apply grease to the top of the new ASSY Dampers will result in noise and vibration issues!
You can use grease part# 0205-001283 for multiple customers.

✳ **Reading the production date from the serial number**

In the serial number, Digit 8 represents the year, Digit 9 the month. In the example below left, the year is 2014 and the month is December. In the example below right, the year is 2015 and the month is January.

MODEL : WA400PJHDWR/AA **04**
S/N : Y69Q5AUFC00276N

Version

8:Year
9:Month

MADE IN CHINA

Year	'11	'12	'13	'14	'15
Code	B	C	D	F	G

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Code	1	2	3	4	5	6	7	8	9	A	B	C

X 9 5 9 5 A R G 1 0 0 0 0 3

1 2 3 4 5 6 7

5. Year 年
6. Month 月

1. Model code ("SAP" create) 电脑代码
2. Washing machine code 洗衣机代码
3. SSEC 公司代码
4. Product Line 生产线代码
7. Serial Number (random sample) 随机流水号

Note: Visit the Samsung Service Website at service.samsungportal.com for the Service Manual and other information on this product.

Symptom Codes

Symptom 1	Symptom 2	Symptom 3	Symptom 4
L3	01	03	01

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