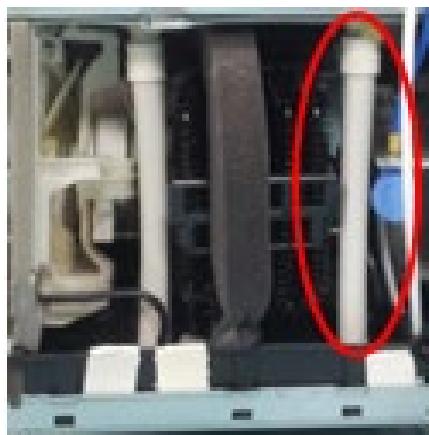




| SERVICE BULLETIN |                                                |
|------------------|------------------------------------------------|
| Product:         | Bottom Mount and French Door Refrigerators     |
| Bulletin Date:   | 10/29/2015                                     |
| Bulletin Number  | ASC20151029001                                 |
| Models:          | RB195A*, RB215A*, RF197A*, RF217A*, all colors |

**Subject:** Water leaking under crispers. For these models only, this bulletin supersedes any previous bulletin.

**Symptom:** FF section drain tube becomes clogged due to debris in the “duck bill”. The defrost water then backs up into the drain pan under the evaporator, where it will freeze. Every time the evaporator defrosts, water will then run over the drain pan, collecting under or in the vegetable drawers.

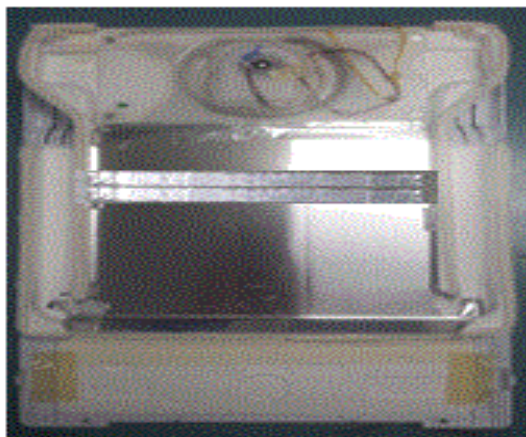


### **History**

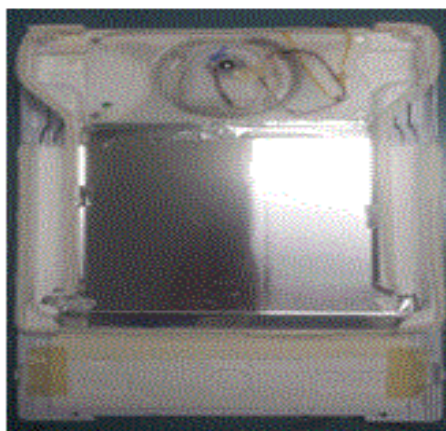
Several engineering changes have occurred on models RF197, RF217, RB195, and RB215 over the past few years. The revisions are shown here by location on the refrigerator:

### **Evaporator Cover**

Revision used from 10/2013 to 05/2014



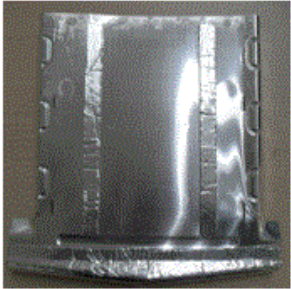
Current Revision, used since 05/2014



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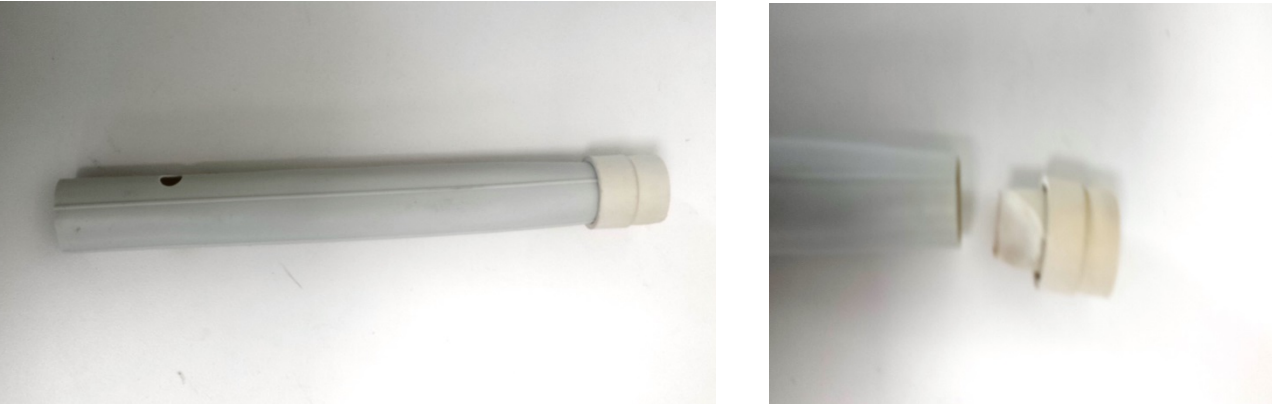
**Evaporator Drain Pan**

Revisions (back and bottom of the evaporator drain pan assembly, foam seals installed)

| Before Sep. 30, 2013                                                              | Since Sep. 30, 2013                                                               | Since 23. Apr. 2014                                                                |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
|  |  |  |

**External Drain Tubes and Duck Bills**

Original Style Drain Tube and Duck Bill



Current Style Drain Tube with Duck Bill and Cap, used since 02/2014



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## Repair Procedure:

Determine the age of the refrigerator by comparing the serial number to the chart below.

### Serial Number Example:

J J 5 5 4 3 C **F 2** 0 0 1 6 0 A

| Production Year |          |          | Production Month            |
|-----------------|----------|----------|-----------------------------|
| S = 2009        | Z = 2010 | B = 2011 | 1 ~ 9 = January ~ September |
| C = 2012        | D = 2013 | F = 2014 | A = October, B = November   |
| G = 2015        | H = 2016 | J = 2017 | C = December                |

In the example, F = 2014 and 2 = February.

**Install the needed components from the Leakage Kit, based on the production year/month**

**Service Kit: Part Code DA82-01415A Leakage Kit**



### Kit Contents:

- 2 new drain tubes with caps
- 1 foam seal for the bottom of the drain plate
- 2 foam strips for the back of the evaporator drain plate
- 1 defrost heater clip (only for models produced prior to 2011).

### Field Repair:

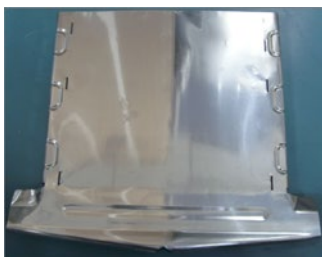
#### Models produced PRIOR to October of 2013:

1. Unplug the refrigerator and remove the compressor compartment cover.
2. Remove the two external drain tubes with the duck bills.
3. Remove the evaporator cover and defrost the drain pan if it is frozen. Be sure to defrost the drain tube completely. Pour hot water down the drain to ensure the internal tube is clear and the water comes out at the bottom.
4. Lift the evaporator and drain plate out of position and carefully bend them up.

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5. Add the two foam strips to the back of the plate and add the seal to the bottom of the drain plate.

**Back of drain plate without foam strips**



**Foam strips installed (back and bottom)**



6. Carefully reinstall the evaporator and drain plate and the evaporator cover.

7. **Install the two new drain tubes with caps.**

8. Reinstall the compressor cover.

**Models produced AFTER October of 2013:**

1. Unplug the refrigerator and remove the compressor compartment cover.
2. Remove the two external drain tubes with the duck bills.
3. Remove the evaporator cover and defrost the drain pan if it is frozen. Be sure to defrost the drain tube completely. Pour hot water down the drain pipe to ensure the internal tube is clear and the water comes out at the bottom.
4. It is not necessary to install the foam strips on these models, as they were added at the factory.
5. **Install the two new drain tubes with caps**

**Note:** The most important component of this repair is the installation of the new drain tubes after you have cleared the drain. As long as these tubes are installed, if the new duck bill becomes clogged, the drain water cannot travel back up the drain pipe and freeze again. This will also prevent freezing in the freezer drain.



**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 |
|-----------|---------------|----------------|-----------|
| E/WATER   | LEAK/DRIPPING | IN FRIDGE ROOM |           |

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