

SERVICE BULLETIN	
Product:	Side by Side Refrigerators
Bulletin Date:	12/01/2016
Bulletin Number	ASC20160830001
Models:	RS25H5111BC, RS25H5111SG RS25H5111SR, RS25H5111WW RS25H5121BC, RS25H5121SG RS25H5121SR, RS25H5121WW RS25J500DBC, RS25J500DSG, RH25H5611SR, RH25H5611WW RS25J500DSR, RH25H5611SG RS25J500DWW, RH25H5611BC

Subject: Frost in the Freezer Section

Symptoms:

1. Frost and/or ice collect at the top of Freezer section. Model shown here is RS25J500D**
2. Possible No Ice or Low Ice Production



Root Cause: Air infiltration may exist due to a deformation of the freezer door at the top left corner (hinge side). The gasket will not seal against the cabinet.



Repair method:

1. The original gasket must be replaced with a new gasket. **Do not install the part with the original part code. Use the chart below to identify the new, correct gasket.**

MODEL	PART NUMBER (NEW GASKET)
RH25H5611SR, RS25H5111SR, RS25H5121SR, RS25J500DSR, RH25H5611WW, RS25H5111WW, RS25H5121WW, RS25J500DWW (COLOR: STAINLESS and WHITE)	DA97-15448A
RH25H5611BC, RS25H5111BC, RS25H5121BC, RS25J500DBC, RH25H5611SG, RS25H5111SG, RS25H5121SG, RS25J500DSG (COLOR: BLACK and BLACK STAINLESS)	DA97-15448B

Before



After



2. In addition to replacing the gasket, make sure that the shelves are in their correct positions and that no food is preventing the door from closing.

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

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