



SERVICE BULLETIN	
Product:	French Door Refrigerators
Bulletin Date:	12/5/2016
Bulletin Number:	ASC20161205001
Models:	RF18HFENB**/AA RF20HFENB**/AA ALL COLORS

SUBJECT: Frost in the freezer section.



AFFECTED PRODUCTION DATES:

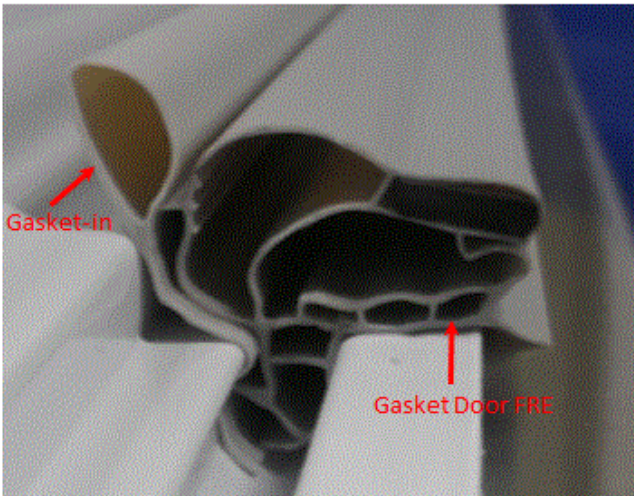
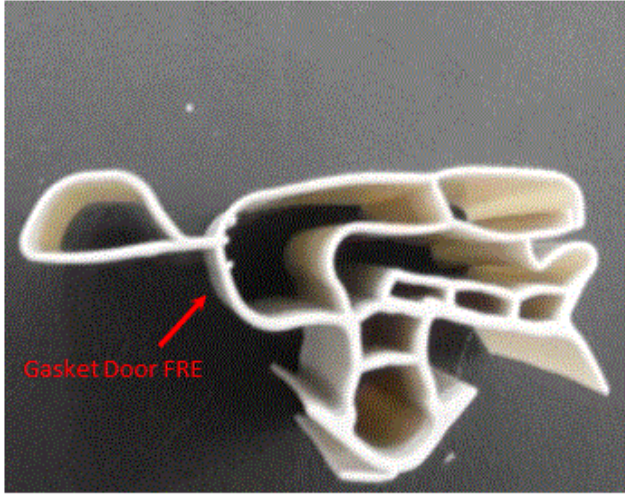
Any units built PRIOR to November, 2016 production. Refer to the chart at the end of the bulletin.

ROOT CAUSE:

The freezer gasket is not sealing completely, causing warm air infiltration which results in frost on shelves and food.

FACTORY SOLUTION:

Beginning with November, 2016 production, all models will be supplied with a new style gasket, which incorporates the side inserts that previously were separate parts.

Before (Split Type)	After (Integral Type)
GASKET-IN: DA63-06797C GASKET DOOR-FRE:DA63-07734A (Grey) GASKET DOOR-FRE:DA63-07734A (Black)	GASKET DOOR-FRE:DA97-16990A (Grey) GASKET DOOR-FRE:DA97-16989A (Black)
	

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FIELD SOLUTION:

1. Check the serial number to determine if the model is affected.
2. **Make sure the refrigerator is level from side to side and from front to back.**
3. Remove the freezer door gasket and the two side gasket inserts and discard.

Gasket



Side inserts (2)



4. Install a new gasket. Be sure to install the correct color, based on the color of the original gasket.

Grey Gasket: A97-16990A



Black Gasket: DA97-16989A



5. **Make sure that frost and condensation have been removed before leaving the home.**

Serial Number Example Chart

0 D 6 D 4 A D H 6 0 1 2 4 0 D

Production Year		Production Month	
F = 2014	G = 2015	1~9 = January ~ September	
H = 2016	J = 2017	A = October	B = November
		C = December	

In this example, the production year is 2016 and the production month is June.

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