



Subject: “Door Open” Errors Due to
Broken Bottom Hinge Cover(s)

Symptoms:

- “Door Open” Alarm sounds
- Freezer or Flex Zone lights are off due to timeout feature
- Poor cooling in Freezer or Flex Zone

Root Cause: There is a plastic cover for each lower hinge. Each cover contains a magnet, which activates the reed switch at the bottom of each lower door. If the cover is not in place, the reed switch remains in the “door open” position when the door is closed. The main board will initiate the “Door opened” code and alarm after a short time, even though both doors are closed. The lights will stay on and the fan will stay off. The lights will time out eventually.

SERVICE BULLETIN	
Product:	4 Door Flex Refrigerator
Bulletin Date:	6/23/2016
Bulletin Number	ASC20160623001
Models:	RF22K9381SG, RF22K9581SG RF22K9588SG, RF28K9070SG RF28K9380SG, RF28K9580SG RF22K9381SR, RF22K9581SR RF24J9960S4, RF28K9070SR RF28K9380SR, RF28K9580SR RF34H9950S4, RF34H9960S4

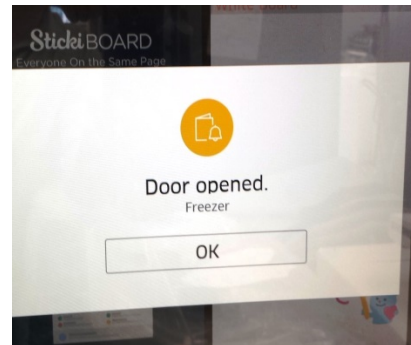
Hinge Cover Installed



Hinge Cover Loose/Broken



Sample Error Message



Solution: To ensure a first time fix, always bring a left and right hinge cover when servicing this type of complaint. Replace the broken/missing cover(s).

For all Black Stainless Models (SG)

Left Cover DA97-14537B Right Cover DA97-14538B

For all Real Stainless Models (RS or S4)

Left Cover DA97-14537A Right Cover DA97-14538A

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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