



Service Bulletin			
Product:		Refrigerator	
Bulletin Number:		ASC20120409001	
Bulletin Date:		4/9/2012	
Models:			
RF197AB	RF266AZ	RF26VAD	RFG296HD
RF197AC	RF267AA	RF26XAE	RFG297AA
RF217AB	RF267AB	RF26XAZ	RFG297AB
RF217AC	RF267AC	RF4267HA	RFG297HD
RF263AE	RF267AD	RF4287AA	RFG298AA
RF265AA	RF267AE	RF4287HA	RFG298HD
RF265AB	RF267AF	RF4289HA	RFG299AA
RF265AD	RF267AZ	RFG237AA	RFG299AB
RF266AA	RF268AB	RFG238AA	RFG29PHD
RF266AB	RF268AC	RFG293HA	RFG29THD
RF266AC	RF26VAB	RFG295AA	
RF266AE	RF26VAC	RFG295AB	

SUBJECT: Freezer Drawer is not closing

Symptom:

- Frost on food in the freezer
- Frost on the freezer rails
- Gap around the freezer gasket

Cause #1:

- Pin in the freezer rail is out of position.
- This can happen during cleaning.
- If the pin is out of position, the auto-close spring will not work and the drawer will not close completely.

Solution #1:

- Open the drawer fully and push it closed. The pin should return to the correct position.
- If the pin does not return, pull it into position. Demonstrate this to the customer.



Rail



Pin in wrong position



Pin in correct position

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Cause #2:

- Improper alignment of the freezer drawer baskets and/or Pizza Guard. The drawer will not close flush.

Solution #2:

- Make sure the freezer baskets and Pizza Guard are positioned correctly.



Lower basket, tab out of position



Basket installed correctly



Upper basket roller past the stop



Upper basket installed correctly



Pizza guard stud out of place



Pizza Guard installed correctly

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Cause #3:

Improper loading of the freezer by the customer, causing the drawer to remain partially open.

Solution #3:

- Remove obstructions, clean off frost, and then close the drawer.
- Advise the customer about proper loading. This is not a warranty issue.



A bottle caught between the Pizza Guard and top basket



Gap between gasket and cabinet

- All new production will include a label advising the customer on proper loading techniques.
- The label will also inform the customer that he/she may have to pay for service if the cause of the problem is improper loading.

Other causes:

- The Timing Rod may be out of alignment. The timing rod is the bar located between the left and right side tracks (behind the lower basket). A gear is located at each end of the rod. These gears must be aligned so that the slide rails will open and close properly. To align the gears, open the drawer fully and close it forcefully. This should align the gears.
- The customer may be opening the drawer from the left or right end of the handle. Depending on the amount of food in the freezer, the drawer could rack and not seal completely. Advise the customer to open and close the drawer using the middle of the handle for best performance.

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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