



Subject: Freezer drawer gasket not sealing completely at the top left corner.

SERVICE BULLETIN	
Product:	French Door Refrigerators
Bulletin Date:	9/10/2014
Bulletin Number	ASC20140910001
Models:	RF28HDEDBSR/AA RF28HFEDBBC/AA RF28HFEDBSR/AA RF28HFEDBWW/AA RF28HFPDBSR/AA RF28HMEDBBC/AA RF28HMEDBSR/AA RF28HMEDBWW/AA RF28HMEBBSR/AA

Symptom: Condensation and frost forms at the top of the freezer due to a gap between the freezer door gasket and the cabinet.

Condensation



Gap



Root Cause: The rear wall of the freezer compartment is bowed out approximately 8.8mm. The upper freezer tray rail hits the bowed area, preventing the drawer from closing properly.



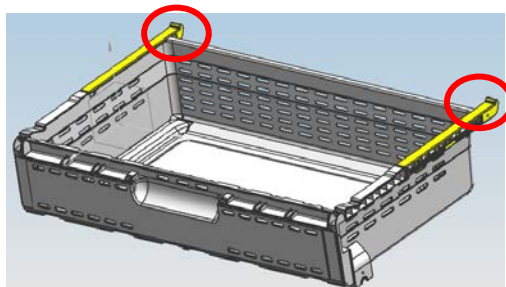
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Field Repair:

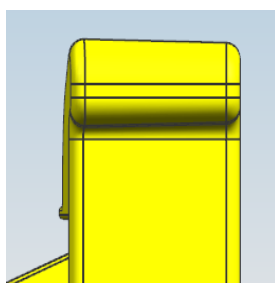
- Open the freezer drawer and remove the upper tray.
- Inspect the rear corners for a bowed section in the liner.
- If the bowed section is present, replace the upper tray with the new part, DA97-08439D, which includes rails that allow for proper clearance at the bowed area. The left and right rails have been redesigned.

Part Code: DA97-08439D

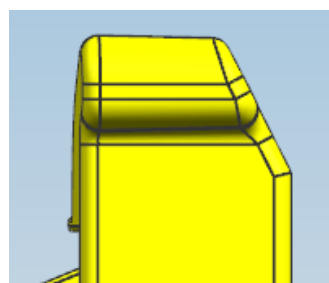
New assembly with new style rails



Old Rail



New Rail



Factory Solution:

- The redesigned upper tray is used in all new units beginning with June, 2014 production.
- The manufacturing process has been adjusted to reduce the likelihood of liner imperfections.

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
L3	02	03	

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