

Title	French Door Direct Cool Ice Maker Frozen		
Create Date	2017.05.24	Service Bulletin Number	ASC20170602002
Revision Date	2018.9.04	Model: Listed Below	2014 to Sept 2017 Production
Symptom	No ice	Frozen Ice Room	Ice Bucket Stuck with Frost

Models:

RF22K9381, RF22K9581, RF22KREDB, RF22M9581, RF23FSEDB, RF23HCEDB, RF23HSESB, RF23HTEDB, RF23J9011, RF23M80, RF23M85, RF24FSEDB, RF24J9960, RF25HMEDB, RF263BEAE, RF263TEAE, RF265BEA, RF26J7500, RF28HDEDB, RF28HDEDT, RF28HFEDB, RF28HFEDT, RF28HMEDB, RF28JBEDB, RF28K9070, RF28K9380, RF28K9580, RF30HDED, RF30KMEDB, RF31FMED, RF32FMQDB, RF323TED, RF349950, RF34H9960

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Visual Examples of frost condition



Service Preparation

Place unit in Self Diagnostic Mode and check for Fault Codes

1.



Code	Item
14 C	Ice Maker(FF) Sensor Error
15 C	Ice Room Sensor Error
39 C	Ice Maker(FF) Function Error
40 C	Ice Room - FAN Error
61 C	Ice dDuct heater Error

2. Place unit in Forced Defrost Mode (Fd) for at least 5 minutes to melt ice from around cooling loop



3. Before performing any service, remove the ice bucket, and then check the condition inside the ice room.

NOTE: If the ice bucket is stuck, use a steamer to melt the ice until you can remove the bucket. Be sure to place a towel under the ice bucket to catch water as it drips down as shown.

NEVER use a heat gun or hair dryer to defrost the ice room.



Using a heat gun or hair dryer to defrost the ice room may cause the plastic liner to melt creating permanent damage

Service Steps – All Steps Must Be Followed

① Disassemble the ice Bucket

- ① Pull out the Ice Bucket from the Ice Room. (If the bucket is stuck, use a steamer to melt the ice.)
- ② Check Ice Bucket for cracks or fractures
- ③ Check the gasket around the edge making sure it has not ripped, cracked, or become too rigid, preventing a proper seal



**If damage is noted,
replace the ice bucket**

② Inspect the Ice Route Flapper and Assembly for a proper seal

Add Some water to the Ice Route
for leakage testing



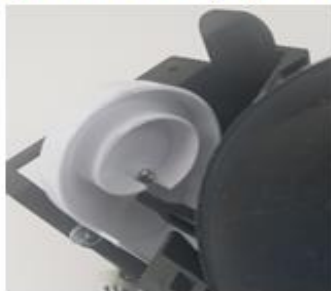
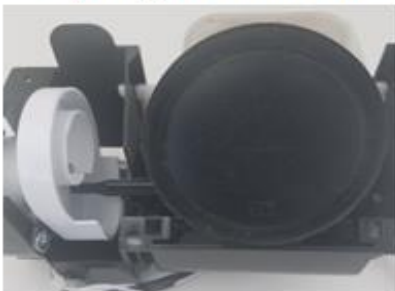
No leak



Leak



Inspect the Ice Route flapper. Ensure the rubber is still soft and pliable, has no tears or rips, and that the flapper is in the fully closed position when out. Also inspect the ice dispenser opening for cleanliness. If build up has occurred, wipe clean before reinstalling the Ice Route.



- 3 Remove the unit from Force Defrost mode (Fd), and then place into Demo Mode. This will prevent the cooling loop from frosting up during service.

You **MUST** remove **ALL** ice from the ice room and auger area using a **STEAMER**



- 4 Disassemble the ice maker

1. Remove the left screw, and then open the Harness Cover.
2. Disconnect the Ice Maker cable.
3. Unlock the Drain Duct by removing the upper right screw.
4. Unlock the left hook, and then *open the Drain Duct.
5. Unlock the upper hook, and then pull out the Ice maker from the opening of the Drain Duct.



⑤ Check for Frost Symptoms in the Ice Room

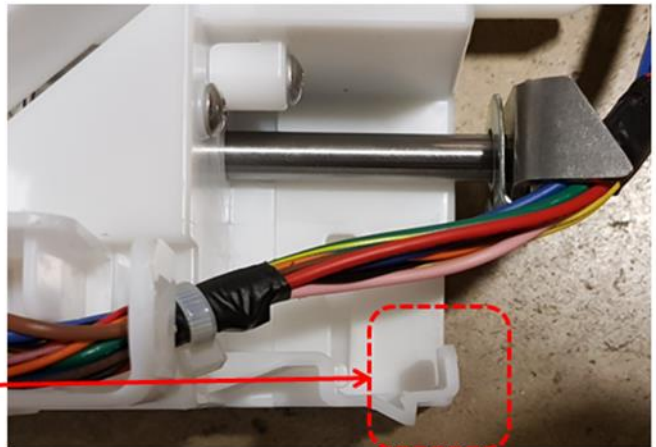
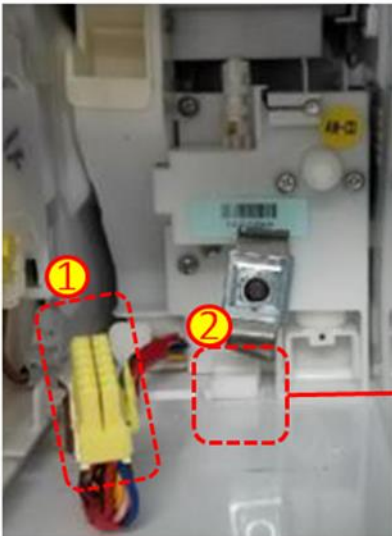
1. Check for traces of water spray in the upper ice room area.
2. Check for frost in the air flow path (L-Duct).
3. Check for frost in the drain pipe of the Auger motor.
4. Check for ice or frost on the ice room bottom.



Continue steaming the unit to remove all traces of ice to allow for the safe removal of the auger motor assembly.

⑥ Disassemble the Auger Motor

1. Disconnect the cable of the Auger Motor.
2. Push the Bottom Hook.
3. Remove the Auger Motor.

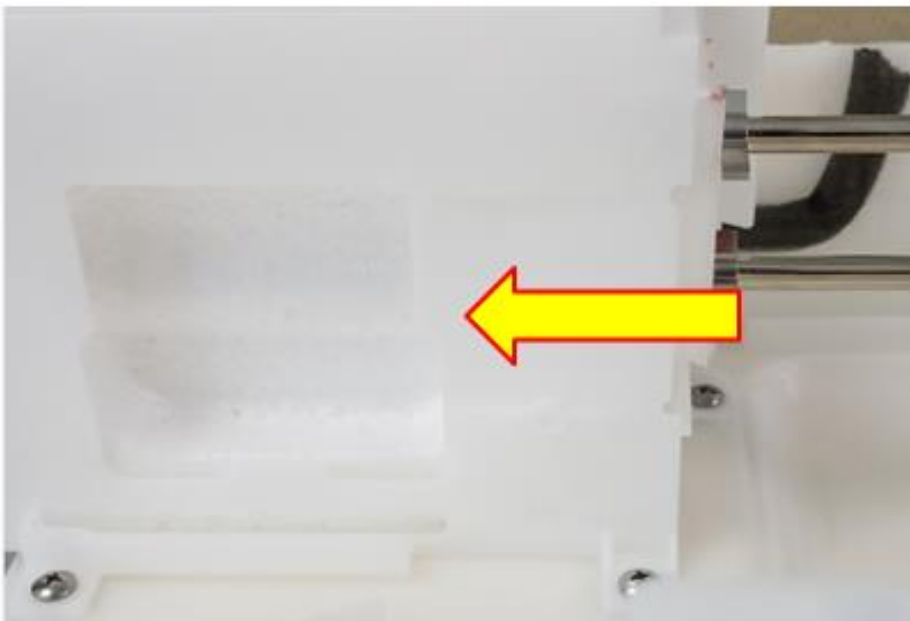


7

Inspect the air channel above the Auger assembly and remove all traces of ice from this area. Failure to do so will create new ice build up there and on the floor, side walls, and rear.



It is very important to remove all accumulated ice build-up anywhere in the ice room. Don't miss any.



- ⑧ With the Auger Motor Assembly removed, inspect the drain for the ice room. Place your finger into the drain area to feel for any foam remnants or ice blockage etc. Remove any and all material found.



If Ice is found, use a steamer to remove and ensure you have flow from ice room to drip pan in the rear. Drains must remain open.



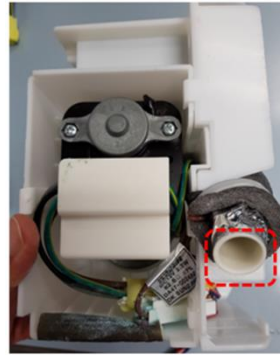
- ⑨ Check if there is Styrofoam packing still in the auger motor, and remove it.



- 10 Inspect the zip tie on the drain. Make adjustments as needed so the insulation and zip tie does not prevent proper installation of the auger assembly.



Inspect drain path on auger motor assembly for ice build up or blockage



Note: Once you have confirmed all ice has been removed from the entire ice room area, towel the whole ice room dry including cooling loop, side walls, floor and ceiling of the ice room.

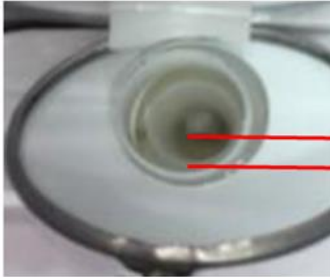
- 11 Take out the bracket surrounding the cooling loop and discard it. Install the new bracket included in kit, Part # DA82-02367A

IMPORTANT: This step must be completed, even though in many cases the parts look identical.



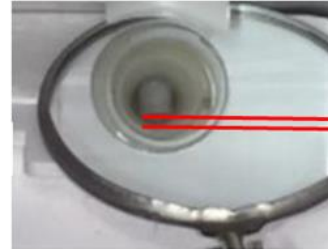
- 12 Check for any particles in the fill tube using a mirror. Remove all particles.
Check the gap between the water line outlet and the fill tube to prevent water spray.
If the gap between the water line outlet and the fill tube is less than 10mm, adjust the insertion length of the water line in the cabinet rear.

< Correct >



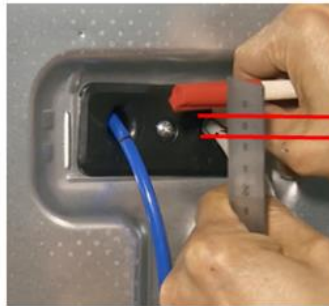
enough gap : 10mm↑

< Incorrect >



small gap : 10mm↓

If the gap between water line limit marking and cabinet rear wall is below 15mm (ex. within 10mm), Adjust it to be about 15mm~20mm



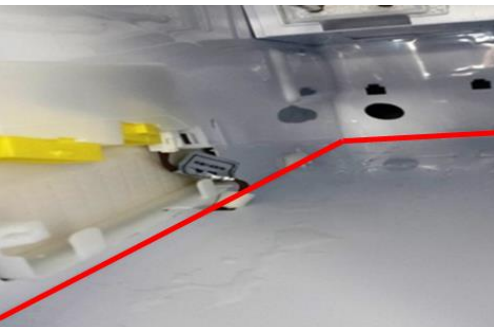
enough gap : 15mm~20mm

- 13 Sealing the ice room with RTV sealant. Seal gaps that may exist in the ice room sides and floor.

NOTE: Only use Samsung provided RTV sealant. No substitutions or other products are authorized for use in this repair step.



Part number required:
DA81-05595A



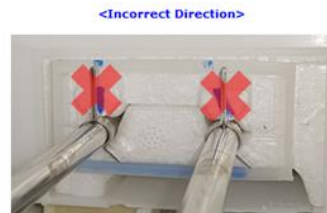
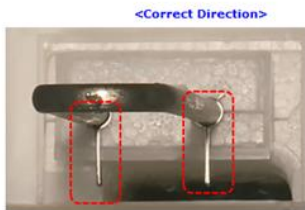
Cut the applicator tip at a 45 degree angle, and then apply the sealant along the joints identified by the red line. This will help to provide a sealed ice room environment.

- 14 Re-install the auger motor assembly ensuring it is installed fully to the rear and locked into place with the lock tab. Reconnect auger motor wire harness to the connection point on the left wall making sure to route the wiring properly.



- 15 Attach the Y-Clip (DA82-02367A) to the bottom of the evap pipe. Ensure that there is no gap between the clip and the rear wall retainer clip.

Y Clips must be installed firmly against rear wall retainer clip and pointing directly downward



- 16 Reassemble the ice maker

1. Insert the ice maker into the opening of the Drain Duct. Lock the upper hook with 'click' sound.
2. Lock the left hook with 'click' sound to close the Drain Duct.
3. Insert and tighten the upper right screw to lock the Drain Duct.
4. Connect the ice maker cable.
5. Close the Harness Cover, and then screw in and tighten the left screw.

See Next Page for Illustration



Order and replace the Ice Maker Assembly for all service cases.

Please see the corresponding chart for the proper part for each unit.

***See Parts information on Page 16**

① Remove the unit from Demo Mode now that ice room is assembled.

② Press "Test Mode" button and check for leaking water or functional failure



When pressing test, listen for the chime. This indicates the test function has begun. This process takes 6 minutes to complete and will produce a shortened fill at the very end of the process. Check for any leaking, spraying, or drips after the 6 minute test is completed.

③ Re-install the Ice Bucket.



- ②0 Finally, to complete the repair, place the unit into Self Diagnosis mode to ensure the unit has no other error codes and is operating as it should.



See the next page for parts information regarding this repair for your reference.

Parts Information

Ice Maker Part number to Model list

Counter Depth	
Part Number Required DA97-13718C	RF22K9381SG/AA
	RF22K9381SR/AA
	RF22K9581SG/AA
	RF22K9581SR/AA
	RF22K9588SG/AA
	RF22KREDBSG/AA
	RF22KREDBSR/AA
	RF22M9581SG/AA
	RF22M9581SR/AA
	RF23HCEDBBC/AA
	RF23HCEDBSR/AA
	RF23HCEDBWW/AA
	RF23HCEDTSR/AA
	RF23HSESBSR/AA
	RF23HTEDBSR/AA
	RF23J9011SG/AA
	RF23J9011SR/AA
	RF23M8070SG/AA
	RF23M8070SR/AA
	RF23M8090SG/AA
	RF23M8090SR/AA
	RF23M8570SG/AA
	RF23M8570SR/AA
	RF23M8590SG/AA
	RF23M8590SR/AA
	RF24FSEDBSR/AA
	RF24J9960S4/AA

Auger Motor Assy for
Counter Depth Models only:
DA97-12540K

Non-Counter Depth		
Part Number Required DA97-15217D	RF25HMEDBBC/AA	RF28HFEDTWW/AA
	RF25HMEDBSG/AA	RF28HFPDBSR/AA
	RF25HMEDBSR/AA	RF28HMEDBBC/AA
	RF25HMEDBWW/AA	RF28HMEDBSR/AA
	RF263BEAEB/AA	RF28HMEDBWW/AA
	RF263BEAESG/AA	RF28HMEBBSR/AA
	RF263BEAESP/AA	RF28JBEDBSG/AA
	RF263BEAESR/AA	RF28JBEDBSR/AA
	RF263BEAEWW/AA	RF28K9070SG/AA
	RF263TEAEB/AA	RF28K9070SR/AA
	RF263TEAESG/AA	RF28K9380SG/AA
	RF263TEAESP/AA	RF28K9380SR/AA
	RF263TEAESR/AA	RF28K9580SG/AA
	RF263TEAEWW/AA	RF28K9580SR/AA
	RF265BEAESG/AA	RF28M9580SG/AA
	RF265BEAESR/AA	RF28M9580SR/AA
	RF26J7500BC/AA	RF30HBEDBSR/AA
	RF26J7500SR/AA	RF30HDEDTSR/AA
	RF26J7500WW/AA	RF30KMEDBSG/AA
	RF28HDEDBSR/AA	RF30KMEDBSR/AA
	RF28HDEDPBC/AA	RF31FMEDBBC/AA
	RF28HDEDPWW/AA	RF31FMEDBSR/AA
	RF28HDEDTSR/AA	RF31FMEDBWW/AA
	RF28HFEDBBC/AA	RF31FMESBSR/AA
	RF28HFEDBSG/AA	RF323TEDBBC/AA
	RF28HFEDBSR/AA	RF323TEDBSR/AA
	RF28HFEDBWW/AA	RF323TEDBWW/AA
	RF28HFEDTBC/AA	RF32FMQDBSR/AA
	RF28HFEDTSG/AA	RF32FMQDBXW/AA
	RF28HFEDTSR/AA	RF34H9960S4/AA

Auger Motor Assy for
Non - Counter depth Models only:
DA97-12540G

RTV Sealant : **DA81-05595A**



Y- Clip Kit With Loop Bracket : **DA82-02367A**

