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Title	Microwave Intermittently Beeps and Displays the Number 7		
Service Bulletin Number	ASC20170811001	Model involved	ME21K70**
Create Date	10/9/2017		
Revision Date	NA		

Effected Models	Production date
ME21K7010DG/AA	Before 6/22/2017
ME21K7010DS/A2	Before 6/23/2017
ME21K7010DS/AC	Before 7/13/2017

Symptom

When the microwave is in sleep mode, it beeps once, and then displays the number 7 followed by the scrolling text "PRESS START OR OK". The behavior is intermittent.



Root Cause

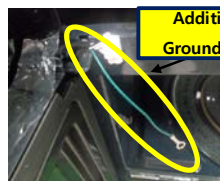
This behavior is caused by electronic noise.

Solution

Replace the door assembly with the updated version of the door assembly. The updated door assembly has an additional ground wire. See the details in the picture below.



Current Assy Door
[DE94-03611B,C]



New Assy Door
[DE94-03611B,C]



Insert the ground wire
into the hole.



SCREW-TAPPING
[6006-001170]

How to check production dates by serial number

A32R7MAC900001M

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Production year

2001	R	2011	B
2002	T	2012	C
2003	W	2013	D
2004	X	2014	F
2005	Y	2015	G
2006	L	2016	H
2007	P	2017	J
2008	Q	2018	K
2009	S	2019	M
2010	Z	2020	N

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Production Month

Jan	1
Feb	2
Mar	3
Apr	4
May	5
Jun	6
Jul	7
Aug	8
Sep	9
Oct	A
Nov	B
Dec	C

Note: Consult the Samsung Service Website at (<http://.service.samsungportal.com>) for the Service Manual and other information on this product.