

Title	Range timer count down runs continuously		
Service Bulletin Number	ASC20170313001	Models involved	NX58K7850** NX58K9850** NE58K9430** NE58K9560** NE58K9850**
Create Date	March 13, 2017		
Revision Date	NA		

Background (Symptoms)

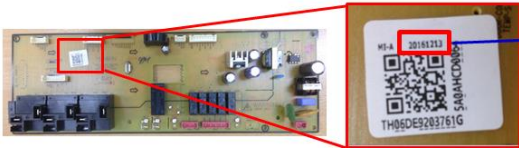
A timer function error has been found on certain Wi-Fi enabled range models.

This error causes the timer to run continuously, even though the set time period has expired, if the set time is greater than 60 minutes. The error only occurs when the time is set in the minute format, for example, if 63 minutes is entered as “63” (6, 3, START). In this case, the timer counts down to 3 minutes, jumps back to 63, and then keeps on counting down. If the same time is set as “1:03” (1, 0, 3, START), the timer’s operation is correct.

Solution

This issue is caused by a timer function software error.

To solve this issue, **replace the Sub/Display PCB**.

Parts Name	Old Version	Updated version	How to check a date
Assy PCB EEPROM	Production date is BEFORE 15th, Aug, 2016	Production date is AFTER 15th, Aug, 2016	 ex) 20161213 ⇒ Dec, 13, '16
Assy Module			 ex) DE92-03967B16110912 ⇒ Nov, 09, '16

Affected Models

Product	Model	Production Period
GAS OVEN RANGE	NX58K7850SS/AA	January, 2016-August, 2016
	NX58K7850SG/AA	
	NX58K9850SG/AA	
	NX58K9850SS/AA	
ELECTRIC OVEN RANGE	NE58K9560WS/AC	
	NE58K9560WS/AA	
	NE58K9430SS/AA	
	NE58K9850WG/AA	
	NE58K9850WG/AC	
	NE58K9850WS/AA	
	NE58K9850WS/AC	

Parts Information

PRODUCT	MODEL	SVC PARTS NAME	SVC PARTS CODE	UPDATED DATE
GAS OVEN RANGE	NX58K7850SS/AA	ASSY PCB EEPROM	DE94-03610C	08/15/16
	NX58K7850SG/AA			
	NX58K9850SG/AA	ASSY MODULE	DE92-03967B	
	NX58K9850SS/AA			
ELECTRIC OVEN RANGE	NE58K9560WS/AC	ASSY PCB EEPROM	DE94-03610B	
	NE58K9560WS/AA			
	NE58K9430SS/AA	ASSY PCB EEPROM	DE94-03610A	
	NE58K9850WG/AA	ASSY MODULE	DE92-03966B	
	NE58K9850WG/AC			
	NE58K9850WS/AA			
	NE58K9850WS/AC			

How to check production dates by serial number

Digit	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
(Ex)	0	B	D	L	7	D	D	F	9	0	0	7	0	2	A

CODE	YEAR
D	2013
F	2014
G	2015
H	2016

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

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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