

Title	Cooling Fan Runs Continuously		
Service Bulletin Number	ASC20170919001	Model involved	NE58K9430SS/AA
Create Date	9/18/2017		
Revision Date	NA		

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Affected Model

PRODUCT	MODEL	Production Period
ELECTRIC OVEN RANGE	NE58K9430SS/AA	Jan, 2016 - Oct, 2017

Symptom

The cooling fan keeps running continuously after cooking or starts running when range is being used.

Root Cause

This behavior is most frequently caused by a faulty cooktop energy regulator (infinite switch), however, the Sub PCB can also cause this behavior.

Please refer to the information below for details and diagnostic steps.

Background

- If any cooktop heating element is turned on for longer than 20 minutes, the cooling fan will automatically be activated at low speed. This is normal behavior.

Note: This specification does not apply to high speed fan operation.

- If the cooling fan keeps running continuously, long after cooking has ended and unit has cooled off, or if it starts running without any user input, then the control board may be defective and is incorrectly sensing that the cooktop is still active.

To Diagnose

With power connected, press and hold the self-clean button to verify that this function is operating.

- If the self-clean function works normally, the range is working correctly.
- If self-clean doesn't work and the message "OFF CtoP" appears on the display, then the control board is incorrectly sensing that the cooktop is on.



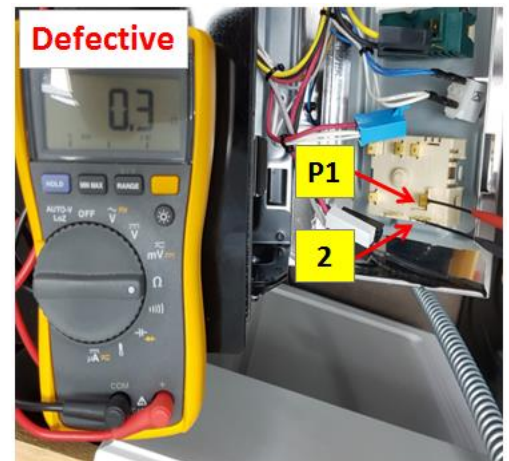
There are two possible reasons why the PCB might incorrectly detect that the cooktop is active:

1. A defective SUB PCB
 - Disconnect CN601, and then select the self-clean cycle.
 - If self-clean starts, the SUB PCB is operating normally.
 - If self-clean doesn't start, replace the SUB PCB.
2. A defective regulator: Inspect both dual regulators, Front Left and Front Right.
 - Check the continuity between terminals '2' and 'P1'

Normal operation: R = approx. ∞ (open)

Defective regulator: R = approx. 0Ω (stuck closed)

To fix the cooling fan running behavior, replace the defective components, and then test their operation again.



Parts Required

PRODUCT	MODEL	SVC PARTS NAME	SVC PARTS CODE	UPDATED DATE
ELECTRIC OVEN RANGE	NE58K9430SS/AA	REGULATOR ENERGY-DUAL	DG44-01006B	Sep, 2017
ELECTRIC OVEN RANGE	NE58K9430SS/AA	ASSY PCB EEPROM (SUB PCB)	DE94-03610A	no update

How to check production dates by serial number

A32R7MAC900001M

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

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.