



SUBJECT: Frost build-up on the underside of Ice maker, noise from ice room

Customer Complaint:

Ice crystals and water droplets form at the bottom of the ice maker.

Noise issues, slushy ice, frozen ice rooms, etc.

SERVICE BULLETIN	
Product:	French Door Refrigerators
Bulletin Date:	11/25/2015
Bulletin Number	ASC20151125001
Models:	RF23HCEDB, RF23HCEDT, RF23HSESB, RF23HTEDB, RF23J9011, RF24FSEDB, RF25HMEDB, RF263BEAE, RF263TEAE, RF26J7500, RF28HDEDB, RF28HDEDT, RF28HFEDB, RF28HFEDT, RF28HFPDB, RF28JBEDB, RF30HDEDT, RF31FMEDB, RF31FMESB, RF323TEDB, RF32FMQDB, RF34H9950, RF34H9960, ALL COLORS

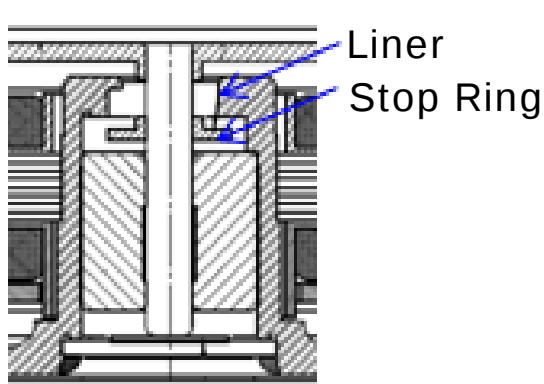
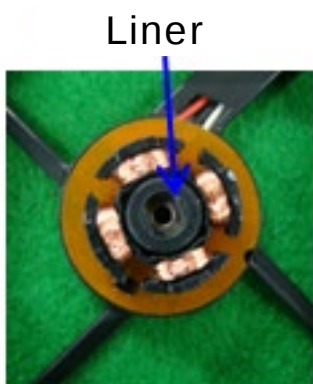


Root Cause:

The ice room fan has a “c” shaped hole and “c” shaped shaft stopper, which can fall out of correct position when the fan motor stops. Fan motor turns can become slow and noisy or just stop completely.

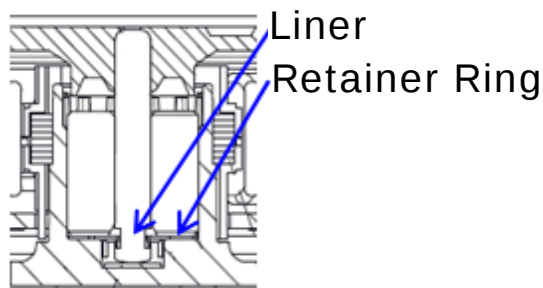
If this occurs, the fan will stop running. Without air movement, excessive heat will not be removed, causing condensation that forms under the ice maker, as shown in the pictures above.

Original Fan:



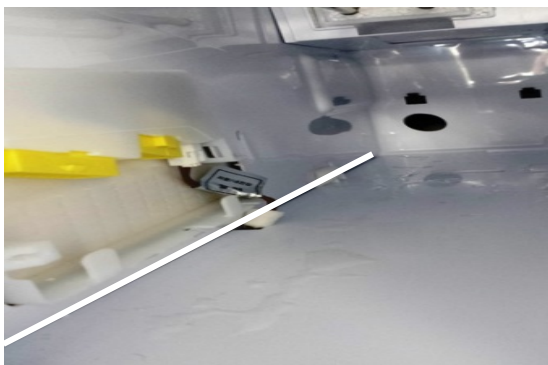
This information is published for informational purposes only and intended for use only by personnel qualified for the specific tasks depicted. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when handling or servicing a product. Only qualified personnel should repair products powered by electricity. Any attempt to handle, service or repair the product or products by anyone other than qualified personnel could result in serious injury or death. You agree that your use of and reliance on this information is at your sole risk. This information is subject to change or update without notice. There are no warranties, either expressed or implied, regarding the accuracy or completeness of this information.

New, Improved Fan:



Field Solution:

- 1. Remove the ice maker and the auger motor/fan assembly.
- 2. While parts are removed, make sure the ice room is completely free of residual ice or frost.
- 3. Check for a gap on the left ice room floor.



- 4. If a gap exists, use Epoxy to seal the gap. Part number: DA81-05595A A/S Epoxy
- 5. Replace the auger motor/fan assembly with a new one.



- 6. Reinstall the ice maker.

Symptom 1	Symptom 2	Symptom 3
Operation	Ice and water	No ice / not dispensing ice/ ice bucket stuck, etc.

This information is published for informational purposes only and intended for use only by personnel qualified for the specific tasks depicted. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when handling or servicing a product. Only qualified personnel should repair products powered by electricity. Any attempt to handle, service or repair the product or products by anyone other than qualified personnel could result in serious injury or death. You agree that your use of and reliance on this information is at your sole risk. This information is subject to change or update without notice. There are no warranties, either expressed or implied, regarding the accuracy or completeness of this information.