

Technical Service Pointer	For Immediate Attention of Your Service Department	
	<i>Technical Service Pointer #: W11329116C</i> <i>Action Required: Mandatory</i> <i>Release Date: January, 2019</i>	<i>Refrigeration Products</i>

Brands Affected  	KitchenAid, Jenn-Air French Door Refrigerator with Dispenser, 24 cu Ft. Refrigerator Evaporator Clogged With Ice						
	Models: <table border="1"> <tr> <td>KRFC604F*00</td><td>JFFCC72EF*00</td><td></td></tr> <tr> <td>KRFC704F*00</td><td></td><td></td></tr> </table> *TO DENOTE WILDCARD FOR COLOR Note - Follow the diagnostic process in this pointer. Replace the evaporator cover and main control and fully defrost evaporator to prevent repeated service. Serial Numbers: K601-K750 S Code: S27311 S Code covers Replacement Control, Replacement Evaporator Cover and 2X labor Possible Concern: The consumer may experience. • Warm refrigerator compartment (RC) but freezer compartment (FC) is cold. • Ice growth appears between evaporator cover and bottom of RC liner but FC is cold. • Fast ticking or clipping noise coming from inside the RC and behind the crisper drawer. (Fan striking ice buildup) • Low ice rates in door ice maker. Tools Required • Hand held steamer • Wet Vacuum • Towels • ¼" deep hand held socket • Pliers • Small slotted screwdriver • Multimeter Before following the specific repair outlined in this pointer, first follow the troubleshooting fault-tree guide here. Cooling performance can be impacted by a variety of factors that may not relate to the specific repair outlined below, and those factors should be ruled out first.		KRFC604F*00	JFFCC72EF*00		KRFC704F*00	
KRFC604F*00	JFFCC72EF*00						
KRFC704F*00							

This notification is a Service Notice only. This is not a Recall.

ALL POINTERS ONLINE:
<https://www.servicematters.com/>

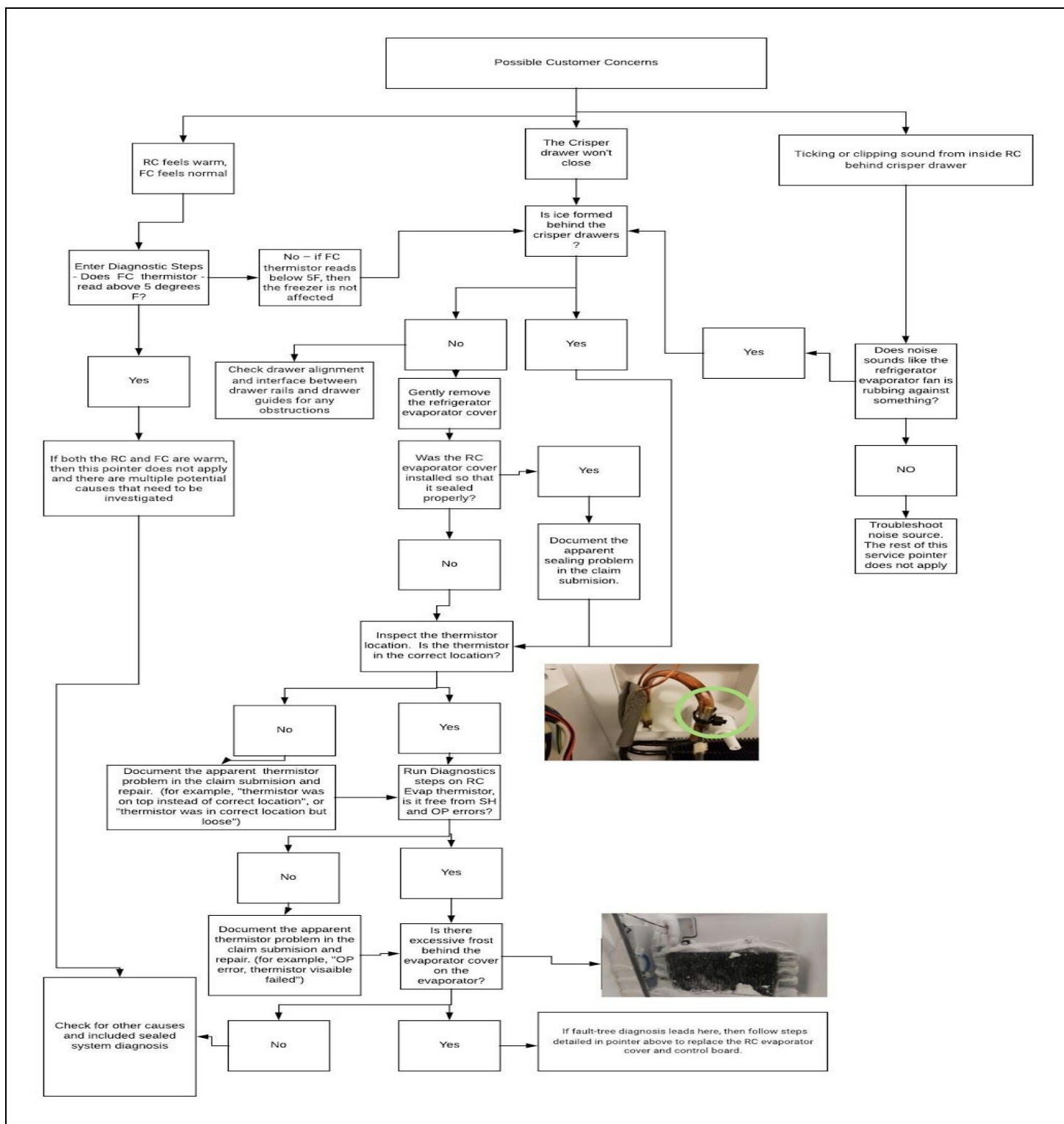
To receive pointers by email, or to edit or delete a current email address, go to
<https://www.servicebench.com/>

Technical Service Pointer

For Immediate Attention of Your Service Department

Technical Service Pointer #: W11329116C
Action Required: Mandatory
Release Date: January, 2019

Refrigeration Products



Technical Service Pointer	For Immediate Attention of Your Service Department	
	<i>Technical Service Pointer #: W11329116C</i> <i>Action Required: Mandatory</i> <i>Release Date: January, 2019</i>	<i>Refrigeration Products</i>



Correction:

Whirlpool may have pre-identified the parts to be replaced based on the consumer's description. Those parts will include:

a) New evap cover with the replacement thermistor.

- KitchenAid Grey Interior W11167902 Evaporator Cover
- KitchenAid White Interior W10889360 Evaporator Cover
- Jenn-Air W10887790 Evaporator Cover

b) Replacement control board with updated software to extend fan run time in RC to address certain circumstances where installation and other factors drive higher humidity levels that could lead to evaporator clogging .

Install: W11332011 or a later part number (W numbers are issued in serial order) Some controls may have the Part number stamped W11307281. These controls were re-flashed with the proper part software and proper to use.

Do not use W10789113 or W11169516 - Return those to Parts Distributor for Credit

Figure 1 below



1. Gently remove the cover. It may be necessary to steam the frost in several steps in order to be able to remove the cover.
2. Visually confirm presence of frost in the refrigerator evaporator. Frost may not be visible until cover removed.

Technical Service Pointer	For Immediate Attention of Your Service Department	
	<i>Technical Service Pointer #: W11329116C</i> <i>Action Required: Mandatory</i> <i>Release Date: December, 2019</i>	<i>Refrigeration Products</i>

Figure 2 - ICE VISIBLE AFTER REMOVAL OF BOTTOM DRAWER



3. Using a hand held steamer, completely defrost the evaporator coil before installing the replacement cover.
4. Confirm all frost is removed, if frost/ice is not completely removed condition can reoccur.

Figure 3 - FROSTED REFRIGERATOR EVAPORATOR AFTER COVER REMOVAL



5. Vacuum remaining water from the RC cabinet
6. Remove the machine compartment cover, and vacuum water from the drain pan Figure #2.

Technical Service Pointer	For Immediate Attention of Your Service Department	
	<i>Technical Service Pointer #: W11329116C</i> <i>Action Required: Mandatory</i> <i>Release Date: December, 2019</i>	<i>Refrigeration Products</i>

Figure 4 - DRAIN PAN WATER REMOVAL



7. Make a note in claims report of the original position of the thermistor - Compared to the picture of The correct thermistor position below in Figure #5. Use the following to note the original position in the claims report:

Placements:

- Proper placement.
- Too high on the U bend.
- Loose or off.
- Not making full contact.

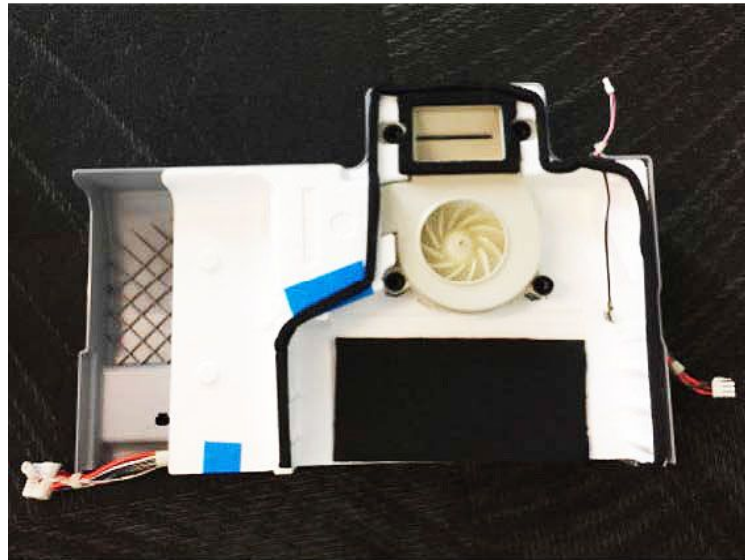
Figure 5 - CORRECT THERMISTOR LOCATION



Technical Service Pointer	For Immediate Attention of Your Service Department	
	<i>Technical Service Pointer #: W11329116C</i> <i>Action Required: Mandatory</i> <i>Release Date: January, 2019</i>	<i>Refrigeration Products</i>

8. Make sure gaskets look like the photo in figure #6 with proper alignment along edges and no creases or other areas where gaskets may not seal fully against enclosure.

Figure 6 - EVAPORATOR COVER WITH CORRECT SEALS



9. Install the replacement cover, push it fully against the back of the liner.
10. Install the new Control board on the rear of the refrigerator.
11. Reinstall the compressor machine cover.
12. Confirm using diagnostics that each component is operating and connected properly.
 - a. Confirm that the RC and FC Fan functions.
 - b. Confirm thermistors reads expected temperature.
 - c. Confirm Pantry LED Functions
 - d. Confirm Isolation Valve functions
 - e. Confirm Ice Maker Auger Motor Functions