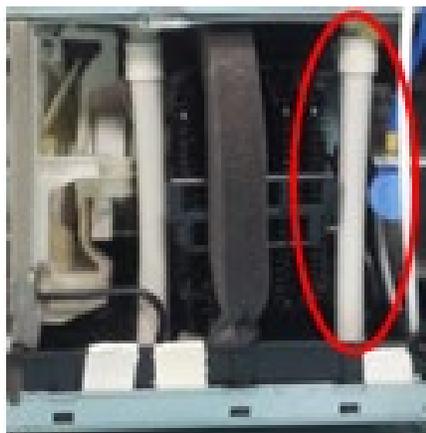


## SERVICE BULLETIN

<b>Product:</b>	<b>Bottom Mount and French Door Refrigerators</b>
<b>Bulletin Date:</b>	<b>10/13/2015</b>
<b>Bulletin Number</b>	<b>ASC20140703001</b>
<b>Models:</b>	<b>All Bottom Mount and French Door Refrigerators with Dual Evaporators</b>

**Subject:** Water leaking under crispers and/or fan noise that stops when the doors are opened. This bulletin replaces any previous bulletin.

**Symptom 1:** FF section drain tube becomes clogged due to debris in the “duck bill”. The defrost water then backs up into the drain pan under the evaporator, where it will freeze. Every time the evaporator defrosts, water will then run over the drain pan, collecting under or in the vegetable drawers.



**Symptom 2:** Ice forms at the top of the Fresh Food evaporator due to air infiltration or incomplete defrost. The ice interferes with the fan, creating a noise that stops when the door is opened.



**Service Kit: Part Code DA82-01415A Leakage Kit**



**Kit Contents:**

- 2 new drain tubes with caps
- 1 foam seal for the bottom of the evaporator drain plate
- 2 foam strips for the back of the evaporator drain plate
- 1 defrost heater drain clip.

**Field Repair:**

1. Unplug the refrigerator, and then remove the compressor compartment cover.
2. Remove the two external drain tubes with the duck bills.
3. Remove the evaporator cover.
4. Inspect the evaporator for ice build-up at the top. Melt any ice completely using a steamer.
5. Verify that the resistance of the defrost heater is correct. Also verify that the resistance of the defrost sensor is correct. If either reading is incorrect, replace the defective part(s). If the defrost sensor was imbedded in ice, replace it. When attaching the defrost sensor, make sure the sensor faces LEFT.

**Sensor facing rear (incorrect)**



**Sensor facing left (correct)**

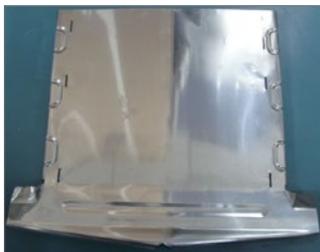


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6. Defrost the drain pan, if it is frozen, using a steamer. Be sure to defrost the drain pan and internal tube completely. Pour hot water down the drain to ensure the internal tube is clear and that water comes out at the bottom.
7. Lift the evaporator and drain plate out of position, and then carefully bend them up.
8. Add the two foam strips to the back of the plate, and then add the seal to the bottom of the drain plate.

**Note:** If foam seals are already installed on the drain plate, you do not need to add the new ones.

Back of drain plate without foam strips



Foam strips installed (back and bottom)



9. Carefully reinstall the evaporator and drain plate. Make sure they are securely positioned.
10. Bend the bottom row of the cooling ribs on the evaporator.



11. Cut off the original heater drain clip, and then install the new one. Make sure the new clip is wrapped securely around the heater and that the tail portion does not touch the plastic liner.



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12. Install the two new drain tubes with caps.

13. Reinstall the compressor cover.

**Note:** The most important component of this repair is the installation of the new drain tubes after you have cleared the drain. Once these tubes are installed, if the new duck bill becomes clogged, the drain water cannot travel back up the drain pipe and freeze again. This will also prevent freezing in the freezer section drain.

### Original Style Drain Tube and Duck Bill



### New Style Drain Tube with Duck Bill and Cap



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

### Symptom Codes

Symptom 1	Symptom 2	Symptom 3
ICE/WATER	LEAK/DRIPPING	IN FRIDGE ROOM
NOISE/VIBRATION	REPEATED NOISE	RATTLING NOISE

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