



Monogram

GE Consumer/Industrial  
General Electric Company  
Appliance Park, Louisville, KY 40225

# Service Bulletin

REFRIGERATORS REF 03-04  
MONOGRAM REFRIGERATOR DISPENSER  
AUGER MOTOR BOOT  
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## WARNING

To prevent electrical shock, disconnect power supply to the refrigerator before performing these steps. Do not operate the refrigerator until installation is completed.

### Monogram Side-by-Side Dispenser Models:

ZISB360D, ZISW360D, ZISS360D  
ZISB420D, ZISW420D, ZISS420D  
ZISB480D, ZISW480D, ZISS480D

### Tools and Parts Required:

#2 Phillips screwdriver  
1/4" Nut driver  
Auger Motor Boot **WR02X11856**

The purpose of this bulletin is to outline the procedure for installing a protective boot over the Dispenser Auger Motor, preventing motor lockup caused by ice forming between the rotor and stator.

### Installation Procedure:

1. Unplug the Refrigerator power cord from the wall receptacle.
2. Remove the Ice Bin.
3. Unplug the Icemaker harness from the receptacle on top of the Auger Motor Housing.
4. Remove the four screws (#2 phillips) holding Auger Motor Housing assembly in place.
5. Slide the Auger Motor Housing forward and unplug its wire harness from the cabinet harness. Remove the housing assembly from the freezer and lay on a table or other flat surface.
6. Unplug the two motor leads.
7. Remove the three Auger Motor mounting screws (1/4" driver or socket). Do not remove the fork from the motor shaft.
8. Slide the plastic boot, WR02X11856 over the Auger Motor, carefully fitting the motor terminals through the rectangular opening near the base of the boot.
9. Fold the three mounting tabs over and onto the three mounting bosses on the gear housing of the Auger Motor assembly.
10. Replace the three mounting screws holding the Auger Motor Assembly in place.  
**Caution, DO NOT strip out the mounting bosses on the Auger Motor assembly.**
11. Connect the two motor leads.
12. Slide the housing assembly back into the freezer, re-connect the wiring harness to the main cabinet wiring harness, and replace the four mounting screws.
13. Re-connect the icemaker wiring harness and re-connect the refrigerator power cord to the wall receptacle.