



Monogram®

GE Consumer Products
General Electric Company
Louisville, Kentucky 40225

Service Bulletin

REFRIGERATORS
BUILT-IN SIDE-BY-SIDE MODELS
FRESH FOOD TOO COLD

REF 18-03

AUGUST 2003

NOTE: This Bulletin Replaces Bulletin REF 15-03

WARNING

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

Tools and Materials Required:

- Short stubby Phillips screwdriver
- 1" x 7-1/4" long, 1/8" thick section of Rubatex (WR97X10098)

Monogram Side-by-Side Models: ZIS360NM, ZISB360DM, ZISW360DM, ZISS360DM/NM, ZIS420NM, ZISB420DM, ZISW420DM, ZISS420DM/NM, ZIS480NM, ZISB480DM, ZISW480DM, ZISS480DM/NM.

This Service Bulletin provides field corrections for localized complaints of the fresh food compartment being too cold. This may be the result of one or more of three dampers being stuck in a fully or partially open position. A damper could be stuck open because of an internally failed damper, a loose damper electrical connection or a twisted Air Handler Assembly QC which could interfere with damper operation. The QC Dampers work together as a pair. Either both QC Dampers will be open or both will be closed as required by the QC function selected. When QC is turned off the QC Display will dim and both Dampers are closed.

STEP 1 DISCONNECT POWER

- Open grille panel.
- Disconnect power from the electrical outlet.

STEP 2 REMOVE SHELVES AND COVERS, AIR HANDLER ASSEMBLY QC

A. Remove lower shelves and lift out storage bins. Remove tempered glass divider.

CAUTION: Be careful not to break the tempered glass divider.

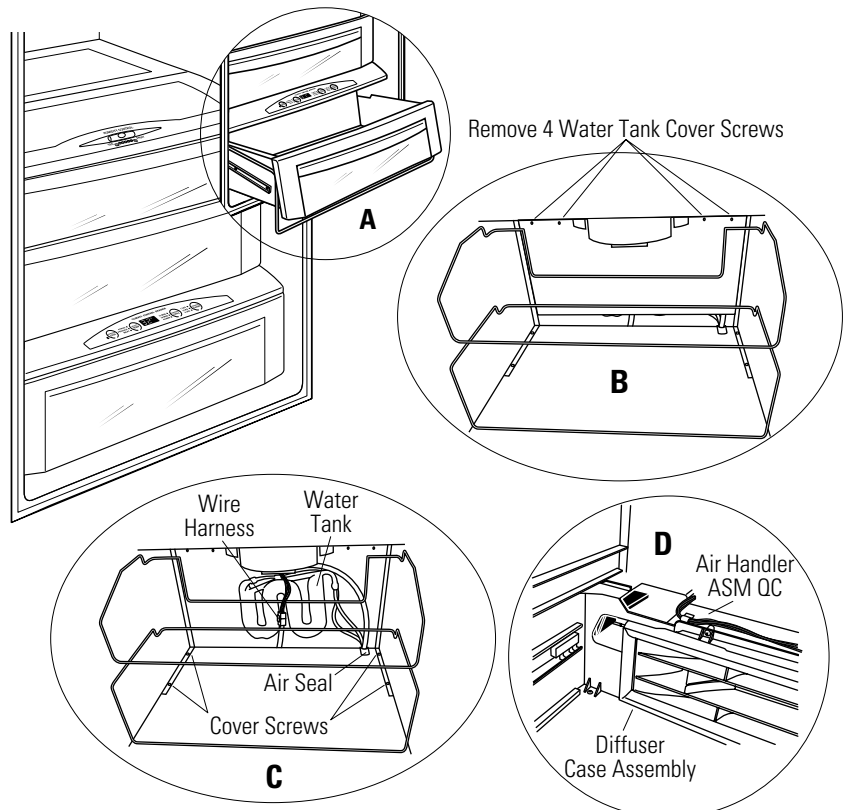
B. Remove 4 screws holding the water tank cover onto the back wall. Hold the cover in place while removing screws.

IMPORTANT: Hold the Climate Control cover in place while removing the screws. Be careful not to damage the cover or the foam plug that seals the wiring harness and water tube.

C. Disconnect the wiring harness in front of the water tank. Remove 4 screws on top of the Climate Control drawer cover (2 at each side). Carefully remove the cover.

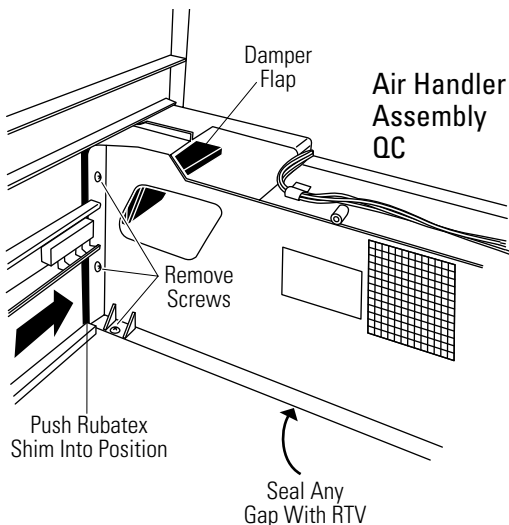
D. The diffuser case assembly must be loosened to access the air handler. Remove 4 screws securing diffuser case assembly.

CAUTION: Do not push on, or attempt to move the climate control drawer dampers. Pushing too hard will damage these pieces.



STEP 3 INSTALL RUBATEX STRIP

- Remove 2 screws at the left side, 2 screws at the right side and 1 screw going into the floor in front (5 total). Lift off the diffuser case.
- Push the Rubatex foam shim (WR97X10098) into position, between the left side wall and the air handler assembly QC, as illustrated. The foam should align with the front edge. **DO NOT REMOVE PAPER BACKING.**



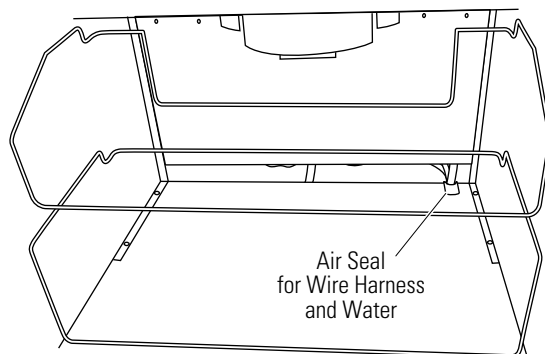
- Reinstall the 2 screws through the Rubatex and into the side wall. Check to be sure the damper moves freely and is not obstructed by the Rubatex strip.
- Turn the Master Light Switch to off position. Temporarily reinstall Climate Control Drawer Cover. Connect the wiring harness to the drawer.
- Plug in the power cord.
- Press Express Chill on the control panel. The dampers should open and close or function as selected.
- Remove the freezer basket and shine a flashlight through the air inlet duct or use a mirror to view damper function. If dampers do not operate, replace the Air Handler Assembly QC with the part number specified for that model. ZIS360 – WR31X10023, ZIS420 – WR31X10021, ZIS480 – WR31X10017. Shim any new assembly with the Rubatex shim (WR97X10098) as shown above.

Check for other possible problem areas:

- Check for gaps between the floor of the fresh food compartment and the front of the Air Handler Assembly. Seal any gap with RTV.
- Check FF1 and FF2 thermistor resistances at the J1 connector.
- Set temperature controls for fresh food at 37° and 0° in the freezer.
- Check to make sure there are no food items at the back of the top freezer basket that could block airflow. The evaporator compartment airflow enters the freezer from the back wall duct just over the top freezer basket.
- Check for proper main FF damper function. The main FF damper is located at the top of the FF compartment.

STEP 4 REASSEMBLE PANELS, COVERS AND SHELVES

- Reinstall any remaining Air Handler Assembly QC screws.
- Reconnect the wiring harness.
- Reinstall the diffuser case assembly, the water tank cover and the Climate Control drawer cover using all original screws. Be careful not to damage the foam plug that seals the wiring harness and water tubing.



- Replace drawers and shelves.
- Reconnect power to refrigerator.
- Test controls on the Climate Control drawer.
- Turn Master Light Switch to the on position.
- Close the grille panel.