GE APPLIANCES
a Haier company

Service Bulletin

HL05-21

June 2021

Unitized Laundry Centers

Washer Will Not Start, Lid Lock Will Not Activate, No Spin, Not Completing Cycles

Washer may not start, lid may not lock, may not spin, or may not complete cycles.
Improper installation of the washer lid bumpers, bent washer lid bumper tab and/or improper handling of the unit during installation may be the cause.
See page 2 for possible root causes and recommended repairs.

Models affected:

GE	Crosley
GUV27ESSMWW	XUD27ESSMWW
GUV27EESNWW	XUD27GSSMWW
GUD27GSSMWW	
GUD27GESNWW	
GUD27ESSMWW	
GUD27ESMMWW	
GUD27EESNWW	
GUD27EEMNWW	
GUD37ESMMDG	
GUD37EEMNDG	
GUD27GSPMDG	
GUD27GEPNDG	
GUD27ESPMDG	
GUD27EEPNDG	
GUD24GSSMWW	
GUD24ESSMWW	
GUD24ESMMWW	

Serial numbers: AS, DS, FS (JANUARY 2021 - MARCH 2021)

continued…

Possible Root Cause (1): If the installers have opened the washer lid and used the front of the top cover as a handle, to move the unit into position, the washer top cover could be bowed upwards. This can cause the front of the washer top cover to be bent.







Repair: Push down firmly on the affected area with the palm of your hand. Verify lid closes properly. Verify lid lock and lid switch are operating properly (This can be done in manual service mode or using an appliance diagnostic tool, by running the lid switch test and the spin test.)



Possible Root Cause (2): The washer lid bumpers may not have been installed properly and the bumper tabs on the lid may be bent. This may cause the lid lock to not operate properly.



Repair: Push the bumper back into place with your hand. Verify bumper is seated properly and that the bumper tab on the lid, is level. Be sure to check both bumpers and tabs. Verify lid closes properly. Verify lid lock and lid switch are operating properly (This can be done in manual service mode or using an appliance diagnostic tool, by running the lid switch test and the spin test.)

