



Service Bulletin

HL06-17

Sept 2017

Top Load Laundry

Supersedes HL05-17

Walking, Banging And Excessive Vibration

A washer exhibiting excessive vibration, walking, or banging noises may be repaired with a software update using NewFI or a Software Update Module (SUM) **WH98R1967001** and replacing the leveling legs (excluding GTW750CPL0DG GTW750CSL0WS model washers) with part number **WH02X26590**.

In addition to resolving the banging, walking and excessive vibration on top load washers produced prior to October 2017 (ending serial number TH), this latest software update also resolves the following issues:

1. Addresses unit falsely detecting OOB and Fault 26. Repair was implemented into production Aug -2017 (Ending serial number RH)
2. Addresses Fault 23 Lid Lock Failure on the following 2017 models: GTW680BSJ5WS, GTW685BPL0DG, GTW685BSL0WS, GTW750CPL0DG, GTW750CSL0WS. Repair was implemented into production July – 2017. (Ending serial number MH)
3. Addresses UI State Timeout – Fault 19. Washer will timeout in 24 hours instead of 12 hours under lid closed conditions and in a paused state. Also Fault 27 has been added. Machine will timeout in 15 min after dispensing water under lid open conditions or in a paused state. Repair was implemented into production Dec – 2016. (Ending serial number ZG)
4. Addresses not spinning, not agitating, not completing cycles, stopping mid cycle, or draining too early. Improved Fault 25 – Pressure Sensor Dropout logic to prevent nuisance trips. Addresses water left in the tub, not draining, not completing cycles, and stopping mid cycle due to issues resulting in reduced drain flow rates. Improved adaptive drain logic by increasing drain timeout limit. Repair was implemented into production Jan – 2016. (Ending serial number AG)

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Models affected: 2015

GTW220ACK0WW	GTW490ACJ0WS
GTW220ACK1WW	GTW490ACJ0WW
GTW220ACK2WW	GTW490ACJ1WS
GTW330ASK0WW	GTW490ACJ1WW
GTW330ASK1WW	GTW490ACJ2WS
GTW460ASJ0WW	GTW490ACJ2WW
GTW460ASJ1WW	GTW490ACJ3WS
GTW460ASJ2WW	GTW490ACJ3WW
GTW460ASJ3WW	GTW680BSJ0WS
GTW460ASJ4WW	GTW680BSJ1WS
GTW460ASJ5WW	GTW680BSJ2WS
GTW460ASJ6WW	GTW680BSJ3WS
GTW485ASJ0WS	GTW680BSJ4WS
GTW485ASJ0WW	HTW200ASK0WW
GTW485ASJ1WS	HTW200ASK1WW
GTW485ASJ2WS	HTW240ASK0WS
GTW485ASJ3WS	HTW240ASK1WS

Models affected: 2017

GTW220ACK3WW	GTW685BPL0DG
GTW330ASK2WW	GTW685BSL0WS
GTW460ASJ7WW	GTW750CPL0DG
GTW485ASJ4WS	GTW750CSL0WS
GTW490ACJ4WS	HTW200ASK2WW
GTW490ACJ5WW	HTW240ASK2WS
GTW680BSJ5WS	



WH98R1967001

Repair:

Update control board software. Depending on the year the machine was manufactured, there are two different software versions that will be displayed.

For 2015 models:
Software Version: 3.9
Parametric Version: 3.0

For 2017 models:
Software Version: 5.11
Parametric Version: 2.0

Factory Service Technicians – Use NewFI to update washer software with latest version.

Customer Care Technicians – Order Software Update Module (SUM) **WH98R1967001** to update washer software with the latest version. This latest SUM supersedes and combines two previously released SUMs into one.

Ensure to replace the leveling legs using the 4 pack part number **WH02X26590**.

Instructions to update the software are included with the SUM.

If acceptable, the consumer can update the washer software on their own without an additional service call.