



GE Appliances

GE Consumer Products
General Electric Company
Louisville, Kentucky 40225

Service Bulletin

REFRIGERATORS
ARCTICA SIDE-BY-SIDE MODELS
BLUE CONNECTOR TEST

REF 05-03

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There are several causes that lead to frozen water components (tubing, tank, filter). These causes lead to consumer concerns of no water dispensing or intermittent water dispensing. The blue connector test will determine if the water tubing is frozen in the freezer door.

There have been reports of intermittent water dispensing and no water dispensing. In these cases, there are NO reports of consumer issues concerning ice dispensing.

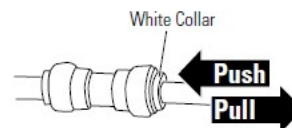
The reported models are all plastic liner electronic side-by-side refrigerators produced between January 2001 and June 2002.

Blue Connector Test Instructions

1. Keep freezer and fresh food doors closed unless it is absolutely necessary that they be opened. Keeping the doors closed prevents frozen areas from thawing during the diagnostic testing.
2. Attempt to dispense water. **If water dispenses normally**, this test cannot be used. **If water does not dispense**, proceed with this test.
3. Remove the front grille.

4. Disconnect tubing at the quick connect on the right hand side of the blue connector.

Note: The Blue Connector can be removed by simultaneously pushing the white collar inwards while pulling the tube outwards.



5. Place a container under the right side of the tubing to catch any water. Tape the light switch down to turn off the freezer light. Activate the water dispenser.

If water comes out of the tube the frozen freezer door must be replaced. **If water does not come out of the tube** do not replace the freezer door, instead see other resources for issues concerning no water dispensing or intermittent water dispensing.

