GE APPLIANCES
a Haier company

Service Bulletin

DD04-22

July 2022

Dishwasher

Dishwasher User Interface Is Unresponsive

Dishwasher user interface may not respond to a button press and may not be illuminated. Before becoming unresponsive, the dishwasher may have come on by itself or beeped at random times. At times, the dishwasher may turn back on after the power is cycled a couple of times. The dishwasher may enter a wash cycle, the timer will count down, but nothing will run. Dishwasher may try to start a cycle but will act as if the door is open (start LED will flash and the control will beep every 4 seconds). Run time may start to count down and then change back to a higher time although the dishwasher is not running.

Models affected:

Adora
DDT595S*L3**
DDT595S*L4**
DDT595S*L5**
DDT595S*J0**
DDT595S*J2**
DDT595S*J4**
DDT595S*J5**

Artistry
ADT521PGJ2**

GE
GDF520P*J2**
GDF520P*J4**
GDF520P*J5**
GDF520P*J6**
GDF570S*J0**
GDF570S*J2**
GDF570S*J4**
GDF570S*J5**
GDF610P*J2**
GDF610P*J4**
GDF610P*J5**
GDF610P*J6**
GDF620H*J2**
GDF620H*J4**
GDF620H*J5**
GDF620H*J6**
GDF650S*J0**
GDF650S*J2**
GDF650S*J4**
GDF650S*J5**
GDT535P*J2**
GDT535P*J4**
GDT535P*J5**
GDT535P*J6**
GDT545P*J2**
GDT545P*J4**
GDT545P*J5**
GDT545P*J6**
GDT625P*J2**
GDT625P*J2**
GDT625P*J4**
GDT625P*J5**
GDT625P*J6**
GDT635H*J2**
GDT635H*J4**
GDT635H*J5**
GDT635H*J6**
GDT655S*L3**
GDT655S*L4**
GDT655S*L5**
GDT655S*J0**
GDT655S*J2**
GDT655S*J4**
GDT655S*J5**
GDT695S*L3**
GDT695S*L4**
GDT695S*L5**
GDT695S*J0**
GDT695S*J2**
GDT695S*J4**
GDT695S*J5**

Profile
PDF820S*J0**
PDF820S*J2**
PDF820S*J4**
PDF820S*J5**
PDT825S*J0**
PDT825S*J2**
PDT825S*J4**
PDT825S*J5**

Serial numbers: LG - LR (June 2016 - June 2020)

continued…

Repair:

1. Ensure that the dishwasher is properly connected to power.
2. Rule out a tripped CSM.
3. Use TB22-21 to help rule out a door harness issue.
4. Locate the dishwasher circuit breaker and turn it off for at least 5 seconds. Turn the breaker back on and wait at least 10 seconds to see if the dishwasher is responsive.
5. If the dishwasher is not responsive, repeat step 4 up to ten times.
6. If the dishwasher becomes responsive move on to step 7. If the dishwasher is still nonresponsive after step 3 and 4 replace the user interface board and machine control board according to the parts catalog.
7. When the dishwasher becomes responsive, update the software.
   If acceptable/applicable, consumers can update software on their own without an additional service call via an over the air (Wi-Fi) update using SmartHQ app or software update module (SUM). If Wi-Fi is not available, use an appliance service tool or software update module (SUM) WD98R5957301 to update software to latest version.
8. Place “UI 2022 SOFTWARE” label just beneath the unit’s rating label (Model/Serial Tag). A roll of 25 stickers can be ordered using part number WD01X32318 when additional stickers are needed.

This update will:
Allow the dishwasher to function properly.