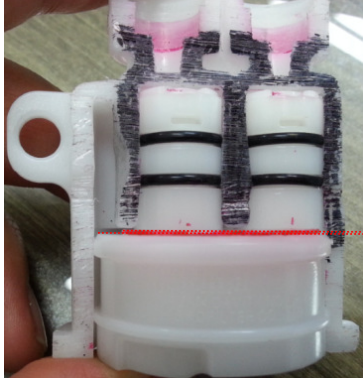




ELECTRONICS

Subject: Loud hammering sound when water is dispensed AND/OR when ice maker fills with water. The noise stops with the filter removed or if the water pressure is reduced.

Background: If water pressure is over 60 PSI, a gap is created between the IN and OUT valves inside the filter head assembly. The gap increases the velocity of water flow and causes the noise.



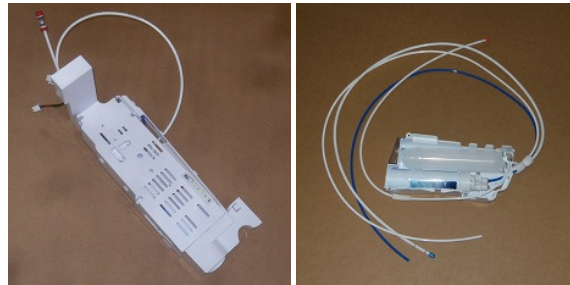
Gap between CASE FILTER IN and CASE FILTER OUT

Service Bulletin	
Product:	Refrigerator
Bulletin Date:	11/4/2013
Bulletin Number:	ASC20131104001
Models:	RF24FSEDB, RF260BEAE, RF261BEAE, RF263BEAE, RF263TEAE, RF323TEDB, RF32FMQDB, RF4267HA, RF4287HA, RF4289HA, RFG297HD, RFG298HD, RS261MD, RS263TD, RS265TD, RS267TD, RSG307AA, RSG309AA

Factory Solution: The CASE FILTER IN assembly has been improved to prevent the noise. The improved design will be incorporated into all new production and service parts beginning November 2013.

Field Solution: For all units produced BEFORE November 2013, replace the ASSY CASE-FILTER TANK.

Examples of ASSY CASE_FILTER TANKS



Serial Number Example:

Use the serial number to determine the production date of the refrigerator. An example is below.

JJ5543C**C**B00160A

Production Year			Production Month
S = 2009	Z = 2010	B = 2011	1 ~ 9 = January ~ September
C = 2012	D = 2013	F = 2014	A = October, B = November
G = 2015	H = 2016	J = 2017	C = December

Note: Consult the Samsung Service Website at (<http://.service.samsungportal.com>) for the Service Manual and other information on this product.

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