

Samsung Electronics America

Samsung Tech Talk

Your source for service information

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NEW SIDE VENT KIT FOR THE DV SERIES DRYERS AVAILABLE

Paul Pieri and Louis Picchione
Trainer—RTSC Assistant Manager—HA

Now available for the first time is the Samsung side vent kit for the gas or electric DV dryer. This kit will allow the installer to vent the dryer in three positions: left, right or out the bottom of the dryer.

The kit, model number DV-1A/XAA, is available as an accessory, and is sold wherever the dryer is sold.

This kit adds versatility to dryer installations.

Included in the kit are:

- A Back-Left to vent out the left side only.
- A Back-Right to vent out the right side only.
- A Front-Duct that attaches to the blower housing and is used for venting out the right or left side only.
- A Front-Bottom that attaches to the blower housing and is used for venting out the bottom only.
- An Elbow that attaches to the exhaust duct and is used for venting out the right, left, or bottom.
- A vent cap to plug the rear exhaust hole .

SIDE VENTING KIT



Back-Left to vent out the left side only.

Back-Right to vent out the right side only.

Front-Duct attaches to the blower housing and used for venting out the right or left side only.

Front-Bottom attaches to the blower housing and used for venting out the bottom only.



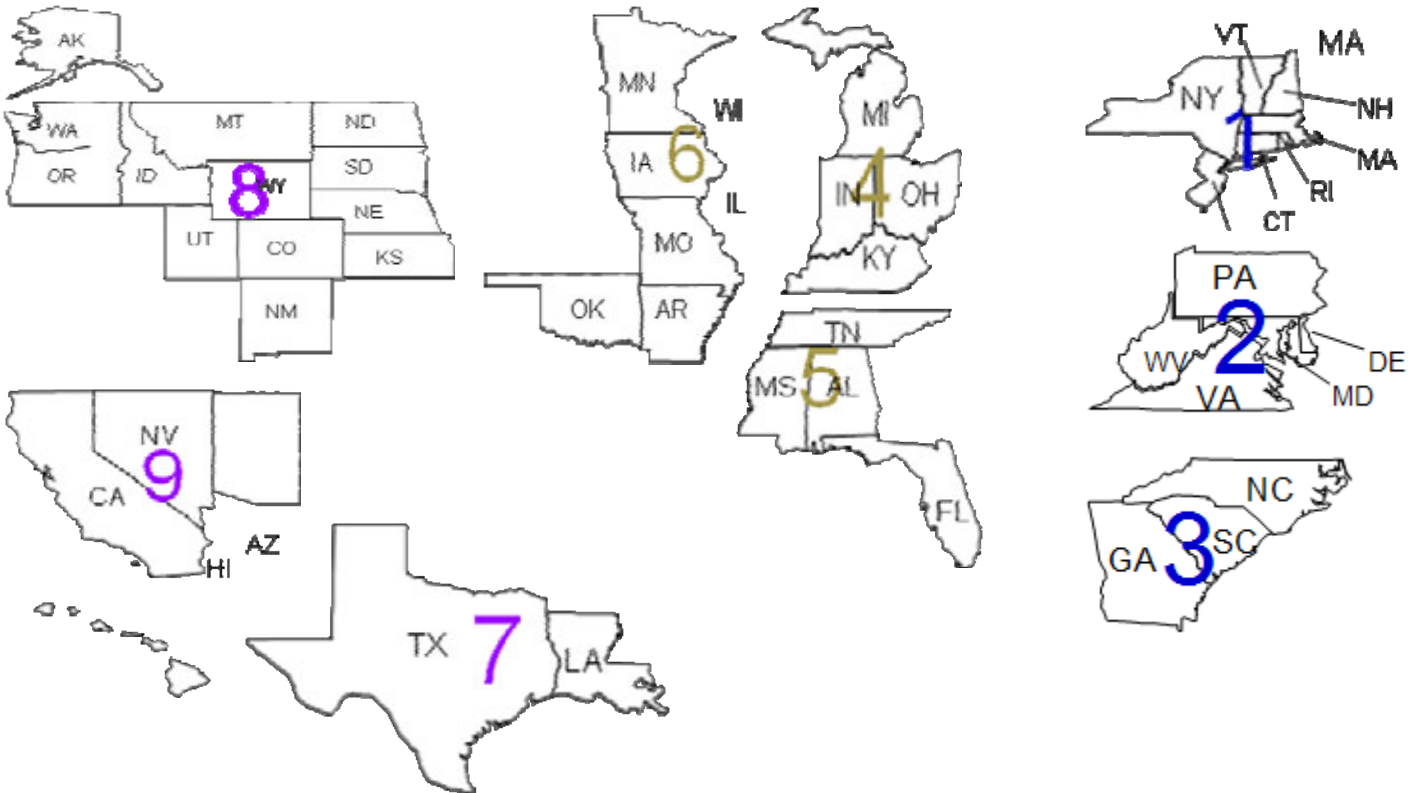
Vent Cap used to plug the rear exhaust hole left by the old duct.

Elbow attaches to the exhaust duct and is used for venting out the right, left, and bottom.

RSE ZONE CHANGES

Jim Foster
Editor

As some of you may be aware, the RSE coverage has changed. See below for the new RSE coverage map.



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NC / SC / GA

NEWS FROM THE ZONES

RSE Agents
All Zones

Dick Adkins – Zone 1

When a customer's product fails and they need service – they're not happy.

If it fails a second time (Redo) – they are REALLY unhappy. The customer may lose faith in the product and will probably lose faith in your ability to repair the product. Often, the second request for service is NOT an actual product failure, but a lack of confidence or misunderstanding of the first repair.

Here are a few things you can do to avoid a Redo, restore confidence in the product and boost the customer's confidence in you:

- Explain the repair.
- Demonstrate to the customer that the repair was successful.
- Ask the customer if they have any questions or concerns about the repair or operation of the product.
- Make a follow up phone call to ensure the customer is happy with the service you provided.

Fixing the product is critical – fixing the customer is equally important.

Joe Ramos- Zone 2

The relationship that the owner of a product has with his or her Appliance or TV is an odd one indeed. The owner treats the unit as if it's a child. He cares for it, cleans it, feeds it good electricity, and doesn't want to part with it unless the unit is so headstrong that he decides to send it away. Much like a relationship between

parent and child, is the relationship between customer and unit. In that sense, the unit is like a baby, it has issues, but can't speak for itself. When it is sick, it can't say anything. It simply goes quiet and refuses to cooperate. You must then take it to the doctor and explain all the symptoms and medical history. The doctor will know what questions to ask to get the proper diagnosis so that everyone can resume their happy life.

Such should be the process that you, the TV Doctor, should follow. Ask for a history of symptoms. Just dealing with what you currently see may solve an immediate problem, but the underlying problem may still exist and, if you don't discover the underlying problem, you open up the opportunity for something to reoccur. This is how you can reduce redo. Ask the questions. Hang around with the customer for a while just to make sure everything is working. When the repair is done, ask the customer if the TV operates OK. Reducing your REDO is very important. Just like a doctor, if you have too many wrong diagnoses, you can lose your license!

Mitch Williams – Zone 3

I have taken over the GA, NC, and SC markets and will be handling all service issues for these states. I no longer have FL, AL, MS, and TN. It was good working with you and I wish you the best.

As we begin the month of October, you may now realize that there are new trackers for your zone. Please be aware that these trackers may be calling about Long Term Pending (LTP) tickets. LTP is one of the measurements that Samsung uses to measure service times.

NEWS FROM THE ZONES

RSE Agents

All Zones

(Continued from page 3)

LTP is the time that it takes for a customer to have a unit repaired. It begins at the call center, then the time to schedule and complete a call.

Samsung will become the leader in service in both Appliance and CE products by mid-2010. We hope you will join us in becoming the best. In the upcoming newsletters, look for your service center to be highlighted. I will be making service center visits and will highlight one service center per month for going "above and beyond the call".

Next Month: LTR (Long Term Repair): This is the amount of repairs greater than 7 days compared to all repairs.

Randy Carney – Zone 6

A little bit about a lot of things:

- Keep an eye out for home appliance training announcements. Training has already been set for Minneapolis / St. Paul, Wisconsin, central Illinois, and the Chicago area. More sessions will be announced, so keep an eye on *Tech Talk*, look for e-mail announcements, and be sure to check with your RSE if you have questions about training in your area.
- Hang in there.....Work continues on correcting some of the issues concerning the GSPN website in our recent systems changeover. We have a lot of the problems corrected already, and are continuing to go after them every day, so we hope to have things back very soon.
- Because of the GSPN issues, the pending ticket

issues have taken a jump. We need the support of the ASC in getting these tickets completed and closed out. Trackers will continue to call, as will your RSE, so do us a favor and make the calls go away. Complete the tickets in a timely manner!

- Its baaaaaack.....The ASTR function has returned after a hiatus of several months. The key here is to update your tickets quickly and close them out. Your ASC has material to help guide you if you need a refresher.

Linda Knudsen – Zone 8

Tips for the ASC - a quick reminder of things you can do to help the customer repair be handled best.

- When you contact your RSE for assistance, always give your account #, best time to reach you, and a brief summary of what you need. Ticket numbers and claim #'s are great. Bear in mind we may be traveling, so email is often a great means to communicate.
- Update GSPN with your email addresses for all the different functions you use. If all are the same email, then plug the same one into all the functions. You can log in, go to the Warranty/Part tab, then on the left column, go to "My Information". You can also modify your call load.
- Service areas can be updated in the same area. You can add zip codes and remove.
- Make sure to update GSPN with status of the ticket:

NEWS FROM THE ZONES

RSE Agents

All Zones

(Continued from page 4)

- ⇒ When it's confirmed > Enter a promise date, or update to new date if the part has been received.
 - ⇒ When there's a part BO or research issues > Choose pending, enter part info.
 - ⇒ When having repair issues > Call techline, update status to pending tech support if no solution.
 - ⇒ When it's done > Change status to done.
- If you are having a lookup issue in parts, or error code, or service happening, sending a print screen or digital picture of the service situation is such a great tool. They say a picture is worth a 1000 words.
 - Tickets in our system allow you to add notes, such as attempts to reach an appliance owner, comments or issues dealing with a customer, or details of findings from a call. You can go under inquiry or resolution after service tracking, choose add, enter your comment. Save once or it will add your note as many times as you keep entering and saving.
 - Warranty or claim issues are best addressed by listing the claim #, customer last name, and your issue. Keeping your comments to the point helps us not get bogged down with detail.

COMING SOON— A NEW STYLE LAUNDRY PEDESTAL

Paul Pieri

Product Support

A new, easy-to-install pedestal is coming soon which will be compatible with all current and prior front load washer and dryer models. This new pedestal features leg clamps that do not require the removal of the appliance feet. Instead, they are an integral part of the support structure and add additional support to the appliance/pedestal combination.



All necessary hardware is included and the different design of the leg clamps will prevent the front and rear clamps from being installed incorrectly, making the installation of this pedestal fast, easy and “goof” proof.



TOP REPAIR TIPS

Tony Ippolito
Manager—HA Tech Support

Models: RF267ABBP/XAA,RF267ABRS/XAA,RF267ABPN/XAA,RF267ABWP/XAA,RF267ACPN/XAA,RF267ACBP/XAA,RF267ACRS/XAA,RF267ACWP/XAA,RF267AERS/XAA,RF267AEPN/XAA,RF267AEWP/XAA,RF267AEBP/XAA,RF267ADBP/XAA,RF267ADPN/XAA,RF267ADRS/XAA,RF267ADWP/XAA

Issue: When the refrigerator dispenses crushed ice, there is a residual amount of crushed ice remaining in the cutting blades in the ice bucket and in the ice chute path just before the flapper. When this happens, the ice will eventually melt and the water will travel down the ice chute and past the flapper. The water will then drain to the bottom of the Ice/Water Dispenser and to the floor.

Solution: Dispense cubed ice. This will flush the remaining crushed ice into the glass. Another option is to wait a few minutes for the remaining crushed ice to melt and dispense ice. A small amount of water will come out when the flapper is opened.

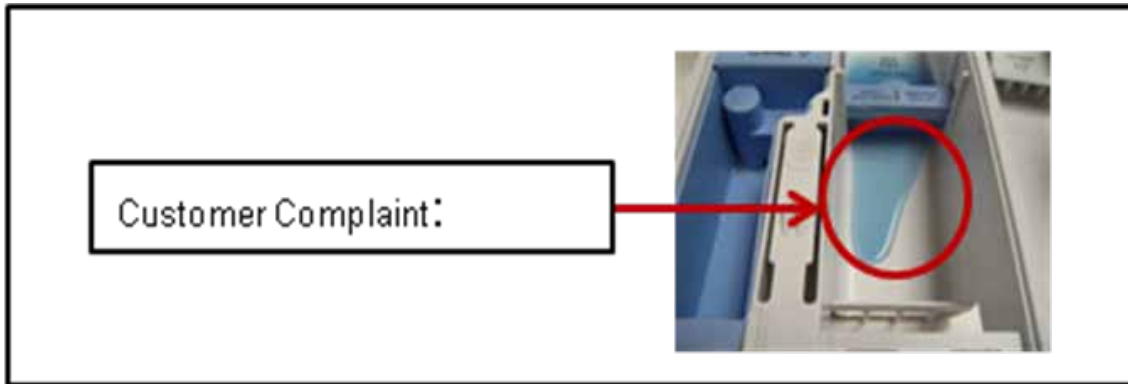


TOP REPAIR TIPS

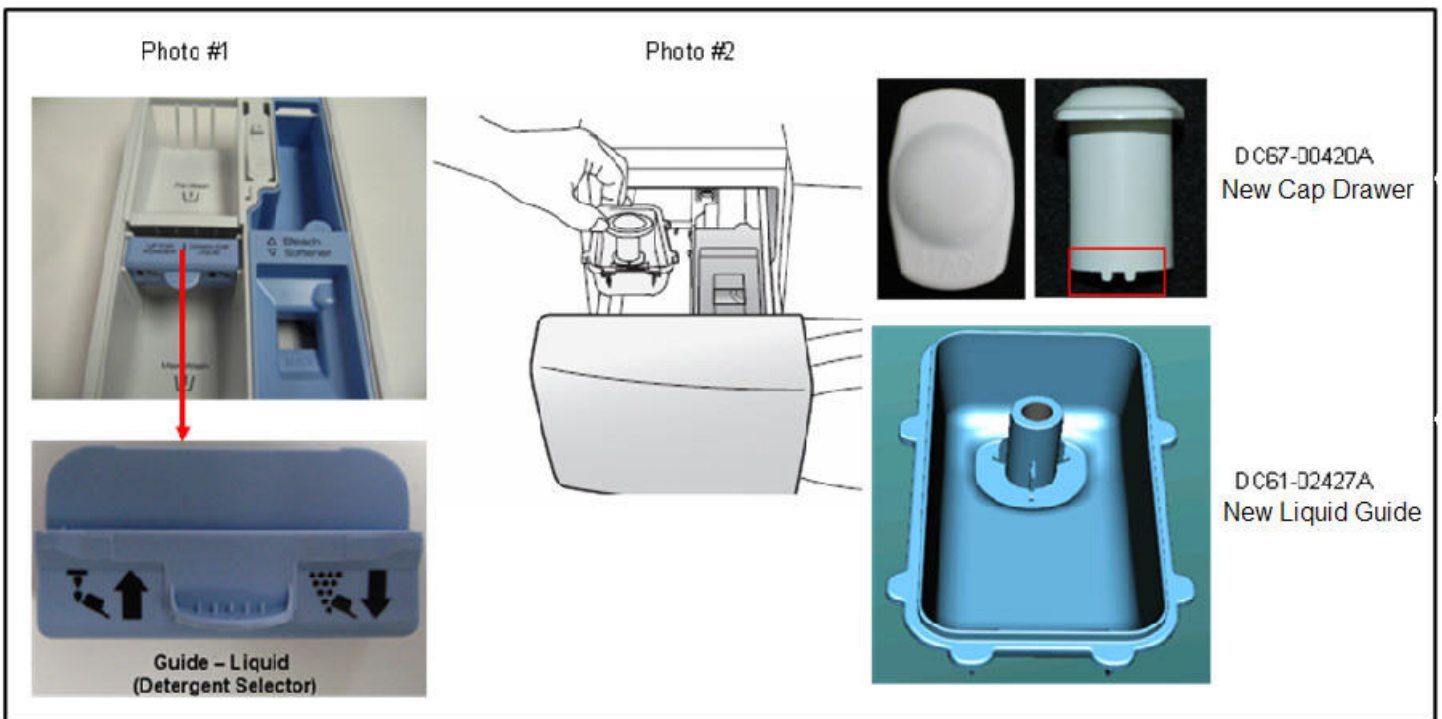
Continued

Models: WF448AAW/XAA, WF448AAE/XAA, WF448AAP/XAA

Issue: When a customer selects Pre-Wash, the liquid detergent from the Main Wash seeps into the drum.



Solution: Remove the old guide displayed in Photo 1 below and replace it with the new Guide and Cap Drawer displayed on the right.

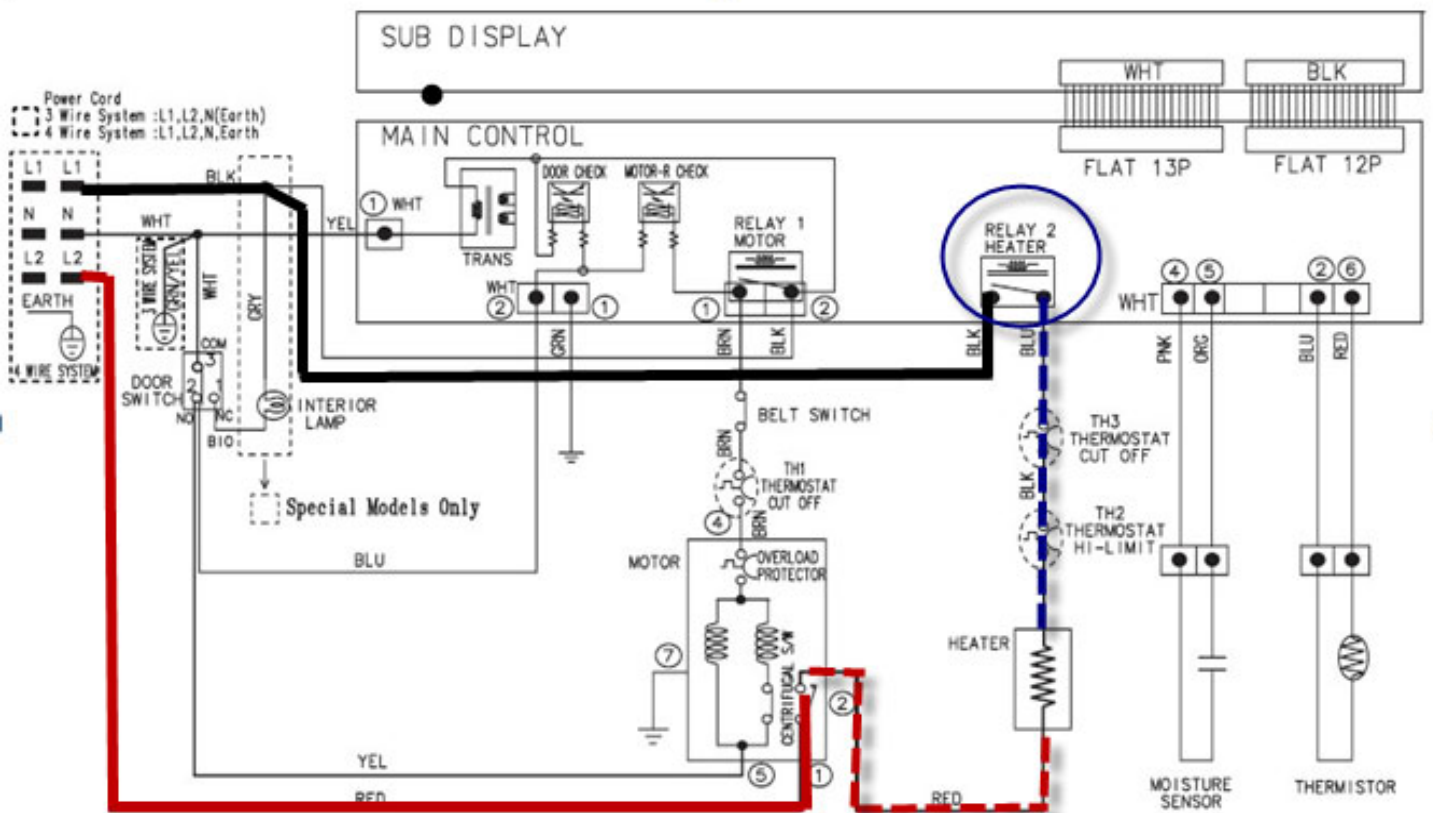


TOP REPAIR TIPS

Continued

Models: DV218AEB/XAA, DV206AES/XAC, DV203AES/XAC, DV203AEW/XAC, DV2C6BEW/XAA, DV2C6BEW/XAC, DV203AEW/XAA, DV206AES/XAA, DV218AEW/XAA, DV218AES/XAC, DV218AEW/XAC, DV209AEW/XAA, DV219AEB/XAA, DV219AEW/XAA, DV218AEB/XAC, DV229AEG/XAC, DV317AES/XAA, DV337AEG/XAP, DV306LEW/XAA, DV306LEW/XAC, DV316HEC/XAC, DV316LES/XAA, DV316LES/XAC, DV316LEW/XAA, DV316LEW/XAC, DV317AEG/XAA, DV317AEW/XAA, DV337AEG/XAA, DV337AEL/XAA, DV337AER/XAA, DV337AEW/XAA, DV316BEC/XAA, DV316BEW/XAA, DV3C6BEW/XAA, DV306BEW/XAC, DV317AEG/XAC, DV317AES/XAC, DV317AEW/XAC, DV337AEG/XAC, DV337AEL/XAC, DV337AER/XAC, DV337AEW/XAC, DV338AEB/XAA, DV328AER/XAA, DV316BEW/XAC, DV328AEG/XAA, DV338AEW/XAA, DV328AEW/XAA, DV419AEU/XAA, DV419AEW/XAA, DV419AGW/XAA

Issue: No heat. Accurate diagnostics.



The fastest way to an accurate diagnosis is to narrow the possibilities with a few easy tests. First, confirm the dryer has proper supply voltage. Then, with the unit running in a heat setting, check for voltage across the heater relay between Bu and Blk. If 220 VAC is present, the relay is **open** and the problem is with the main PCB or the thermistor. If 0 VAC is present, the relay is **closed** and problem is in the heater circuit.

DISHWASHER TROUBLESHOOTING

Tony Ippolito
Manager—HA Tech Support

Symptom: HE Error

When the HE error code is displayed, it is indicating a heating error. Key components that comprise the heating circuit are the Main PCB, Heater Relay, and the Heating Element.

Troubleshooting Procedure:

1. Remove the kick plate and electrical cover.
2. With a clamp meter, connect to the Hot (Black) wire.
3. Place the dishwasher in test mode. On the control panel, press and hold the Start, Normal, and Power buttons simultaneously for three seconds. Once in the test mode, you will see "t1" on the display.
4. Press the Normal button twice; you should see "t3" on the display. Press the Delay Start button. For models DMR77 and DMR78, you will need to close the door so the unit can start the test.
5. If the unit detects that the water in the circulation pump is low, the water valve will open and the display will read the temperature of the water in Celsius. If the water temperature is less than 70 degrees Celsius, the heater should turn on and you will get a reading of approximately 10.37 Amps from the clamp meter, which will indicate the heater is working normally. Low current draw is an indication there is a failure of the heater circuit.
6. Check resistance at the heater element. Resistance is approximately 13 Ohms.

Be sure to turn the circuit breaker off before attempting this test. If the heating element is open, replace the heating element.



7. Check the voltage at the heater relay for 120 Volts AC.
If the Relay is not closed, replace the heater relay.
8. Check the Heat Relay drive signals:
 - Old PCB: Check Voltage Level (Green Color on the component side)
 - Connector CN7 between Pin 6 and Pin 2. Heater Off: 10.5 ~ 13 VDC Heater On: < 0.5VDC

DISHWASHER TROUBLESHOOTING

Continued

- New PCB: Check Voltage Level (Brown Color on the component side)
- Connector CN302 between Pin 6 and Pin 2. Heater Off: 9.5 ~ 13 VDC Heater On: < 0.5VDC

If the relay is not closed, replace the heater relay. If you observe no voltage change, then replace the Main Board.

Old PCB



New PCB



Parts Summary:

Basic Parts Name	Part Number	Description
Heating Element	DD47-00003A	HEATER;- ,R-PJT,INCLOY800,1100W,0.75mA/KW
Heating Relay	3501-000260	RELAY-POWER;12V,4400VA,20A,-,20mS,10mS
Old Main PCB DMR 77-DMR78	MDS-DMR7-00	ASSY-PCB PARTS(M);MDS-DMR7-00,R-PJT,HIDD
New Main PCB DMR 77-DMR78	DD92-00008A	ASSY PCB;- ,DMR,LED,-,-,HIDDEN,-,-,-,-
Old Main PCB - DMR57	MDS-DMR5-00	ASSY PCB PARTS(M);MDS-DMR5-00,R-PJT, FRO
New Main PCB - DMR57	DE92-02130B	ASSY PCB;DAM-RVE-01,DMR57,LED DISPLAY,12

REFRIGERATOR TROUBLESHOOTING PROCEDURES

Jim Swift
Manager—RTSC

Symptom - Customer complains that the unit makes a lot of noise when harvesting ice.

Model – All units with heated mold icemaker.

Cause - This can be caused by an open tray heater. If the tray heater does not come on, the cubes will stay attached to the tray when the rotating fingers try to push the ice out. The heater can be tested by pressing the Test button on the icemaker. After a few seconds the plastic housing should warm up.



Another test method— Another test method is to measure the continuity of the heater by measuring across the thick white and red wires in the icemaker wiring harness. A properly working heater should measure less than 100 ohms.

Symptom - Frost or moisture droplets forming on food, shelves, slides or ceiling in freezer compartment.

Model – All French Door and Bottom Mount Freezers

Cause: Moisture accumulation in the form of frost or droplets located in the front of compartment on ceiling or around light is a clear indication of air infiltration due to an improper door seal.

Test Procedure: Open the drawer and close it to the point when self closers engage. Self closers should pull drawer closed firmly creating good seal all the way around. If the drawer does not pull closed properly, inspect the slides, self closers, and timing rod (the timing rod is the bar located between the left and right side tracks behind lower basket). If the drawer **does** close, confirm proper seal. If all checks good, CUSTOMER EDUCATION needs to be provided.

Customer Education: Suspect the customer is opening the drawer from either end of the handle and not in the middle. When opened from the ends, the door can flex or twist resulting in potential door seal issue in the upper corners and goes un-noticed. Once the drawer is open and closed again, it realigns itself. To prevent this from happening, advise customer to **open from the center of the handle only**.

Thanks to Steve Polzin for the assistance on the article.



SERIAL NUMBER FORMATTING

Jet Nyamwange
Warranty Dept.

It's the **ASC's Responsibility** to verify the both the MODEL and SERIAL NUMBER . This data **MUST** be obtained from the Actual Unit , **not** outside of the Box.

The serial number of most Samsung products is 15 digits long. SOMETIMES , it's 11 digits long. In all cases, it consists of both numbers and letters.

How do you determine the Validity of a Serial Number?

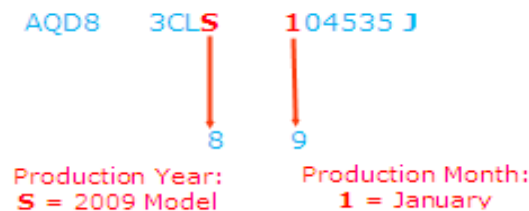
Important: Without the Correct MODEL and SERIAL NUMBER, Warranty Claims will not be PAID.

How do you Determine the Production Year and Month in the Serial Number?

(This is very beneficial for ASCs that do Dealer Stock Repairs)

The production year is determined by the letter preceding a series of 6 digits in a row of the Serial Number. The **Letter** represents the **Year** as shown below *(Year is always a letter)*:

In 15 digit serial numbers, the production date can be determined by the **8th** and **9th** digit of the serial number, *for example*:



In 11 digit serial numbers, the production date can be determined by the **4th** and **5th** digit of the serial number, *for example*:



All Serial Numbers **MUST** end with a **Letter**. This is known as a **Check Digit**. *For example*:

AQD8 3CLS 104535 J → **Check Digit - Must be a Letter**

SERIAL NUMBER FORMATTING

Continued.

Production Years':

Year	2001	2002	2003	2004	2005	Jan 2006	Feb -Dec 2006	2007	2008	2009	2010
Symbol	R	T	W	X	Y	A	L	P	Q	S	Z

Production Months':

Month	1	2	3	4	5	6	7	8	9	10	11	12
Symbol	1	2	3	4	5	6	7	8	9	A	B	C

PROOF OF PURCHASE

Proof of Purchase Policy for CE – Consumer Electronics ASCs*

*As noted in Policy and Procedure Manual

PROOF OF PURCHASE REQUESTS

Proof of Purchase Requirements for IN-WARRANTY based on DOM + 60:

- *In Warranty is defined as the period from Date of Manufacture, plus product warranty length, plus 60 days.*
- *Customer does not have to provide POP documentation if their unit is within the Warranty Period based on the DOM + 60 day calculation.*
- *ASC does not have to submit POP documentation if the DOM + 60 rule applies. This includes exchanges for TAT reasons.*

B) Proof of Purchase Requirements for units outside the DOM + 60 Rule

- *Customer must supply Proof of Purchase to receive an in warranty repair.*
- *ASC must keep POP on file for 1 year from the claim PAY date. SEA will randomly audit claims and ASC must provide POP copies when asked.*
- *If copies are not provided within 14 days of request, the claim will be charged back to ASC.*

NOTE:

Bill of Sale is Mandatory for Error Codes mentioned below:

DC008: Distribution Period Exceeds HQ guideline. Please provide BOS to Warranty Department

DC009: Same S/N and Model but different purchase date from previous repair data. Please Provide Bill of Sale.

GSPN UPDATES

Jim Foster
Editor



We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs:

<http://service.samsungportal.com>

CE/IT Service Bulletins uploaded to GSPN September, 2009.

Bulletin Number	Subject	Applicable Models
ASC20090922001	Capacitor	SMH9151

To access service bulletins on GSPN, follow these steps:

1. Visit <http://service.samsungportal.com>.
2. Login using your **User ID** and **Password**.
3. Click "Documents" at the top, and then "Product Information" in the left column. The Product Information menu appears.
4. Click "Service Bulletin (Local)" to bring up the Service Bulletins.
5. To search for a bulletin, enter the bulletin number in the search window at the upper left. If for some reason the bulletin does not appear, it can still be searched using the "Select Depth 1, 2, and 3" drop-down menus.

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Phone: 201-229-4251

The information in this bulletin is published for experienced repair technicians only and is not intended for use by the public. It does not contain warnings to advise non-technical individuals of possible dangers in attempting to service a product. Only experienced professional technicians should repair products powered by electricity. Any attempt to service or repair the product or products dealt with in this information by anyone else could result in serious injury or death. Information provided in this bulletin is subject to change or update without notice.

2009 Home Appliance Training Schedule



You can always obtain the most up to date training list by sending an email to training@sea.samsung.com.

The training for 2009/2010 will focus on new model Refrigerators, Laundry, Ranges and Dishwashers. This includes troubleshooting and repair procedures for the new Inverter compressor, Induction range, Steam laundry products as well as common failures and best repair practices.

Date	City
10/6/2009	San Diego, CA
10/7/2009	Van Nuys, CA
10/8/2009	Cerritos, CA
10/6/2009	San Diego, CA
10/13/2009	Chicago, IL
10/14/2009	Chicago, IL
10/15/2009	Peoria, IL
10/20/2009	Portage, WI
10/22/2009	Minneapolis, MN

Local authorized service centers will receive an invitation by email automatically. Please keep your ASC profile up to date so you can receive the most up to date training details. Be advised that we invite all ASC's within a 100 mile zip code radius of the training location. You may be invited to more than one training city. More training dates will be added in the next few weeks.

You can reserve your seat in training by emailing training@sea.samsung.com.

If you are willing to host up to 20 of your fellow local service professionals and have the floor space, we will consider providing training in your facility. Please contact training@sea.samsung.com for more information.

Additionally, Home Appliance training is available on-demand 24/7 at <https://my.plus1solutions.net/clientPortals/samsung/>.

We have recently added on-demand training for the AW series Refrigerators and the Induction range which includes circuit descriptions and troubleshooting information.

SAMSUNG SEARCH

N R A M N N P E A O G E G C A T I E Q I I A T
V Q N F U T C A U E N V O F A E C E N I S E T
N U G D T T U P R X C Y I S N O P C O S I N L
M A R I T O E R C T T A E N R R T N I E N F T
G L D R R C R N N R S C O I I E M I T E S I U
D I I U I A H E I A I P G P P I F G C O N G R
F T T E X A H R C M R U E N O R N I A L G A U
A Y E S I R O D I I E O E N T I S E F L T R M
N O E I F C S I E L V O U H D M P P S I T E F
M F O E E E M N T E R R I N A I S R I D M I C
C S O N M I A V E A L I E F D U N F T R P L O
O E I E I I F I S G T P S S Q T C G A P S E E
L R M T T M T I S E L F R D F T I S S C O L E
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O I S S S S N N C P A A I I D T T I E C H L C
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R E E N I G N E E C I V R E S L A N O I G E R
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N E N F C R A I T A I T T F Q I E L S T N N U
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R I T R T A O M P U N R E C T E A E C O I E R
S E C C R I O E E G F R I E T N R E V T N D G
E I E N D F E D I C S S E P E V O R Q T A I F

- | | |
|----------------------|------------------------------|
| 1. Technical Pending | 6. Quality of service |
| 2. Parts Pending. | 7. Regional service engineer |
| 3. Turnaround time | 8. Cost of service |
| 4. First time fix | 9. Redo |
| 5. Extra mileage | 10. Customer Satisfaction |