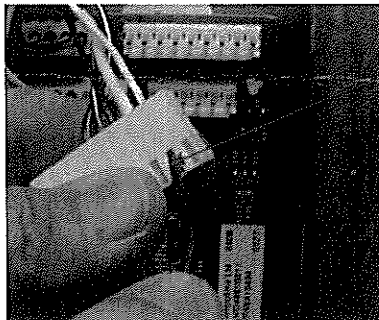
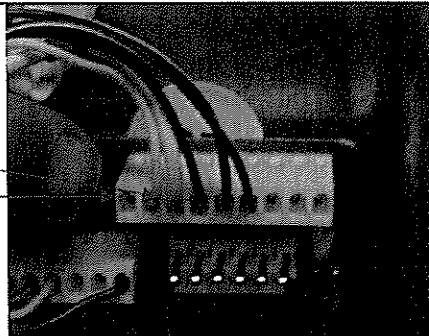


## Customer Service Field Bulletin

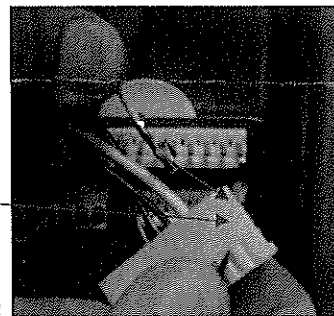
Bulletin: H/V Board Modification: J1 Connector  
 WR55x10434 & WR55x10556  
 February 2007

MODEL	<b>GE Side by Side Refrigerators All 'GSG' – Manual Control Models</b>
<b>Fault</b>	High Voltage Board Replacement
<b>Cause</b>	Main H/V Board Failure
<b>Remedy</b>	Wiring adjustment to the J1 Connector Multiplug before fitting new H/V Boards WR55x10434 or WR55x10556. <i>(Failure to adjust wiring for new boards will result in poor fresh food compartment temperatures.)</i>
<b>Procedures</b>	When replacing the HV Board on GSG Manual Control Models with new boards : either WR55x10434 or WR55x10556 – the J1 connector multiplug must be rewired as follows :

**J1 Connector Multi-Plug**  
 Before fitting new boards: **Pin 2** must be relocated to **Pin 1** position as follows.



- . Use sharp point to push down on top of Pin 2 position
- . Remove & re-insert into Pin 1 position.
- . Position 2 **must** then be vacant



**Note :** On some models, you may see a bridge from Pin 1 to Pin 2 on the multi-plug. Ensure that you remove bridge from Pin 2 position.  
**Pin 2 position must always be vacant** prior to fitting new boards.  
 Failure to change wiring as above will result in poor Fresh Food Temperatures.



*GE Appliances*

General Electric Company  
Appliance Park, Louisville, KY 40225

## **Service Bulletin**

**REFRIGERATORS  
2001 SIDE-BY-SIDE  
PLASTIC LINER MODELS  
DAMPER NOISE**

REF 16-02

APRIL 2002

### **Intermittent Noise of Electronic Damper**

This service bulletin is to inform technicians of the availability of a new electronic control board that eliminates the sound of the damper overdriving. This noise can be described as a barking or intermittent chirping sound.

This condition affects 2001/2002 side-by-side (non-Monogram) plastic liner models and to a lesser degree the metal liner 2001/2002 side-by-side (non-Monogram) models.

The main electronic control board in these refrigerators had been programmed to

overdrive the damper to ensure the damper is properly closed and prevent the damper from icing. This overdrive function results in an intermittent noise of the damper's gear and motor housing. The noise lasts for approximately 8 seconds on 2001 models and 4 seconds on 2002 models when the damper closes. In order to minimize this sound, the software on the main board has been enhanced to reduce overdriving of the damper. To resolve this service issue, order the replacement control board **WR55X10188**, which contains the updated software.



## Customer Service Field Bulletin GE Refrigerators

Bulletin: WR55x10552 : 'Flashing Zeros' – February 2008

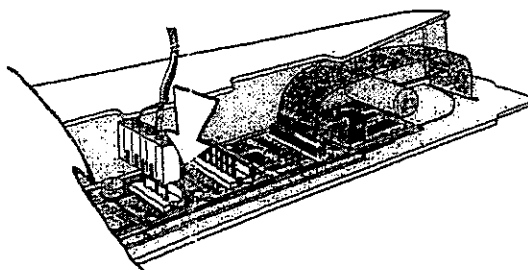
<b>MODEL</b>	<b>GE Side by Side Refrigerators</b>
<b>Fault</b>	'Flashing Zeros' on Digital Display panel
<b>Cause</b>	Incompatible Main Board Assembly has been fitted
<b>Models / Controls</b>	GE Side by Side Refrigerators that have temperature control digital display panels with :  <b>0 to 9</b> temperature controls (9 is coldest / 0 is off)
<b>Replacement Main Board - Spare Part No.</b>	If the main board assembly has been replaced and the temperature control displays are flashing zeros, it means an incompatible main board has been fitted:  Order and replace Main Board with main board assembly No.  <b>WR55x10552</b>  <i>Note : If problem continues contact Technical Support</i>

The following parts are required to assess the diagnostic aid:

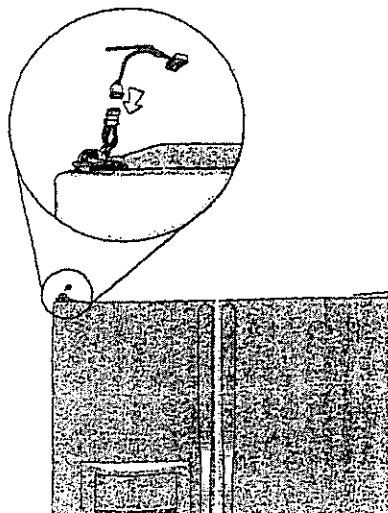
- WX05X14999 Wiring Harness
- WR55X10092 Temperature control board
- WR55X10068 Touch control membrane and housing

**STEP 1** - Mount the temperature control board in the touch control housing and connect the ribbon cable.

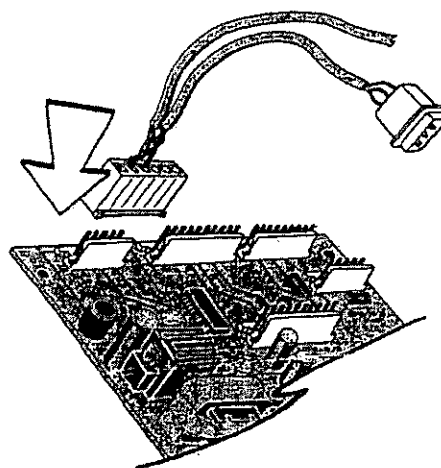
**STEP 2** - Connect the long (single connector) end of the test harness to the J2 connector on the temperature control board.



**STEP 3** - Connect the other end of the test harness to the refrigerator using the appropriate plug for the model being tested (see illustration).



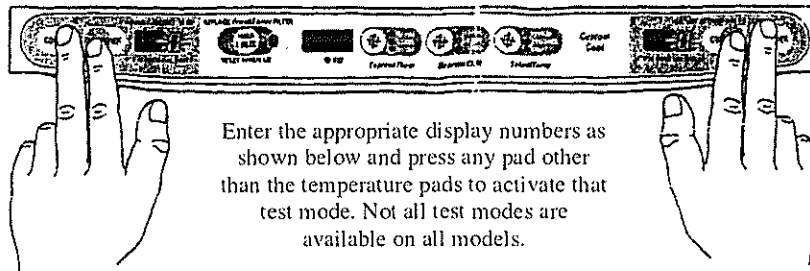
Steel liner side by side models have a connector under the upper hinge end cap on the freezer.



Top mount freezer models connect to the J4 connector on the main control board at the rear of the unit.

**NOTE:** On plastic liner models with a 4 pad temperature control (no filter reset), you must disconnect the original touch control and plug the cabinet harness directly onto the diagnostic aid control board.

Once connected to the refrigerator, enter the diagnostic mode by pressing both the freezer temperature (colder and warmer) pads and the refrigerator temperature (colder and warmer) pads simultaneously. All four pads must be held for approximately 3 seconds. Blinking "0"s in both displays indicate the refrigerator has entered the test mode.



FREEZER DISPLAY	FRESH FOOD	DIAGNOSTICS	RESULTS	COMMENTS
0	2	Communication check between Temperature control and Main control	"P" on freezer display if OK and "F" if problem is found	
0	3	Communication check between Dispenser control and Temperature control	"P" on freezer display if OK and "F" if problem is found	Dispenser models only
0	4	Communication check between Dispenser Control and Main Control	"P" on freezer display if OK and "F" if problem is found	Dispenser models only
0	5	Encoder Test	As the knob is rotated the display will show the corresponding	Only for models with temperature control knobs
0	7	Control Sensor System Test	Checks each thermistor and displays 'P' for pass and 'O' for fail	See Note 1 below
0	8	Duct Door Test	Opens the dispenser duct door for 10 seconds, then closes	Only for dispensers with 5 or more touch pads
1	0	Dampers Test	Opens each damper, pauses briefly and then closes	Includes Custom Cool dampers if applicable
1	2	100% run time	Scaled system on 100% of the time. Times out after 1 hour	
1	3	Prechill Test	Starts Prechill mode. Unit returns to normal on its own	
1	4	Defrost Test	Toggles on the Defrost cycle. <b>See Note 2</b>	Must press again to turn heaters off. <b>See Note 2</b>
1	5	Main Control Reset	Causes a system reset	
1	6	Exit Diagnostic Mode	Causes a temperature control board reset	
1	7	Degrees C°/F°	Changes from F° to C° or C° to F° on temperature display	Press FF temperature pad (warm/colder) to toggle

**Note 1.** Display order is #1) Fresh Food 1 #2) Fresh Food 2 #3) Custom Cool #4) Evaporator #5) Freezer Thermistor test results are: P=Pass 0 = Fail S = Short to 5 VDC B = Bad amplifier (replace main control)

**Note 2.** You **must** enter the defrost test again to toggle the defrost heater off at the end of the test. The heater will not come on if the evaporator thermistor is warm.