Technical Service Pointer	For Immediate Attention of Your Service Department	
	Technical Service Pointer #: W11092686E *Action Required: Mandatory* *Release Date: Feb 21, 2020*	*Refrigeration Products*

Brands Affected

KitchenAid, Jenn-Air, Maytag and Whirlpool French Door Refrigerators/Frost Build Up On Evaporator

Models:

Jenn-Air	KitchenAid	Maytag	Whirlpool
JFX2897DR*	KFIS29BB*	MFT2776DEE*	WRF757SDE*
	KFIS29PBM*	MFT2776FEZ*	WRF767SDEM*
	KFIV29PCM*	MFT2778EE*	WRF989SDA*
	KRFF507E*	MFT2976AE*	WRF990SLA*
	KRFF707E*	MFT2977AE*	WRV976FDEM*
	KRMF606E*	MFX2676FRZ*	WRV986FDEM*
	KRMF706E*	MFX2876DR*	WRV996FDE*
			WRX988SIBM*

[* TO DENOTE WILDCARD FOR COLOR AND/OR ENGINEERING VERSION]

Serial Numbers: K212 to K711 S-Code to cover Labor only: S16360

NOTE: Refrigerator models have unique Thermistor placements. The placement described in this pointer is specific to the models listed above.

Possible Concern:

It is possible that consumers may experience frost, or hard ice, forming on the front area of the Refrigerator Compartment (RC). In some instances, consumers may also see water inside the RC under the crispers. These symptoms can result from multiple possible causes, so it is important to follow all the correction steps below.

Correction: During Inspection all the Correction Steps must be confirmed.

1. Door Leveling	5. Drain Pan Positioning
2. Door Gasket Sealing	6. Evaporator depth in Housing
3. Thermistor Location	7. Defrost Settings
4. Evaporator Cover a. Tabs b. Screws c. Gasket	8. RKV functionality

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Make sure to defrost the evaporator COMPLETELY. There should be no ice behind the evaporator. Frosting could have various/different causes, each requiring a unique correction. Potential causes to investigate include:

1. Verify the refrigerator doors are closing properly.
2. Verify the door gaskets are sealing properly.
3. Check the refrigerator section Defrost Thermistor for proper operation and placement.
    a. Check resistance of thermistor per tech sheet resistance table.
    b. Check Thermistor Location, it should be located as shown in figure 1. The thermistor should be tight and in full contact with the suction tubing directly coming out of the Evaporator.

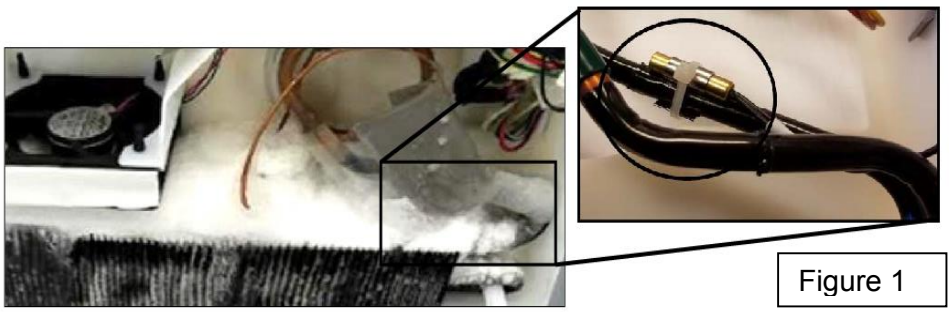

Figure 1

    c. If the thermistor has a metal clamp you may need to use a pair of pliers to gently squeeze the clamp to ensure good contact with the tubing (See Figure 2). Be sure not to crimp the Thermistor while closing the gap

SECTION 3 CONTINUED …

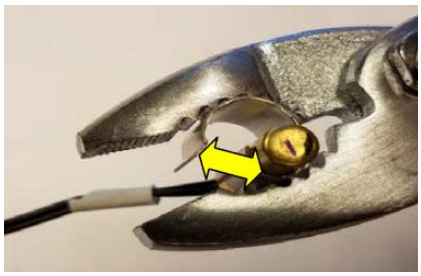

Figure 2

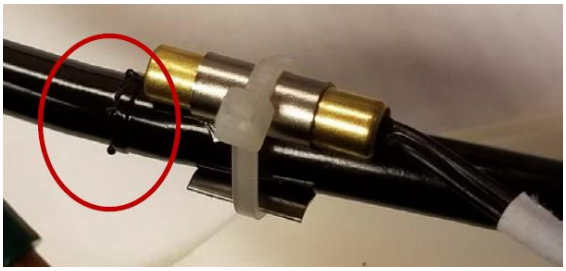

Figure 3

d. Make sure you do not install the Thermistor over the ridge from the tubing seam (See Figure 3). The Thermistor needs to be in full contact with the suction tubing coming out of the Evaporator. A plastic zip tie is required to keep the Thermistor tight and secure as shown.

4. Verify the tabs on the RC evaporator cover are not broken or missing screws and the insulation on the inside of the cover is not damaged or making poor contact. If any tabs are broken (See Figure 4) or the insulation is making poor contact/damaged, replace the cover per your models Repair Part List (RPL). Replacement screws are available (part# 67006425).

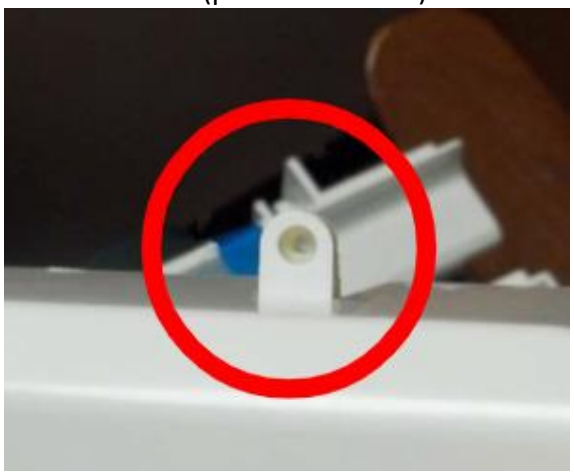

Figure 4

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5. Look at the evaporator drain pan to see if it is bowed upwards in the middle, (See Figure 5) this may trap water in the drain pan. Bowing may be due to misalignment and can be corrected in some cases. If the pan is cracked or permanently deformend it must be replaced per RPL.
    a. To realign drain pan, remove the screws holding the enclosure to the liner. Gently pull the enclosure forward and lift up. You may need to pry up on the bottom of the evaporator drain pan until the drain line is out of the drain tube.
    b. Depending on clearance, you may remove the foam seal and use a small rope of permagum in its place to seal the pan to the drain tube. Put the drain nipple back into the drain tube and press down on the drain pan to make a good seal for the permagum. The drain pan must be flat and verify water flows through the nipple of the pan, into the drain tube in the cabinet.
    c. New Drain Pan may have a nipple that is too large for the drain tube in the bottom of the cabinet. In this case you must remove nipple with a saw blade and seal with food grade RTV.

Figure 5

6. Verify the evaporator is pushed back into the enclosure, the fins should be touching the back wall of the enclosure and the sealed system lines should be pushed back and not interfere with the evaporator cover.
    a. The evaporator fins should sit about ¼ inch back from the front of the enclosure. (See Figure 6) The evaporator must be secure.

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Figure 6

b. To secure evaporator order (2) of part number 2185788, tubing clamps. Install the tubing clamps as follows: remove the screw that holds the enclosure on the right side, and put the screw back in through one of the clamps. (Figure 8) Then using a plastic zip tie, run an end through the evap coil and tighten while pushing the evaporator back. Tighten enough to hold the evaporator in place. Repeat the process on Left side. (Figure 7) Cut off the excess zip tie. IMPORTANT: Do not over tighten. Do not use metal wire ties.

Figure 7

Figure 8

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7. Follow directions in the Tech Sheet to switch the Freezer Defrost to a 8 hr timer instead of ADC, Automatic Defrost Cycle (this adjustment is not possible on all models listed). This will increase the number of Defrost Cycles.
8. Follow directions in the Tech Sheet to verify RKV valve is working properly.

Parts Required		
Quantity		
2	2185788	Tubing Clamps
2	67006425	Screws
1	212643	Permagum
1	WPW10339879	Zip tie