



GE Appliances

General Electric Company
Appliance Park, Louisville, KY 40225

Service Bulletin

SXS REFRIGERATORS
NEW ENERGY MODELS
FROZEN AUGER MOTORS

REF 22-01

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REVISION OF SERVICE BULLETIN REF 16-01

If you encounter a frozen auger motor on a side-by-side new energy model refrigerator, we now have a solution. To resolve this condition, order the auger motor shield **WR17X11111**. Install the shield to redirect airflow and prevent the auger motor from freezing. This modification applies only to models manufactured beginning in 2001.

Materials Required:

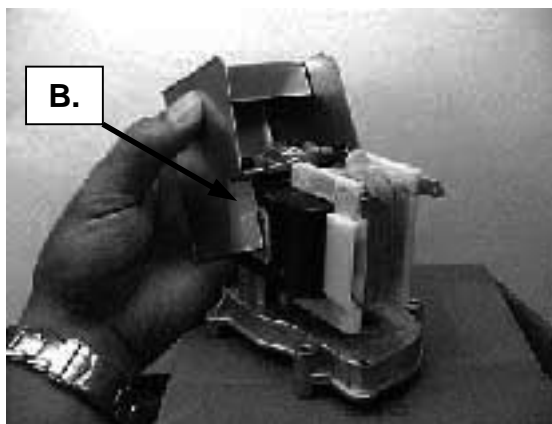
- WR17X11111 Auger Motor Shield
- WR97X83 White Refrigeration Tape

Follow these steps to install this shield:

A. Remove the auger motor from the cover and motor assembly.

1) DEFROST AND DRY THE MOTOR - It is critical that the motor is completely dried before installing the shield. If water is trapped in the air gap between the rotor and the stator, the motor will just refreeze. The rotor is the cylindrical body that rotates, and the air gap is the clearance around this body. Since the air gap cannot be dried without taking the motor apart, it is critical that a heat gun be used to dry the motor for 5-10 minutes. Aim the heat gun so that airflow moves through the air gap. Let the motor cool before reinstalling in the unit so it does not draw moisture.

B. Before assembling the shield, make sure the locking tabs on the shield are bent inwards about 20 degrees.

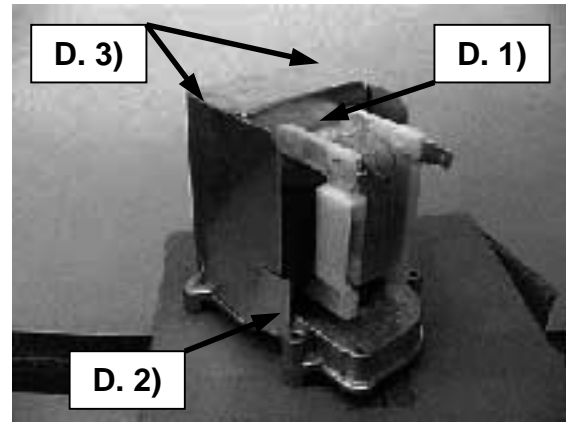


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C. Slide the shield onto the motor from the side opposite the terminals.

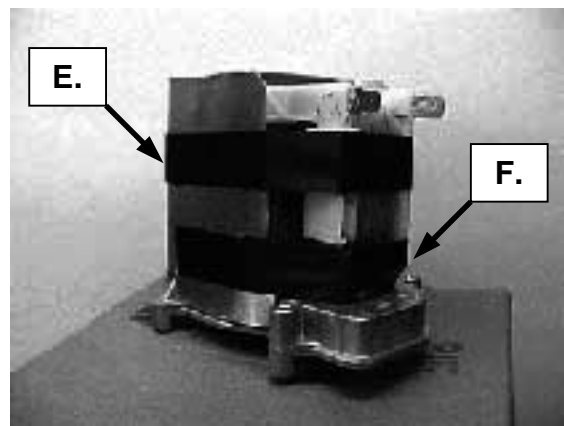
D. Slide it forward completely and drop it down into place and assure:

- 1) The top of the shield locks directly behind the wire coil.
- 2) Locking tabs are locked under the motor stack.
- 3) The air-gaps between the sides and the top of the shield are at a minimum.



E. Secure the shield by firmly wrapping the tape around the auger motor and shield (at least 1 complete revolution).

F. Also use piece of tape to cover the gap between the motor stack and the gearbox.



G. Re-install the auger motor into the cover and motor assembly and replace in the refrigerator.