



GE Appliances

GE Consumer Products
General Electric Company
Louisville, Kentucky 40225

Service Bulletin

REFRIGERATORS
Electronic Side-by-Side
Metal Liner Models

REF 11-03

Produced between January 2001 and
December 2002, Serial #AA2 through #ZD2

JUNE 2003

DEFROST HEATER HARNESS NOT FULLY SEATED

Consumers have reported icemakers not producing ice in the metal liner side-by-side models. In many cases the reason for this icemaker failure is due to the defrost heater harness not being fully seated, resulting in an intermittent connection. This issue has been seen in electronic side-by-side metal liner models with the serial number AA2 through ZD2.

This may be misdiagnosed as an open wire in the foamed-in AC case harness. During the investigation to find the root cause and verify continuity, some technicians are using an incorrect path for the orange neutral wire to the icemaker. For side-by-side metal liner models, the orange neutral path for the icemaker initially passes through the defrost heater harness, case side (rear wall) connector. A partially seated defrost heater harness (9-pin) will interrupt the circuit for the icemaker.

When servicing these models with reports of a non-functioning icemaker, make certain to check that the 9-pin defrost heater harness (coming out of the evaporator fan assembly) is fully seated and locked into the case side housing connector on the rear wall. For the best results, fully seat the harness and lock the tabs on the connectors one side at a time. Lock one side into place and use the body of the connector to leverage the other side into place. When this is completed, perform continuity check for the neutral between the 6-pin icemaker plug and the 9-pin defrost heater harness plug to verify continuity.

