



**Monogram®**

GE Consumer & Industrial  
General Electric Company  
Louisville, Kentucky 40225

## **WARNING**

**To prevent electrical shock, disconnect power to the refrigerator before performing these steps. Do not operate the refrigerator until the installation is complete.**

In cases where the freezer temperatures range between minus 20°F and minus 35°F, and the fresh food temperatures are constant or range intermittently between normal and 60°F, the fresh food damper may be stuck in the closed position. In this case, the sealed system will continue to run, attempting to cool the fresh food compartment. This will cause sub-zero temperatures in the freezer compartment and may lead to freezing in the icemaker fill tube.

The damper may have failed to close, failed to open, or may be only partially open. To correct this situation, replace the fresh food damper. Side-by-Side models use one of three main, fresh food compartment dampers. The bottom-freezer models have one damper. See the table below for the correct replacement part.

Also, in cases where the fresh food compartment temperatures range between normal and 30°F and will not increase regardless of control setting, the damper may be stuck in the open position which can lead to a frozen water tank and no water getting to the water dispenser or icemaker. To correct, replace the fresh food damper.

**See Service Bulletin RF 18-03 for Quick Chill diagnosis and repair.**

### **To Replace The Fresh Food Damper:**

1. **DISCONNECT POWER.**
2. Remove light shield by rotating the 2 latches at front of shield.
3. Remove the four (4) screws holding the top housing in place, two (2) front and two (2) back. Set aside for later reinstallation.
4. The damper is protected by foam housing. To remove the foam housing, cut through the RTV and peel RTV away from the foam.
5. Remove the larger piece of foam to expose the motorized damper. Set aside foam piece for later reinstallation.
6. Check to determine if wiring is preventing the damper from closing properly.
7. If there is no interference from the wires, replace the damper with the appropriate replacement part (see table at the right).
8. Replace foam piece. Reseal foam seams with RTV.
9. Reinstall top housing using four (4) screws.
10. Replace the light shield.

# **Service Bulletin**

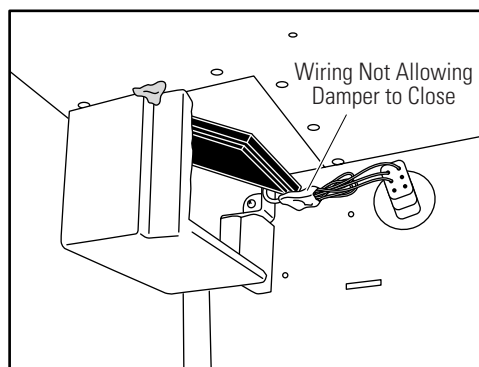
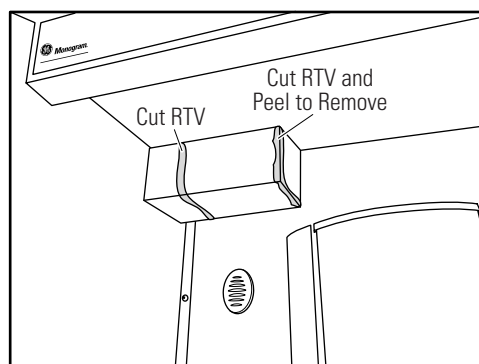
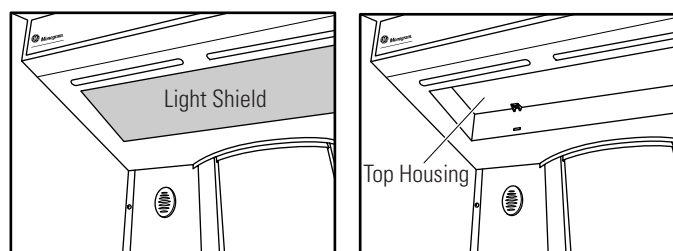
## **REFRIGERATORS ALL ZIC AND ZIS MODELS FRESH FOOD MOTORIZED DAMPER**

**REF 01-04**

**JANUARY 2004**

**Models Affected:** ZIS360D/N, ZISB360D, ZISW360D, ZISS360D/N, ZIS420D/N, ZISB420D, ZISW420D, ZISS420DM/N, ZIS480DM/N, ZISB480D, ZISW480D, ZISS480DM/N, ZIC360N, ZICS360N.

### **ZIS Model Shown in Illustrations**



<b>Fresh Food Motorized Damper</b>	
<b>Model</b>	<b>Replacement Parts</b>
ZIS360	<b>WR60X10111</b>
ZIS420	<b>WR09X10084</b>
ZIS480	<b>WR60X10112</b>
ZIC360	<b>WR09X10065</b>