

# **EXHIBIT 2**

# TECHNICAL SERVICE POINTER

## For Immediate Attention of Your Service Department

Technical Service Pointer #: W10632338A

November, 2013

Supersedes W10632338

Refrigeration Products

Action Required: Informational/Mandatory

### Brands Affected



## Amana, Jenn-Air, KitchenAid, Maytag And Whirlpool Refrigerators

### Models:

See attached pages.

**Serial Numbers:** Prior to K333

### Concern:

Ice build up on bottom of freezer.  
Defrost water does not drain.  
Duck bill check valve plugged.

### Correction:

A "P Trap" drain tube kit is now available for the models listed on the attached sheets. If the new design "P Trap", see figure 1, has not already been installed, Order and install kit part number W10619951. Follow the detailed instructions supplied with the kit including:  
Defrost the evaporator and drip pan completely.  
Clean the drip pan drain tube.

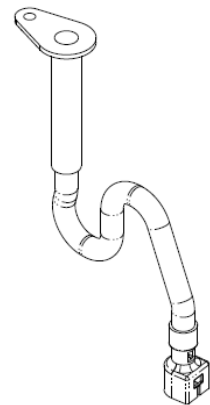


Figure 1

**Note:** Whirlpool will pay for repair parts and labor to perform this repair up to 2 years from the Date of Purchase. Whirlpool will supply repair parts through the normal Parts distribution channel at no cost to the consumer for this repair on all units that are beyond 2 years from the date of purchase. Charge the repair parts and labor related to this repair to Special project S38211 utilizing the current warranty billing system.

ALL POINTERS ONLINE:  
<https://www.servicematters.com/>

To receive pointers by email, or to edit or delete a current email address, go to <https://www.servicebench.com/>

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### Models/ Modèles / Modelos :

5GBB19PRYA0, 5GBB19PRYW0, 5GFC20PRAA00, 5GFC20PRAW00, 5GFF25PRYA0, 5GFF25PRYW0, 5GI6FARAF000, 5GI6FARAF001, 5GX0FHXTAF01, 5KBFS20EAX01, 5KRFX9000M00, 5MFI267AA000, 5MFI267AA001, 5MFX257AA000, 5MFX257AA001, 5VGI6FARAF00, 5VGI6FARAF01, 5VMFI267AA00, 5VMFI267AA01, 5VMFX257AA00, 5VMFX257AA01, 7MI2569VEM1, 7MI2569VEM2, 7MI2569VEM3, 7MI2569VEM4, AB1924PEKB3, AB1924PEKB4, AB1924PEKB5, AB1924PEKS4, AB1924PEKS5, AB1924PEKS6, AB1924PEKS7, AB1924PEKS8, AB1924PEKW3, AB1924PEKW4, AB1924PEKW5, AB2225PEKB3, AB2225PEKB4, AB2225PEKB5, AB2225PEKS4, AB2225PEKS5, AB2225PEKS6, AB2225PEKS7, AB2225PEKS8, AB2225PEKW3, AB2225PEKW4, AB2225PEKW5, AB2526PEKW3, AB2526PEKW4, ABB1921DEW15, ABB1921DEW6, ABB1921FEB12, ABB1921WEW0, ABB1921WEW1, ABB1921WEW2, ABB1921WEW3, ABB1922FEB2, ABB1922FEB3, ABB1922FED1, ABB1922FED2, ABB1922FEQ2, ABB1922FEQ3, ABB1922FEW2, ABB1922FEW3, ABB1924WEB0, ABB1924WEB1, ABB1924WEB2, ABB1924WEB3, ABB1924WED0, ABB1924WED1, ABB1924WEQ0, ABB1924WEQ1, ABB1924WES0, ABB1924WES1, ABB1924WES2, ABB1924WES3, ABB1924WEW0, ABB1924WEW1, ABB1924WEW2, ABB1924WEW3, ABB1927VEB2, ABB1927VEW2, ABB192ZDEB5, ABB192ZDEB6, ABB192ZDEW5, ABB192ZDEW6, ABB192ZWEB0, ABB192ZWEB1, ABB192ZWEW0, ABB192ZWEW1, ABB2221FEB2, ABB2221FEB3, ABB2221FEW2, ABB2221FEW3, ABB2221WEB0, ABB2221WEB1, ABB2221WEW0, ABB2221WEW1, ABB2222FEB2, ABB2222FEB3, ABB2222FED1, ABB2222FED2, ABB2222FEQ2, ABB2222FEQ3, ABB2222FEW2, ABB2222FEW3, ABB2224WEB0, ABB2224WEB1, ABB2224WEB2, ABB2224WEB3, ABB2224WED0, ABB2224WED1, ABB2224WEQ0, ABB2224WEQ1, ABB2224WES0, ABB2224WES1, ABB2224WES2, ABB2224WES3, ABB2224WEW0, ABB2224WEW1, ABB2224WEW2, ABB2224WEW3, ABB2227VEB1, ABB2227VEB2, ABB2227VEW1, ABB2227VEW2, ABB2522FEB2, ABB2522FEB3, ABB2522FEQ2, ABB2522FEQ3, ABB2522FEW2, ABB2522FEW3, ABL1922FES3, ABL1922FES4, ABL1922FES5, ABL1922FES6, ABL1927VES1, ABL1927VES2, ABL1927VES3, ABL1927VES4, ABL192ZFES3, ABL192ZFES4, ABL192ZFES5, ABL192ZFES6, ABL192ZWES0, ABL192ZWES1, ABL2222FES3, ABL2222FES4, ABL2222FES5, ABL2222FES6, ABL2227VES1, ABL2227VES2, ABL2227VES3, ABL2227VES4, ABR1922FES3, ABR1922FES4, ABR1922FES5, ABR1922FES6, ABR1927VES1, ABR1927VES2, ABR1927VES3, ABR1927VES4, ABR192ZFES3, ABR192ZFES4, ABR192ZFES5, ABR192ZFES6, ABR192ZWES0, ABR192ZWES1, ABR2222FES3, ABR2222FES4, ABR2222FES5, ABR2222FES6, ABR2227VES1, ABR2227VES2, ABR2227VES3, ABR2227VES4, AFB2234WEB0, AFB2234WEB10, AFB2234WEB2, AFD2535DEB11, AFD2535DEW11, AFF2534FES3, AFF2534FES4, AFF2534FES5, AFF2534FES6, AFF2534FES7, AFF2534FES8, AFF2534FEW2, AFF2534FEW3, AFF2534FEW4, AFF2534FEW5, AFI2538AEB4, AFI2538AEB5, AFI2538AEQ4, AFI2538AES4, AFI2538AES5, AFI2538AES6, AFI2538AES7, AFI2538AEW4, AFI2538AEW5, CB19G6W00W5, CB19G6W00W6, CB19G7B00B4, CB19G7B00B5, CB19G7W00W4, CB19G7W00W5, EB9FVBLVS01, EB9FVBLWS01, EB9FVBLWS02, EB9FVBLWS03, EB9FVBLWS04, EB9FVBLWS05, EB9FVBLWS06, EB9FVBRVS01, EB9FVBRWS01, EB9FVBRWS02, EB9FVBRWS03, EB9FVBRWS04, EB9FVBRWS05, EB9FVBRWS06, EB9FVBXVB01, EB9FVBXVQ01, EB9FVBXWB00, EB9FVBXWB01, EB9FVBXWB02, EB9FVBXWQ00, EB9FVBXWQ01, EB9FVBXWQ02, EB9FVBXWQ03, EB9FVHLS01, EB9FVHLS02, EB9FVHLS03, EB9FVHLS04, EB9FVHLS00, EB9FVHLS01, EB9FVHLS02, EB9FVHLS03, EB9FVHRVS01, EB9FVHRVS02, EB9FVHRVS03, EB9FVHRVS04, EB9FVHRWS00, EB9FVHRWS01, EB9FVHRWS02, EB9FVHRWS03, EB9FVHXVB01, EB9FVHXVB02, EB9FVHXVQ01, EB9FVHXVQ02, EB9FVHXWB00, EB9FVHXWB01, EB9FVHXWB02, EB9FVHXWB03, EB9FVHXWQ00, EB9FVHXWQ01, EB9FVHXWQ02, EB9FVHXWQ03, EB9SHKXVQ01, EB9SHKXVQ02, EB9SHKXVQ03, EB9SHKXVQ04, EB9SHKXVQ05, EB9SHKXVQ06, EB9SHKXVQ07, G20EFSB23S8, G20EFSB23S9, G25EFSB23S4, G25EFSB23S5, G25EFSB23S6, G25EFSB23S7, G25EFSB23S8, G25EFSB23S9, G32026PEKS5, G32026PEKS6, G32026PEKS7, G32026PEKS8, G32026PEKS9, G32026PEKW4, G32026PEKW5, G32026PELB4, G32026PELB5, G32027WEKB3, G32027WEKB4, G32526PEKB3, G32526PEKB4, G32526PEKS4, G32526PEKS5, G32526PEKS6, G32526PEKW3, G32526PEKW4, G37025PEAS1, G37025PEAS2, G37025PEAS3, G37025PEAS4, G37025PEAS5, G37025PEAS6, G37025PEAW1, G37025PEAW2, G37025PEAW3, G37026FEAS1, G37026FEAS2, G37026FEAS3, G37026FEAS4, G37026FEAS5, G37026FEAS6, G37026FEAW1, G37026FEAW2, G37026FEAW3, GB1924PEKB3, GB1924PEKB4, GB1924PEKS4, GB1924PEKS5, GB1924PEKS6, GB1924PEKW3, GB2026LEKS4, GB2026LEKS5, GB2026LEKS6, GB2026LEKS7, GB2026LEKS8, GB2026PEKB3, GB2026PEKB4, GB2026PEKB5, GB2026PEKW3, GB2026PEKW4, GB2026PEKW5, GB2026REKS4, GB2026REKS5, GB2026REKS6, GB2026REKS7, GB2026REKS8, GB2225PEKW3, GB2225PEKW4, GB2526LEKS3, GB2526LEKS4, GB2526LEKS5, GB2526LEKS6, GB2526PEKW3, GB2526PEKW4, GB2526REKS3, GB2526REKS4, GB2526REKS5, GB2526REKS6, GB2FHDXWB00, GB2FHDXWB01, GB2FHDXWB02, GB2FHDXWB03, GB2FHDXWB04, GB2FHDXWB05, GB2FHDXWB06, GB2FHDXWD00, GB2FHDXWD01, GB2FHDXWD02, GB2FHDXWQ00, GB2FHDXWQ01, GB2FHDXWQ02, GB2FHDXWQ03, GB2FHDXWQ04, GB2FHDXWQ05, GB2FHDXWQ06, GB2FHDXWQ07, GB2FHDXWS00, GB2FHDXWS01, GB2FHDXWS02, GB2FHDXWS03, GB2FHDXWS04,



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Refrigeration Products

Action Required: Informational/Mandatory

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# BULLETIN TECHNIQUE D'INSTALLATION

Bulletin technique n° W10632338A  
Remplace W10632338  
Action : À titre informatif/obligatoire  
Date de publication : Octobre 2013

Novembre 2013  
 Produits de réfrigération

Marques concernées



## Réfrigérateurs Jenn-Air, KitchenAid, Maytag et Whirlpool

### Modèles :

Voir pages jointes.

### Numéros de série antérieurs à K333

### Problème :

Accumulation de glace au fond du congélateur.  
L'eau de dégivrage ne s'écoule pas.  
Clapet anti-retour à "bec de canard" bouché.

### Correction :

Un ensemble de tuyau de vidange avec siphon est désormais disponible pour les modèles recensés dans les pages jointes. Si la nouvelle conception avec siphon (voir figure 1) n'est pas installée, commander et installer la référence de l'ensemble W10619951. Suivre les instructions d'installation détaillées fournies avec l'ensemble, incluant :  
Dégivrer entièrement l'évaporateur et le plateau d'égouttement.  
Nettoyer le tube de vidange du plateau d'égouttement.

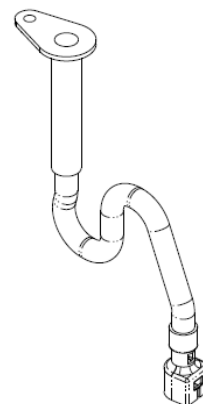


Figure 1

**Remarque :** Whirlpool prendra en charge les frais des pièces de rechange et de la main-d'œuvre de réparation pendant 2 ans maximum à compter de la date d'achat. Whirlpool fournira gratuitement les pièces de rechange par le canal de distribution des pièces détachées normal pour la réparation de tous les appareils ayant été achetés il y a plus de 2 ans. Facturer les pièces de rechange et la main-d'œuvre de cette réparation sur le code de projet spécial S38211, en utilisant le système de facturation de garantie actuel.

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<https://www.servicebench.com/>

**BULLETIN  
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**Models/ Modèles / Modelos :**

5GBB19PRYA0, 5GBB19PRYW0, 5GFC20PRAA00, 5GFC20PRAW00, 5GFF25PRYA0, 5GFF25PRYW0, 5GI6FARAF000, 5GI6FARAF001, 5GX0FHTXAF01, 5KBFS20EAX01, 5KRFX9000M00, 5MFI267AA000, 5MFI267AA001, 5MFX257AA000, 5MFX257AA001, 5VGI6FARAF00, 5VGI6FARAF01, 5VMFI267AA00, 5VMFI267AA01, 5VMFX257AA00, 5VMFX257AA01, 7MI2569VEM1, 7MI2569VEM2, 7MI2569VEM3, 7MI2569VEM4, AB1924PEKB3, AB1924PEKB4, AB1924PEKB5, AB1924PEKS4, AB1924PEKS5, AB1924PEKS6, AB1924PEKS7, AB1924PEKS8, AB1924PEKW3, AB1924PEKW4, AB1924PEKW5, AB2225PEKB3, AB2225PEKB4, AB2225PEKB5, AB2225PEKS4, AB2225PEKS5, AB2225PEKS6, AB2225PEKS7, AB2225PEKS8, AB2225PEKW3, AB2225PEKW4, AB2225PEKW5, AB2526PEKW3, AB2526PEKW4, ABB1921DEW15, ABB1921DEW6, ABB1921FEB12, ABB1921WEW0, ABB1921WEW1, ABB1921WEW2, ABB1921WEW3, ABB1922FEB2, ABB1922FEB3, ABB1922FED1, ABB1922FED2, ABB1922FEQ2, ABB1922FEQ3, ABB1922FEW2, ABB1922FEW3, ABB1924WEB0, ABB1924WEB1, ABB1924WEB2, ABB1924WEB3, ABB1924WED0, ABB1924WED1, ABB1924WEQ0, ABB1924WEQ1, ABB1924WES0, ABB1924WES1, ABB1924WES2, ABB1924WES3, ABB1924WEW0, ABB1924WEW1, ABB1924WEW2, ABB1924WEW3, ABB1927VEB2, ABB1927VEW2, ABB192ZDEB5, ABB192ZDEB6, ABB192ZDEW5, ABB192ZDEW6, ABB192ZWEB0, ABB192ZWEB1, ABB192ZWEW0, ABB192ZWEW1, ABB2221FEB2, ABB2221FEB3, ABB2221FEW2, ABB2221FEW3, ABB2221WEB0, ABB2221WEB1, ABB2221WEW0, ABB2221WEW1, ABB2222FEB2, ABB2222FEB3, ABB2222FED1, ABB2222FED2, ABB2222FEQ2, ABB2222FEQ3, ABB2222FEW2, ABB2222FEW3, ABB2224WEB0, ABB2224WEB1, ABB2224WEB2, ABB2224WEB3, ABB2224WED0, ABB2224WED1, ABB2224WEQ0, ABB2224WEQ1, ABB2224WES0, ABB2224WES1, ABB2224WES2, ABB2224WES3, ABB2224WEW0, ABB2224WEW1, ABB2224WEW2, ABB2224WEW3, ABB2227VEB1, ABB2227VEB2, ABB2227VEW1, ABB2227VEW2, ABB2522FEB2, ABB2522FEB3, ABB2522FEQ2, ABB2522FEQ3, ABB2522FEW2, ABB2522FEW3, ABL1922FES3, ABL1922FES4, ABL1922FES5, ABL1922FES6, ABL1927VES1, ABL1927VES2, ABL1927VES3, ABL1927VES4, ABL192ZFES3, ABL192ZFES4, ABL192ZFES5, ABL192ZFES6, ABL192ZWES0, ABL192ZWES1, ABL2222FES3, ABL2222FES4, ABL2222FES5, ABL2222FES6, ABL2227VES1, ABL2227VES2, ABL2227VES3, ABL2227VES4, ABR1922FES3, ABR1922FES4, ABR1922FES5, ABR1922FES6, ABR1927VES1, ABR1927VES2, ABR1927VES3, ABR1927VES4, ABR192ZFES3, ABR192ZFES4, ABR192ZFES5, ABR192ZFES6, ABR192ZWES0, ABR192ZWES1, ABR2222FES3, ABR2222FES4, ABR2222FES5, ABR2222FES6, ABR2227VES1, ABR2227VES2, ABR2227VES3, ABR2227VES4, AFB2234WEB0, AFB2234WEB10, AFB2234WEB2, AFD2535DEB11, AFD2535DEW11, AFF2534FES3, AFF2534FES4, AFF2534FES5, AFF2534FES6, AFF2534FES7, AFF2534FES8, AFF2534FEW2, AFF2534FEW3, AFF2534FEW4, AFF2534FEW5, AFI2538AEB4, AFI2538AEB5, AFI2538AEQ4, AFI2538AES4, AFI2538AES5, AFI2538AES6, AFI2538AES7, AFI2538AEW4, AFI2538AEW5, CB19G6W00W5, CB19G6W00W6, CB19G7B00B4, CB19G7B00B5, CB19G7W00W4, CB19G7W00W5, EB9FVBLVS01, EB9FVBLWS01, EB9FVBLWS02, EB9FVBLWS03, EB9FVBLWS04, EB9FVBLWS05, EB9FVBLWS06, EB9FVBRVS01, EB9FVBRWS01, EB9FVBRWS02, EB9FVBRWS03, EB9FVBRWS04, EB9FVBRWS05, EB9FVBRWS06, EB9FVBXVB01, EB9FVBXVQ01, EB9FVBXWB00, EB9FVBXWB01, EB9FVBXWB02, EB9FVBXWQ00, EB9FVBXWQ01, EB9FVBXWQ02, EB9FVBXWQ03, EB9FVHLS01, EB9FVHLS02, EB9FVHLS03, EB9FVHLS04, EB9FVHLS00, EB9FVHLS01, EB9FVHLS02, EB9FVHLS03, EB9FVHRVS01, EB9FVHRVS02, EB9FVHRVS03, EB9FVHRVS04, EB9FVHRWS00, EB9FVHRWS01, EB9FVHRWS02, EB9FVHRWS03, EB9FVHXVB01, EB9FVHXVB02, EB9FVHXVQ01, EB9FVHXVQ02, EB9FVHXWB00, EB9FVHXWB01, EB9FVHXWB02, EB9FVHXWB03, EB9FVHXWQ00, EB9FVHXWQ01, EB9FVHXWQ02, EB9FVHXWQ03, EB9SHKXVQ01, EB9SHKXVQ02, EB9SHKXVQ03, EB9SHKXVQ04, EB9SHKXVQ05, EB9SHKXVQ06, EB9SHKXVQ07, G20EFSB23S8, G20EFSB23S9, G25EFSB23S4, G25EFSB23S5, G25EFSB23S6, G25EFSB23S7, G25EFSB23S8, G25EFSB23S9, G32026PEKS5, G32026PEKS6, G32026PEKS7, G32026PEKS8, G32026PEKS9, G32026PEKW4, G32026PEKW5, G32026PELB4, G32026PELB5, G32027WEKB3, G32027WEKB4, G32526PEKB3, G32526PEKB4, G32526PEKS4, G32526PEKS5, G32526PEKS6, G32526PEKW3, G32526PEKW4, G37025PEAS1, G37025PEAS2, G37025PEAS3, G37025PEAS4, G37025PEAS5, G37025PEAS6, G37025PEAW1, G37025PEAW2, G37025PEAW3, G37026FEAS1, G37026FEAS2, G37026FEAS3, G37026FEAS4, G37026FEAS5, G37026FEAS6, G37026FEAW1, G37026FEAW2, G37026FEAW3, GB1924PEKB3, GB1924PEKB4, GB1924PEKS4, GB1924PEKS5, GB1924PEKS6, GB1924PEKW3, GB2026LEKS4, GB2026LEKS5, GB2026LEKS6, GB2026LEKS7, GB2026LEKS8, GB2026PEKB3, GB2026PEKB4, GB2026PEKB5, GB2026PEKW3, GB2026PEKW4, GB2026PEKW5, GB2026REKS4, GB2026REKS5, GB2026REKS6, GB2026REKS7, GB2026REKS8, GB2225PEKW3, GB2225PEKW4, GB2526LEKS3, GB2526LEKS4, GB2526LEKS5, GB2526LEKS6, GB2526PEKW3, GB2526PEKW4, GB2526REKS3, GB2526REKS4, GB2526REKS5, GB2526REKS6, GB2FHDXWB00, GB2FHDXWB01, GB2FHDXWB02, GB2FHDXWB03, GB2FHDXWB04, GB2FHDXWB05, GB2FHDXWB06, GB2FHDXWD00, GB2FHDXWD01, GB2FHDXWD02, GB2FHDXWQ00, GB2FHDXWQ01, GB2FHDXWQ02, GB2FHDXWQ03, GB2FHDXWQ04, GB2FHDXWQ05, GB2FHDXWQ06, GB2FHDXWQ07, GB2FHDXWS00, GB2FHDXWS01, GB2FHDXWS02, GB2FHDXWS03, GB2FHDXWS04,





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Bulletin technique n° W10632338A  
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Novembre 2013  
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**BULLETIN  
TECHNIQUE  
D'INSTALLATION**

Bulletin technique n° W10632338A  
Remplace W10632338  
Action : À titre informatif/obligatoire  
Date de publication : Octobre 2013

Novembre 2013  
 Produits de réfrigération

MBB1953XEW0, MBB1953XEW1, MBB1953XEW2, MBB1953XEW3, MBB1957VEB1, MBB1957VEB2, MBB1957VEW1, MBB1957VEW2, MBB1957WEB0, MBB1957WEB1, MBB1957WEB2, MBB1957WEB3, MBB1957WEW0, MBB1957WEW1, MBB1957WEW2, MBB1957WEW3, MBF1952VEW1, MBF1953YEB0, MBF1953YEB2, MBF1953YEB3, MBF1953YEB4, MBF1953YEW0, MBF1953YEW2, MBF1953YEW3, MBF1953YEW4, MBF1956KEB2, MBF1956KEB3, MBF1956KEB4, MBF1956KEQ2, MBF1956KEQ3, MBF1956KEQ4, MBF1956KEW2, MBF1956KEW3, MBF1956KEW4, MBF1958WEB0, MBF1958XEB5, MBF1958XES5, MBF1958XEW5, MBF2256KEB2, MBF2256KEB3, MBF2256KEQ2, MBF2256KEQ3, MBF2256KEW2, MBF2256KEW3, MBF2258WEB0, MBF2258WEB1, MBF2258WES0, MBF2258WES1, MBF2258WES2, MBF2258WES3, MBF2258WEW0, MBF2258WEW1, MBF2258XEB0, MBF2258XEB1, MBF2258XEB3, MBF2258XEB4, MBF2258XEB5, MBF2258XEQ0, MBF2258XEQ1, MBF2258XEW0, MBF2258XEW1, MBF2258XEW3, MBF2258XEW4, MBF2258XEW5, MBF2556KEB3, MBF2556KEQ3, MBF2556KEW3, MBL1953XES3, MBL1956KES6, MBL1956KES7, MBL1957VES1, MBL1957VES2, MBL1957VES3, MBL1957VES4, MBL1957VES5, MBL1957WES0, MBL1957WES1, MBL1957WES2, MBL1957WES3, MBL2256KES3, MBL2256KES4, MBL2256KES6, MBL2258XES0, MBL2258XES1, MBL2258XES3, MBL2258XES4, MBL2258XES5, MBL2556KES4, MBL2556KES5, MBR1952KES3, MBR1953WES1, MBR1953WES2, MBR1953WES3, MBR1953WES4, MBR1953XES0, MBR1953XES1, MBR1953XES2, MBR1953XES3, MBR1953YES0, MBR1953YES2, MBR1953YES3, MBR1953YES4, MBR1956KES3, MBR1956KES4, MBR1956KES5, MBR1956KES6, MBR1956KES7, MBR1957VES1, MBR1957VES2, MBR1957VES3, MBR1957VES4, MBR1957VES5, MBR1957WES0, MBR1957WES1, MBR1957WES2, MBR1957WES3, MBR2256KES3, MBR2256KES4, MBR2256KES6, MBR2258XES0, MBR2258XES1, MBR2258XES3, MBR2258XES4, MBR2258XES5, MBR2556KES4, MBR2556KES5, MFC2061HEB4, MFC2061HEB5, MFC2061HEW4, MFC2061HEW5, MFC2061KES10, MFC2061KES14, MFC2061KES3, MFC2061KES4, MFC2061KES5, MFC2061KES6, MFC2061KES7, MFC2061KES8, MFC2061KES9, MFD2562VEA1, MFD2562VEA2, MFD2562VEB1, MFD2562VEB3, MFD2562VEB4, MFD2562VEB5, MFD2562VEB6, MFD2562VEB9, MFD2562VEM1, MFD2562VEM11, MFD2562VEM2, MFD2562VEM3, MFD2562VEM4, MFD2562VEM5, MFD2562VEM6, MFD2562VEM7, MFD2562VEM8, MFD2562VEM9, MFD2562VEW1, MFD2562VEW2, MFD2562VEW3, MFD2562VEW4, MFD2562VEW5, MFD2562VEW6, MFD2562VEW8, MFF2258VEA10, MFF2258VEA2, MFF2258VEB10, MFF2258VEB2, MFF2258VEB3, MFF2258VEB4, MFF2258VEB5, MFF2258VEB6, MFF2258VEB7, MFF2258VEB8, MFF2258VEM2, MFF2258VEM3, MFF2258VEM4, MFF2258VEM5, MFF2258VEM6, MFF2258VEM7, MFF2258VEM8, MFF2258VEM9, MFF2258VEW10, MFF2258VEW2, MFF2258VEW3, MFF2258VEW4, MFF2258VEW5, MFF2258VEW6, MFF2258VEW7, MFF2558VEA1, MFF2558VEA2, MFF2558VEB1, MFF2558VEB3, MFF2558VEB4, MFF2558VEB5, MFF2558VEB6, MFF2558VEB7, MFF2558VEB8, MFF2558VEM1, MFF2558VEM10, MFF2558VEM2, MFF2558VEM3, MFF2558VEM4, MFF2558VEM5, MFF2558VEM6, MFF2558VEM9, MFF2558VEQ1, MFF2558VEQ2, MFF2558VEW1, MFF2558VEW2, MFF2558VEW3, MFF2558VEW4, MFF2558VEW5, MFF2558VEW6, MFF2558VEW7, MFI2067AEB4, MFI2067AEB5, MFI2067AEQ4, MFI2067AES10, MFI2067AES11, MFI2067AES4, MFI2067AES5, MFI2067AES6, MFI2067AES7, MFI2067AES8, MFI2067AES9, MFI2067AEW4, MFI2269VEA1, MFI2269VEB1, MFI2269VEB2, MFI2269VEB3, MFI2269VEB4, MFI2269VEB5, MFI2269VEB6, MFI2269VEB7, MFI2269VEB8, MFI2269VEB9, MFI2269VEM1, MFI2269VEM11, MFI2269VEM2, MFI2269VEM3, MFI2269VEM4, MFI2269VEM5, MFI2269VEM6, MFI2269VEM7, MFI2269VEM8, MFI2269VEM9, MFI2269VEQ1, MFI2269VEQ2, MFI2269VEQ3, MFI2269VEQ4, MFI2269VEQ5, MFI2269VEQ7, MFI2269VEQ8, MFI2269VEW1, MFI2269VEW2, MFI2269VEW3, MFI2269VEW4, MFI2269VEW5, MFI2269VEW7, MFI2269VEW8, MFI2569VEA1, MFI2569VEA2, MFI2569VEB1, MFI2569VEB2, MFI2569VEB3, MFI2569VEB4, MFI2569VEM1, MFI2569VEM2, MFI2569VEM3, MFI2569VEM4, MFI2569VEQ1, MFI2569VEQ2, MFI2569VEW1, MFI2569VEW2, MFI2569YEB0, MFI2569YEB1, MFI2569YEB2, MFI2569YEM0, MFI2569YEM1, MFI2569YEM2, MFI2569YEW0, MFI2569YEW1, MFI2569YEW2, MFI2665XEB0, MFI2665XEB1, MFI2665XEB2, MFI2665XEB3, MFI2665XEB4, MFI2665XEB5, MFI2665XEB6, MFI2665XEB7, MFI2665XEM0, MFI2665XEM1, MFI2665XEM2, MFI2665XEM3, MFI2665XEM4, MFI2665XEM5, MFI2665XEM6, MFI2665XEM7, MFI2665XEM8, MFI2665XEW0, MFI2665XEW1, MFI2665XEW2, MFI2665XEW3, MFI2665XEW4, MFI2665XEW5, MFI2665XEW6, MFI2665XEW7, MFI2670XEB0, MFI2670XEB1, MFI2670XEB2, MFI2670XEB3, MFI2670XEB4, MFI2670XEB5, MFI2670XEB6, MFI2670XEB8, MFI2670XEB9, MFI2670XEM0, MFI2670XEM1, MFI2670XEM10, MFI2670XEM2, MFI2670XEM3, MFI2670XEM4, MFI2670XEM5, MFI2670XEM6, MFI2670XEM7, MFI2670XEM9, MFI2670XEW0, MFI2670XEW1, MFI2670XEW2, MFI2670XEW3, MFI2670XEW4, MFI2670XEW5, MFI2670XEW6, MFI2670XEW8, MFI2670XEW9, MFT2771WEB0, MFT2771WEB1, MFT2771WEM0, MFT2771WEM1, MFT2771WEM2, MFT2771WEM3, MFT2771WEW0, MFT2771WEW1, MFT2771XEB0, MFT2771XEB1, MFT2771XEM0, MFT2771XEM1, MFT2771XEW0, MFT2771XEW1, MFX2570AEB0, MFX2570AEB3, MFX2570AEB4, MFX2570AEB5, MFX2570AEM0, MFX2570AEM3, MFX2570AEM4, MFX2570AEM5, MFX2570AEW0, MFX2570AEW3, MFX2570AEW4, MFX2570AEW5, MFX2570XEB0, MFX2571XEB0, MFX2571XEB1, WRX735SDBM00

# BOLETÍN DE SERVICIO TÉCNICO

## Para la atención inmediata de su Departamento de servicio

Boletín de servicio técnico N°: W10632338A

Reemplaza a W10632338

Acción requerida: Informativo/obligatorio

Fecha de publicación: Octubre de 2013

Noviembre de 2013

Productos de refrigeración

Marcas afectadas



## Refrigeradores Amana, Jenn-Air, KitchenAid, Maytag y Whirlpool

### Modelos:

Ver hojas adjuntas.

### Números de serie anteriores a K333

### Queja:

Se acumula hielo en la parte inferior del congelador.

El agua de la descongelación no desagua.

La válvula de retención pico de pato está obstruida.

### Corrección:

Actualmente, está disponible un juego de tubo de desagüe para "trampa P" para los modelos enumerados en las hojas adjuntas. Si el nuevo diseño de "trampa P", ver figura 1, aún no se ha instalado, ordene e instale el juego pieza número W10619951. Siga las instrucciones detalladas provistas con el juego, y además:

Descongele el evaporador y la bandeja de desagüe en forma total.

Limpie el tubo de desagüe de la bandeja de desagüe.

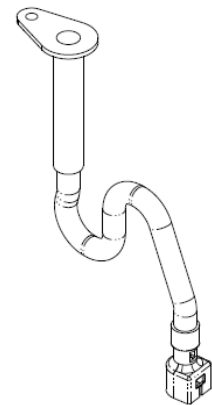


Figura 1

TODOS LOS BOLETINES EN LÍNEA:  
<https://www.servicematters.com/>

Para recibir boletines por correo electrónico o para editar o borrar una dirección de correo electrónico usada actualmente, visite  
<https://www.servicebench.com/>

**Nota:** Whirlpool pagará por las piezas de reparación y la mano de obra requerida para reparar refrigeradores de hasta 2 años a partir de la Fecha de Compra. Whirlpool proporcionará piezas de reparación sin cargo a través del canal normal de distribución de piezas para reparar todas las unidades que tengan más de 2 años a partir de la fecha de compra. Cargue las piezas de reparación y la mano de obra vinculada a esta reparación bajo el Código de Proyecto Especial S38211 utilizando el sistema actual de facturación de la garantía.

# BOLETÍN DE SERVICIO TÉCNICO

## Para la atención inmediata de su Departamento de servicio

Boletín de servicio técnico N°: W10632338A

Reemplaza a W10632338

Acción requerida: Informativo/obligatorio

Fecha de publicación: Octubre de 2013

Noviembre de 2013

Productos de refrigeración

### Models/ Modèles / Modelos :

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# BOLETÍN DE SERVICIO TÉCNICO

## Para la atención inmediata de su Departamento de servicio

Boletín de servicio técnico N°: W10632338A

Reemplaza a W10632338

Acción requerida: Informativo/obligatorio

Fecha de publicación: Octubre de 2013

Noviembre de 2013

Productos de refrigeración

GB2FHDXWB02, GB2FHDXWB03, GB2FHDXWB04, GB2FHDXWB05, GB2FHDXWB06, GB2FHDXWD00, GB2FHDXWD01, GB2FHDXWD02, GB2FHDXWQ00, GB2FHDXWQ01, GB2FHDXWQ02, GB2FHDXWQ03, GB2FHDXWQ04, GB2FHDXWQ05, GB2FHDXWQ06, GB2FHDXWQ07, GB2FHDXWS00, GB2FHDXWS01, GB2FHDXWS02, GB2FHDXWS03, GB2FHDXWS04, GB2FHDXWS05, GB2FHDXWS06, GB2FHDXWS07, GB2FHDXWS08, GB2SHDXTB02, GB2SHDXTB03, GB2SHDXTD01, GB2SHDXTD02, GB2SHDXTQ02, GB2SHDXTQ03, GB2SHDXTS02, GB2SHDXTS03, GB2SHDXTS04, GB2SHTXTB02, GB2SHTXTB03, GB2SHTXTQ02, GB2SHTXTQ03, GB2SHTXTS02, GB2SHTXTS03, GB2SHTXTS04, GB2SHTXTS05, GB5525PEAS1, GB5525PEAS2, GB5525PEAS3, GB5525PEAS4, GB5525PEAS5, GB5525PEAW1, GB5525PEAW2, GB5525PEAW3, GB5526FEAS1, GB5526FEAS2, GB5526FEAS3, GB5526FEAS4, GB5526FEAS5, GB5526FEAW1, GB5526FEAW2, GB5526FEAW3, GB6525PEAS1, GB6525PEAS2, GB6525PEAS3, GB6525PEAS4, GB6525PEAS5, GB6525PEAW1, GB6525PEAW2, GB6525PEAW3, GB6526FEAS1, GB6526FEAS2, GB6526FEAS3, GB6526FEAS4, GB6526FEAS5, GB6526FEAW1, GB6526FEAW2, GB6526FEAW3, GB9FHDXXB00, GB9FHDXXB01, GB9FHDXXB02, 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# BOLETÍN DE SERVICIO TÉCNICO

## Para la atención inmediata de su Departamento de servicio

Boletín de servicio técnico N°: W10632338A

Reemplaza a W10632338

Acción requerida: Informativo/obligatorio

Fecha de publicación: Octubre de 2013

Noviembre de 2013

Productos de refrigeración

GX5SHTXVY01, GX5SHTXVY02, GZ25FDRXY0, GZ25FSRXY0, GZ25FSRXY1, GZ25FSRXY2, GZ25FSRXY4, GZ25FSRXY5, GZ25FSRXY6, GZ25FSRXY7, ITB19440Q03, IX5HHEXWS01, IX5HHEXWS03, IX5HHEXWS04, IX5HHEXWS05, IX5HHEXWS06, IX5HHEXWS07, IX5HHEXWS08, IX5HHEXWS09, IX5HHEXWS10, JBD2286KEB2, JBD2286KEB3, JBL2088HES4, JBL2088HES5, JBL2088WEM0, JBL2088WEM1, JBL2286KES3, JBR2088HES4, JBR2088HES5, JBR2088WEM0, JBR2088WEM1, JBR2286KES3, JFC2089HEP4, JFC2089HEP5, JFC2089HEP6, JFC2089HES4, JFC2089HES5, JFC2089HES6, JFC2089HHPF3, JFC2089HHPF4, JFC2089HPR2, JFC2089HPR3, JFC2089HPY3, JFC2089HPY4, JFC2089HTB3, JFC2089HTB4, JFC2089HTW3, JFC2089HTW4, JFC2089WEM0, JFC2089WEM1, JFC2089WEM11, JFC2089WEM2, JFC2089WEM3, JFC2089WEM4, JFC2089WEM5, JFC2089WEM6, JFC2089WEM7, JFC2089WEM9, JFC2089WEP0, JFC2089WEP1, JFC2089WEP11, JFC2089WEP2, JFC2089WEP3, JFC2089WEP4, JFC2089WEP5, JFC2089WEP6, JFC2089WEP7, JFC2089WEP9, JFC2089WTB0, JFC2089WTB1, JFC2089WTB2, JFC2089WTB3, JFC2089WTB4, JFC2089WTB5, JFC2089WTB7, JFC2089WTB9, JFC2089WTW0, 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# BOLETÍN DE SERVICIO TÉCNICO

## Para la atención inmediata de su Departamento de servicio

Boletín de servicio técnico N°: W10632338A

Reemplaza a W10632338

Acción requerida: Informativo/obligatorio

Fecha de publicación: Octubre de 2013

Noviembre de 2013

Productos de refrigeración

KFXS25RYMS2, KFXS25RYMS4, KFXS25RYMS5, KFXS25RYWHO, KFXS25RYWH1, KFXS25RYWH2, KFXS25RYWH4, KFXS25RYWH5, KRFC90100B2, KRFC90100B3, KRFC90100B4, KRFC90100B5, MB2216PUAW2, MBB1952HEB1, MBB1952HEW5, MBB1953WEB0, MBB1953WEB1, MBB1953WEB2, MBB1953WEW0, MBB1953WEW1, MBB1953WEW2, MBB1953XEB0, MBB1953XEB1, MBB1953XEW0, MBB1953XEW1, MBB1953XEW2, MBB1953XEW3, MBB1957VEB1, MBB1957VEB2, MBB1957VEW1, MBB1957VEW2, MBB1957WEB0, MBB1957WEB1, MBB1957WEB2, MBB1957WEB3, MBB1957WEW0, MBB1957WEW1, MBB1957WEW2, MBB1957WEW3, MBF1952VEW1, MBF1953YEB0, MBF1953YEB2, MBF1953YEB3, MBF1953YEB4, MBF1953YEW0, MBF1953YEW2, MBF1953YEW3, MBF1953YEW4, MBF1956KEB2, MBF1956KEB3, MBF1956KEB4, MBF1956KEQ2, MBF1956KEQ3, MBF1956KEQ4, MBF1956KEW2, MBF1956KEW3, MBF1956KEW4, MBF1958WEB0, MBF1958XEB5, MBF1958XES5, MBF1958XEW5, MBF2256KEB2, MBF2256KEB3, MBF2256KEQ2, MBF2256KEQ3, MBF2256KEW2, MBF2256KEW3, MBF2258WEB0, MBF2258WEB1, MBF2258WES0, MBF2258WES1, MBF2258WES2, MBF2258WES3, MBF2258WEW0, MBF2258WEW1, MBF2258XEB0, MBF2258XEB1, MBF2258XEB3, MBF2258XEB4, MBF2258XEB5, MBF2258XEQ0, MBF2258XEQ1, MBF2258XEW0, MBF2258XEW1, MBF2258XEW3, MBF2258XEW4, MBF2258XEW5, MBF2556KEB3, MBF2556KEQ3, MBF2556KEW3, MBL1953XES3, MBL1956KES6, MBL1956KES7, MBL1957VES1, MBL1957VES2, MBL1957VES3, MBL1957VES4, MBL1957VES5, MBL1957WES0, MBL1957WES1, MBL1957WES2, MBL1957WES3, MBL2256KES3, MBL2256KES4, MBL2256KES6, MBL2258XES0, MBL2258XES1, MBL2258XES3, MBL2258XES4, MBL2258XES5, MBL2556KES4, MBL2556KES5, MBR1952KES3, MBR1953WES1, MBR1953WES2, MBR1953WES3, MBR1953WES4, MBR1953XES0, MBR1953XES1, MBR1953XES2, MBR1953XES3, MBR1953YES0, MBR1953YES2, MBR1953YES3, MBR1953YES4, MBR1956KES3, MBR1956KES4, MBR1956KES5, MBR1956KES6, MBR1956KES7, MBR1957VES1, MBR1957VES2, MBR1957VES3, MBR1957VES4, MBR1957VES5, MBR1957WES0, MBR1957WES1, MBR1957WES2, MBR1957WES3, MBR2256KES3, MBR2256KES4, MBR2256KES6, MBR2258XES0, MBR2258XES1, MBR2258XES3, MBR2258XES4, MBR2258XES5, MBR2556KES4, MBR2556KES5, MFC2061HEB4, MFC2061HEB5, MFC2061HEW4, MFC2061HEW5, MFC2061KES10, MFC2061KES14, MFC2061KES3, MFC2061KES4, MFC2061KES5, MFC2061KES6, MFC2061KES7, MFC2061KES8, MFC2061KES9, MFD2562VEA1, MFD2562VEA2, MFD2562VEB1, MFD2562VEB3, MFD2562VEB4, MFD2562VEB5, MFD2562VEB6, MFD2562VEB9, MFD2562VEM1, MFD2562VEM11, MFD2562VEM2, MFD2562VEM3, MFD2562VEM4, MFD2562VEM5, MFD2562VEM6, MFD2562VEM7, MFD2562VEM8, MFD2562VEM9, MFD2562VEW1, MFD2562VEW2, MFD2562VEW3, MFD2562VEW4, MFD2562VEW5, MFD2562VEW6, MFD2562VEW8, MFF2258VEA10, MFF2258VEA2, MFF2258VEB10, MFF2258VEB2, MFF2258VEB3, MFF2258VEB4, MFF2258VEB5, MFF2258VEB6, MFF2258VEB7, MFF2258VEB8, MFF2258VEM2, MFF2258VEM3, MFF2258VEM4, MFF2258VEM5, MFF2258VEM6, MFF2258VEM7, MFF2258VEM8, MFF2258VEM9, MFF2258VEW10, MFF2258VEW2, MFF2258VEW3, MFF2258VEW4, MFF2258VEW5, MFF2258VEW6, MFF2258VEW7, MFF2558VEA1, MFF2558VEA2, MFF2558VEB1, MFF2558VEB3, MFF2558VEB4, MFF2558VEB5, MFF2558VEB6, MFF2558VEB7, MFF2558VEB8, MFF2558VEM1, MFF2558VEM10, MFF2558VEM2, MFF2558VEM3, MFF2558VEM4, MFF2558VEM5, MFF2558VEM6, MFF2558VEM9, MFF2558VEQ1, MFF2558VEQ2, MFF2558VEW1, MFF2558VEW2, MFF2558VEW3, MFF2558VEW4, MFF2558VEW5, MFF2558VEW6, MFF2558VEW7, MFI2067AEB4, MFI2067AEB5, MFI2067AEQ4, MFI2067AES10, MFI2067AES11, MFI2067AES4, MFI2067AES5, MFI2067AES6, MFI2067AES7, MFI2067AES8, MFI2067AES9, MFI2067AEW4, MFI2269VEA1, MFI2269VEB1, MFI2269VEB2, MFI2269VEB3, MFI2269VEB4, MFI2269VEB5, MFI2269VEB6, MFI2269VEB7, MFI2269VEB8, MFI2269VEB9, MFI2269VEM1, MFI2269VEM11, MFI2269VEM2, MFI2269VEM3, MFI2269VEM4, MFI2269VEM5, MFI2269VEM6, MFI2269VEM7, MFI2269VEM8, MFI2269VEM9, MFI2269VEQ1, MFI2269VEQ2, MFI2269VEQ3, MFI2269VEQ4, MFI2269VEQ5, MFI2269VEQ7, MFI2269VEQ8, MFI2269VEW1, MFI2269VEW2, MFI2269VEW3, MFI2269VEW4, MFI2269VEW5, MFI2269VEW7, MFI2269VEW8, MFI2569VEA1, MFI2569VEA2, MFI2569VEB1, MFI2569VEB2, MFI2569VEB3, MFI2569VEB4, MFI2569VEM1, MFI2569VEM2, MFI2569VEM3, MFI2569VEM4, MFI2569VEQ1, MFI2569VEQ2, MFI2569VEW1, MFI2569VEW2, MFI2569YEB0, MFI2569YEB1, MFI2569YEB2, MFI2569YEM0, MFI2569YEM1, MFI2569YEM2, MFI2569YEW0, MFI2569YEW1, MFI2569YEW2, MFI2665XEB0, MFI2665XEB1, MFI2665XEB2, MFI2665XEB3, MFI2665XEB4, MFI2665XEB5, MFI2665XEB6, MFI2665XEB7, MFI2665XEM0, MFI2665XEM1, MFI2665XEM2, MFI2665XEM3, MFI2665XEM4, MFI2665XEM5, MFI2665XEM6, MFI2665XEM7, MFI2665XEM8, MFI2665XEW0, MFI2665XEW1, MFI2665XEW2, MFI2665XEW3, MFI2665XEW4, MFI2665XEW5, MFI2665XEW6, MFI2665XEW7, MFI2670XEB0, MFI2670XEB1, MFI2670XEB2, MFI2670XEB3, MFI2670XEB4, MFI2670XEB5, MFI2670XEB6, MFI2670XEB8, MFI2670XEB9, MFI2670XEM0, MFI2670XEM1, MFI2670XEM10, MFI2670XEM2, MFI2670XEM3, MFI2670XEM4, MFI2670XEM5, MFI2670XEM6, MFI2670XEM7, MFI2670XEM9, MFI2670XEW0, MFI2670XEW1, MFI2670XEW2, MFI2670XEW3, MFI2670XEW4, MFI2670XEW5, MFI2670XEW6, MFI2670XEW8, MFI2670XEW9, MFT2771WEB0, MFT2771WEB1, MFT2771WEM0, MFT2771WEM1, MFT2771WEM2, MFT2771WEM3, MFT2771WEW0, MFT2771WEW1, MFT2771XEB0, MFT2771XEB1, MFT2771XEM0, MFT2771XEM1, MFT2771XEW0, MFT2771XEW1, MFX2570AEB0, MFX2570AEB3, MFX2570AEB4,

# BOLETÍN DE SERVICIO TÉCNICO

## Para la atención inmediata de su Departamento de servicio

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*Reemplaza a W10632338*

*Acción requerida: Informativo/obligatorio*

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Noviembre de 2013

*Productos de refrigeración*

MF2570AEB5, MF2570AEM0, MF2570AEM3, MF2570AEM4, MF2570AEM5, MF2570AEW0, MF2570AEW3, MF2570AEW4, MF2570AEW5, MF2570XEB0, MF2571XEB0, MF2571XEB1, WRX735SDBM00