

# Let's Talk Service®

# LTS



## Service Bulletins...Service

### LAUNDRY

8178783—Perceived Overflowing: Whirlpool® and Maytag® Top Load Washer w/ Auto Load Sensing Feature

8178767—HE Top Load Washers—F1 Error Code

## Bulletins...Service Bulletin

"There is more to life than increasing its speed."

Mahatma Gandhi

### Inside this issue:

Introducing Vaughn	1
Our New Web Design	1
"Green" Pricing Initiative	1
TechLine Tips	2
IKEA®—Extended Warranty	2
SOG Update Highlights	3
MRC Training	3
Control Board Reman Process—Update	4

## Introducing Vaughn...

We are proud to introduce the newest addition to the Field Service Administration team, Vaughn T. Johnson. Vaughn has taken over ServiceMatters.com as well as other technology related activities. With a strong background in web and related technologies, Vaughn combines a fresh way of thinking with a wealth of innovative technological insight. He is a 2009 graduate of Grand Valley State University in Allendale, Michigan, and holds a Bachelors Degree in Computing Information Systems, with a mi-

nor in General Business. Vaughn is a Twitter user, avid Blogger, Freelance Web Developer and he is dedicated to the technology that he says is "shaping our future." In the upcoming months Vaughn will be leading the effort to bring some much needed updates and improvements to ServiceMatters.com. For further details see the article below.



## servicematters.com: Our New Web Design

We are excited to announce that ServiceMatters.com will be receiving a full redesign in the near future. What does this mean for you? Just that the same great content will be available through a new,

more usable website designed and developed with you, the servicer in mind.

Throughout the long redesign process, most changes will take place in phases.

These phases are designed to

simplify the transition and alleviate confusion.

**Phase 1: Homepage.** Phase 1 will consist of a Homepage makeover. The new homepage will strive to improve

*See New Web Design, Page 3*

## Join the "Green" Pricing Initiative

Based on recent survey results from Independent Service Companies that participated, we found that 70% do not use the "hard," or paper, copy of our dealer price book. The cost of publishing this book, plus shipping costs, has increased immensely in the last 2-3 years. We have been testing an electronic version of the dealer price book suggested list pricing. This electronic format can be accessed through the Service Matters

website. We have made the decision to eliminate the paper copy of the dealer price book, effective January 1, 2010.

Those dealers who receive the paper copy as part of their annual subscription can still download the book and print it, should they deem it necessary. The electronic file is set up so that a dealer can save it as a delimited text file and burn a CD for print.

Please communicate accordingly. If anyone needs access to our dealer book, please have them go to servicematters.com, or call (800) 851-4605, option #2. Your account number must be verified to allow access to the price book. Thanks for your help in going "green."



## Whirlpool TechLine Tips

One of the biggest reasons for KitchenAid® and Jenn-Air® built-in refrigerators being exchanged is for hidden sealed system leaks. These are leaks that the service company cannot find, even with the dye drier.

A number of these units were brought back to the factory to determine the location of the leaks in the sealed system. This is what they found for potential seal system leak points.

The first is the lock rings that join the copper to steel, or copper to copper refrigeration lines.



Leak at lock ring connection identified using Ultraviolet light

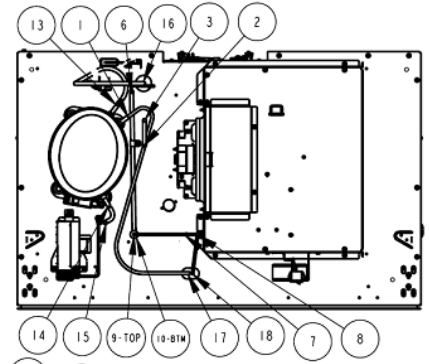
There are three lock ring locations on the **Side by Side** unit. There is **one in the condenser area** and **two on the back of the unit**. To see the lock rings on the back, the unit would have to be removed from the cabinet.

For **Bottom Mount** units, there are four lock rings. **One** is in the condenser area, and **three are on the back** of the unit. Again, the unit would have to be removed to see these lock rings.

To help technicians find the refrigerant leak, KitchenAid® and Jenn-Air® have begun putting in dye driers at the factory. This started with the move to the Fort Smith plant.

Dye driers have "DYE DRIER" stamped on the barrel—it may be on the back of the drier. The part number is **W10143759**.

**99.5% of ALL leaks are at joints.**



## IKEA®—Extended Warranty Program

IKEA® has a five year warranty on appliances which went into effect on August 1, 2009.

It is important to understand that this is a limited warranty for the 2nd through 5th year of ownership. This includes all IKEA® appliances EXCEPT those called "LAGAN®". The LAGAN® models are the IER320WW, YIER320WW (Canadian model), and the IMH15XVQ, and will carry the current one year war-

ranty only. It is also important to understand that the new warranty will cover the products AFTER the one year warranty expires.

The customer will need to have two important documents if and when warranty service is needed during the 2nd-5th years. They will need to show

- × Proof of purchase, or receipt, and

- × An additional document (S-Code) provided by IKEA at the time of sale.

These documents are the proof of purchase from IKEA® and the Service Code document. IKEA co-workers will provide these documents to the customer at the time of purchase.

*Robert K. Crawford, Manager - Product Service and Quality Cooking*



PAGE 2

## Notes From the Claims Processing Team— AUTHORIZATIONS Update - IMPORTANT INFO

There is a new process for claims which include an authorization. If the product is still under the manufacturer's warranty, please select "standard warranty," as the Warranty Type. If the product is beyond the manufacturer's warranty, please select "policy adjust." The assigned authorization number should be listed in the Authorization Number area of your claim.

Exceptions:

An **INSTALLATION CORRECTION** would be considered **OUT OF WARRANTY** after 30 days.

A **CUSTOMER INSTRUCT** call would be considered **OUT OF WARRANTY** after 90 days.

**\*For Self Servicing Dealers, CUSTOMER INSTRUCT and INSTALLATION CORRECTION** would be considered **OUT OF**

**WARRANTY** at any time.

\*\*This procedure does not apply to claims that are submitted as a "REWORK" authorization.

If you have questions or problems with this new process, you can submit an escalation on the claim, or you may contact the Exceptions team at 888-678-8808 for assistance.

## Check out ServiceMatters.com for SOG Updates

The Whirlpool Service Operating Guide (SOG) undergoes periodic review and revision, and never more than just prior to the annual Reauthorization. It is our intention to clarify terms, rules and procedures, to make it easier for you, our service network, to do business with Whirlpool.

Changes to the SOG handbook are highlighted in red to make them quick to identify. We try to publish changes

four times a year: in **July, October, January and March.**

SOG changes which became effective in July 2009 generally involve the **obsolescence of the CFC bag, Whirlpool part 4211246.** Recommendations are detailed in Section H.

Section K contains much of the information needed to easily reach your Whirlpool contacts. There are a couple

of nomenclature changes (FSR is now **DSM**, or District Service Manager, and MMR is now **RSM**, or Regional Service Manager). In addition, there are phone and fax number changes you will want to note.

Should you have a question on Whirlpool policy that you feel is not covered in this document, please contact your DSM for clarification.

## Service Operating Guide

### Section Changes

- ✓ Section A, Page 1
- ✓ Section H, Page 1
- ✓ Section K, Page 3, 4

## New Web Design (continued from Page 1)

the usability of the current site. To experience the fully redesigned homepage, simply visit: <http://www.ServiceMatters.com/redesign>

**Phase 2: Security** Phase 2 will consist of a few security measures. We realize that a majority of the content available on ServiceMatters.com is rather sensitive and we plan to take appropriate steps to secure that information to

ensure the safety and well being of our customers. Please note that we will continue to provide access for all members of our authorized service network.

**Phase 3: Complete Redesign & Additional Features** We have grand plans and big ideas for the future of ServiceMatters.com and we are confident that a comprehensive redesign and the addition of some new key features will

help solidify Whirlpool Corporation's commitment to its service network.

Please stay tuned for further updates and opportunities to provide effective feedback.

*Vaughn Johnson*  
Web Designer, Field Service Admin.



**We invite you to take a closer look at Phase 1 of the redesign!**

## Mid Range Control (MRC) On-Line Training

Please be aware that there is a new Training Video Presentation available at [www.servicematters.com](http://www.servicematters.com) to show the on-board self diagnostics features of the new Mid Range Control (MRC). This oven control is designed with the technician in mind and is presently being used in the Freestanding Range models listed below. The MRC control pin-

points the source of problems that affect the oven operation--and actually tells the technician which components, which pins, and which wires to test. Another nice thing is that at the end of the test, the control displays: "**TEST COMPLETE**" scrolling one time before displaying: "**CONTROL GOOD, NO FAULT FOUND,**" or it will

displays the failure that was found. To find the Training Video Presentation, once you are at the front page of the Service Matters site, go to **Multimedia Section >> Training Presentation >> Cooking Presentations >> Range Control Board Testing.**

GFE461LV**	MER8875W**
GFE471LV**	MGR8772W**
GFG461LV**	MGR8875W**
GFG464LV**	YGFE461LV**
GFG471LV**	YMER8772W**
MER8772W**	YMER8875W**

**PAGE 3**

*Willie O. Parker*  
Whirlpool TechLine Support

## WHIRLPOOL CORPORATION

**Whirlpool Corporation**  
553 Benson Road  
Mail Drop 8020  
Benton Harbor, MI 49127

Email to:  
Judith\_A\_Wittmann@Whirlpool.com  
Fax: 269-923-5342

*Let's Talk Service is a monthly publication of Whirlpool Corporation. It is designed and intended to be used by Authorized Whirlpool technicians. This publication may not be reproduced, in whole or in part, electronically or otherwise, without the express written permission of the Whirlpool Manager of Publications.*

®Registered Trademark/™ Trademark of Whirlpool, U.S.A., KitchenAid, U.S.A., or Maytag Corporation, or its related companies. All other trademarks are owned by their respective companies.

## REMANUFACTURE OF CONTROL BOARDS.... Update

The project team reviewed suggestions provided through the feedback received on the Voluntary Core Return Process. The top three, most common, themes were:

- ✓ Pay for the postage
- ✓ Make it easy to do the return
- ✓ Provide an incentive to return the part

The team discovered that two-thirds of our servicers either hadn't seen the parts—or weren't even aware of the pilot! Therefore, to clarify:

**Postage** is indeed covered. Each box contains a prepaid shipping label for United States Postal Service, so the box can easily be dropped in the mail from any location.

The return has been made extremely easy...

- \* Green label on the outside of the box identified the part
- \* Instruction sheet in the box outlines simple steps to return the part

- \* A strip of tape is even included, so the box can be easily resealed

Remember, the return process refers to the Control Boards 'with the Green labels'. The voluntary process refers to the prepaid shipping label for sending USPS from any location, and the box also contains an easy-to-follow, pictorial instruction sheet for sending the return.

As more and more of the voluntary return parts are seen in the field, the process becomes much more visible and will surely provide even greater returns. Taking the feedback received from all of you, the project team wanted to look at incorporating some of these same suggestions into the current core-charge return process.

The focus – How can they eliminate some of the complexity of the overall process, and at the same time, drive quicker core-refunds to

the servicers? Therefore, the team is developing a pilot (or test) to find the most effective ways to speed up the return of the parts, provide faster refunds to the servicers, and even test different incentive options. The goal is to create a win for the servicers, and a win for Whirlpool Corporation.

The pilot details are still being finalized, with an expected roll-out during the 4<sup>th</sup> quarter of this year. Again, this will be a limited test to run concurrently with the Voluntary Return Process that will continue through year-end. We'll be sure to communicate to any markets that will be impacted by the pilot of the core-charge process. Regardless – be watching for those green labels!

As always, thanks for your ongoing help and support of this important initiative. It truly is a win... not only for servicers and distributors, but for Whirlpool, the end-consumer and the environment as well!

*The Reman Team*