



To all Whirlpool Authorized Service Companies

To help engineering better determine wire harness issues the following information will be needed when reporting an open wire issue to the Techline.

1. Color of wire that is open
2. Test points where the wire was tested. This must include the molex connection points where it was tested at both ends of the wire. If specific molex connectors can not be identified have the tech give you what color wires are in the molex connection.
3. The above information will be needed and documented in the customer's file.