

Technical Booklet

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- Safety Check List and Safe Repair instructions for R600a Sealed System Repair

2. LG SVC Tips

- How to resolve UE Error for WT6105CW (No LCD Display Model)
- How to service when “Power On but Won’t Run or Not Start”
- Yoder Loop Leak Protocol and Testing

3. Service Bulletins

LG Electronics Alabama, Inc.
2023. 09

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* The information is subject to change or update without notice.

1. LG Service News - Safety Check List and Safe Repair instructions for R600a (1/2)

Dear Valued Service Partners,

In 2019, LG (and other manufacturers) began using R600a refrigerant in refrigeration products. Since most LG refrigerators now have this new refrigerant, repair volume as well as reclaims have been steadily increasing. Please see below for the safety check list and repair instructions for R600a sealed system repair

Safety Check List

1. Check which refrigerant is used (R134a or R600a).
2. Use a combustible gas leak detector. If flammable refrigerant is detected, immediately ventilate.
(Caution : do NOT use leak detectors with an arc or spark module to check for leaks)
3. Check the refrigerant used for refrigerator and use appropriate PPE for safety.
4. Ensure a dry-powder fire extinguisher rated for Class B fires is accessible on site.
5. Utilize a tubing cutter, not a torch or other heated surface tool due to flammable refrigerants.
6. Conduct all servicing in a well-ventilated area.
 - Whenever possible, open a window, door or other means to ventilate the area
 - The area should be free of open flame or burning materials
 - Maintain a safe zone around the appliance during service work to prevent ignition sources

R600a Sealed Repair Basic Tools










Sparkless Vacuum Pump	Gas Leak Detector	Fire Extinguisher (dry-powder, Type B)	Refrigerant Recovery Bag (Vulcan)	Lokring Tool	Lokring Tool Jaw (2EA)	3 Way Valve Jig	Lokprep
							

1. LG Service News - Safety Check List and Safe Repair instructions for R600a (2/2)

Safe repair instructions for R600a sealed system repair

Please read the following instructions and differences between R134a and R600a repair carefully prior to R600s sealed system repair. There are special tools required for R600a sealed system repair, so it is very important to use the proper tools for your safety.

Repair steps comparison

Steps	R134a	R600a
Prepare	Have all tools ready for work	Ensure that the work area is well ventilated
Refrigerant Removal	Completely remove refrigerant	
	Using a certified recovery Machine and a recovery cylinder	Using a refrigerant bag  Refrigerant bag
Cutting	Do not use a torch to remove pipes, use a tubing cutter	
Connecting	Use either torch or Lokring	Measure each pipe diameter to select Lokring size Assemble Lokring w/ Lokring tool, jaws & Lokprep Check gas leakage on Lokring connectors
		 Lokring hand tool  Lokring jaws  Lokprep  Gas detector
Vacuum work	Use standard or sparkless vacuum pump	Use sparkless vacuum pump  Sparkless vacuum pump
Recharging	Measure the R134a refrigerant amount with scale and recharge	Use the exact amount of R600a required for the unit
	* Amount Tolerance : -3g ~ +3g	* Amount Tolerance : -3g ~ +1g  90g Can

2. LG SVC Tips - UE Error Code: WT6105CW (No LCD Display Model)

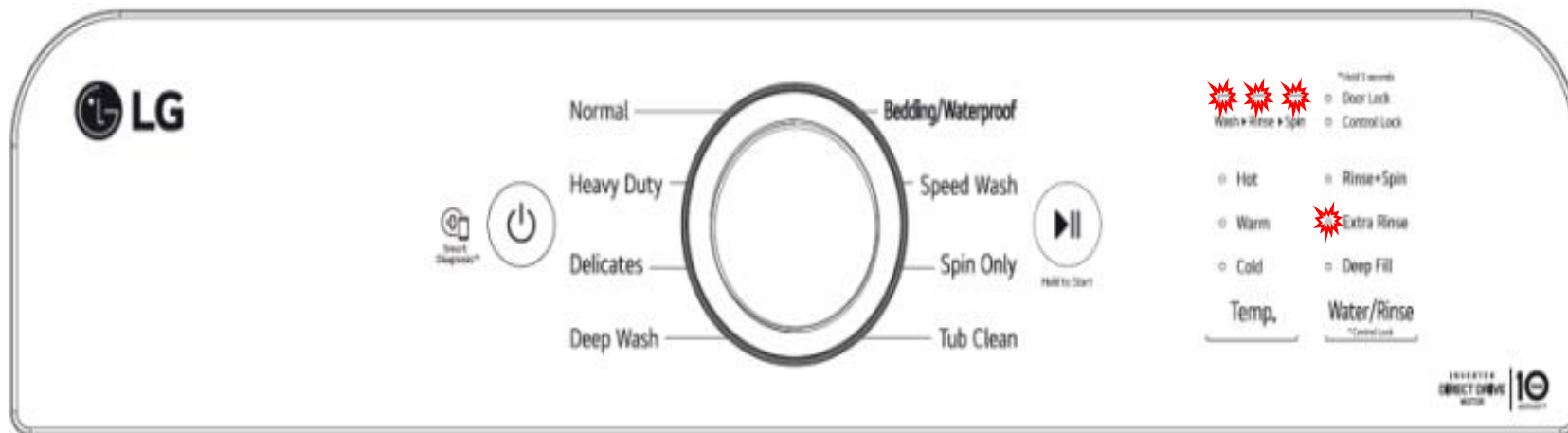
Unbalanced Error Code (UE Error)

Cause #1: The unit is not properly leveled. → Level the unit making sure the drum is centered properly.

Cause #2: The load is too small. → Add additional items to allow the washer to balance the load.

Cause #3: Heavy articles are mixed with lighter items. → Always try to wash articles of somewhat similar weight.

Cause #4: The load is out of balance. → Manually redistribute the load if articles have become tangled.



UE Error: Wash/Rinse/Spin and Extra Rinse LED blinking

If you want to know more error codes for this model, please visit to the below site. You can check all error codes.

https://lgerrorcodes.com/toploadpanel_2/

2. LG SVC Tips - Dryer SVC Information Authorized Servicer Only

How to service when “Power On but Won’t Run or Not Start”

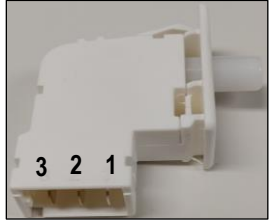
This letter is to inform the correct SVC guide for LG Dryer

There are several reclaim cases because technicians are replacing incorrect parts when the “Door Switch” is the root cause. Unnecessary PCB replacements have been increased due to door switch.

Please refer the below SVC steps to avoid reclaim cases when “Power On But Won’t Run or Not Starting”.

- **Symptom: Power On But Won’t Run or Not Start**
- **SVC Instruction :Most cases could be resolved by Step 1 ~ 3 Step, otherwise move to Step 4 and 5**

- Step 1) Check “Child Lock” on → “Child Lock” Off**
- Step 2) Check if the door is shut properly → Clothes Interference, Incorrect Door Reversal**
- Step 3) Check “Door Switch” → Replace with a new “Door Switch” if resistance values are not met**

Door Switch	Door Condition	Measurement Points	Good Resistance Value
	Door Open	1) Terminal: COM-NC (1-3)	<1Ω
		2) Terminal: COM-NO (1-2)	∞
	Door Close	1) Terminal: COM-NC (1-3)	∞
		2) Terminal: COM-NO (1-2)	<1Ω

Step 4) Check the blower thermostat, belt switch, centrifugal switch and motor overload

Step 5) Check Main PCB Board and Motor → Replace a main PCB board if it is not 120v from Main PCB Board

2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (1/4)

☐ Yoder Loop Leak Protocol

Before isolating a Yoder Loop or even tapping into a sealed system you need to have gathered the below readings from the unit...

- **Temperature inside the unit.**
- **Compressor Amp Draw.**
- **Compressor Voltage.**
- **Evaluate Frost Pattern.**

(And of course, you need to rule out all factors that could mimic a sealed system issue. Airflow Issues, Defrost Issues, Fan Issues, etc. Before ever tapping into a unit).

Once you tap you need to record...

- **High Side Run Pressure**
- **Low Side Run Pressure**

(It is best that the unit has been running for at least 25 minutes before gathering these pressures so that you are seeing accurate readings. Many units have a start up process where the Compressor does not run full stroke for the first 25 minutes.

This means it would be wise to contact the customer the day before or hours before you arrive to make sure the unit has been plugged in and running so you do not have to wait once in the home.)

Equalization Test

(needed if pressures could sway to leak or restriction. A restriction after the drier can mimic high side leak pressures)

- An equalization test can be done to rule out restrictions. Pressures should equalize in under 10 minutes if there are no restrictions.
- Once the unit equalizes, record what pressure it equalizes at. (Note that Ambient and internal temperatures will affect what PSI the pressures will equalize at).

All the above should be recorded in your notes in GSFS for all sealed system repairs. In the case that you need to contact TCC the agent will need the information above to properly diagnose with you.

If the above readings do not point toward High Side Leak then troubleshoot for low side leak, restriction, inefficient compressor, or whatever the case may be.

If the above readings point toward High Side Leak you will need to isolate your high side components and check for leaks.

- 1) Pressurize the whole high side to 200psi and bubble test all visible joints and leak points.
(Joints at Compressor, Condenser, Drier).
- 2) If you do have a drop in pressure on the high side and can find no leaks at any joints then isolate the condenser and test it by itself.
- 3) If no joints on the High Side are leaking and the condenser is not leaking, then the Yoder can be tested.

2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (2/4)

❑ To properly test the Yoder Loop(1/3)

- Yoder needs to be fully isolated by itself. This means removing the drier and cutting the yoder loose on the condenser side above the factory connection.
- Close off one side of the yoder loop.
- Attach one gauge to the other side of the yoder loop. There is no need to hook up gauges to both sides of the yoder, this increases your chances of equipment failure mimicking a yoder leak.

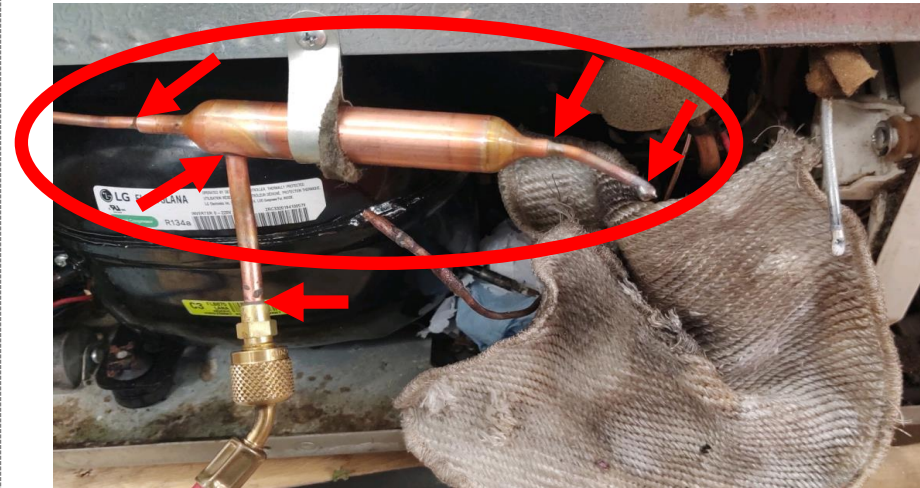
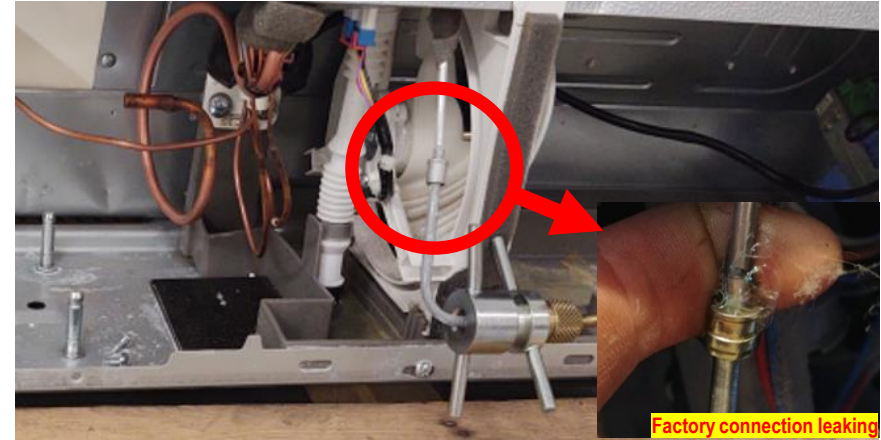
Right side are examples of Proper isolations and what will be expected to be seen by the TCC agent when running telepresence.



2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (3/4)

❑ To properly test the Yoder Loop(2/3)

Right side are examples of improper isolations that need the driers and factory connection points removed because they sometimes leak and will trick you into thinking the yoder is bad. The goal is to eliminate all possible leak points outside of the yoder loop.



Above Example shows multiple potential leak points and why the drier needs to be removed for testing

2. LG SVC Tips - Yoder Loop Leak Protocol and Testing (4/4)

☐ To properly test the Yoder Loop(3/3)

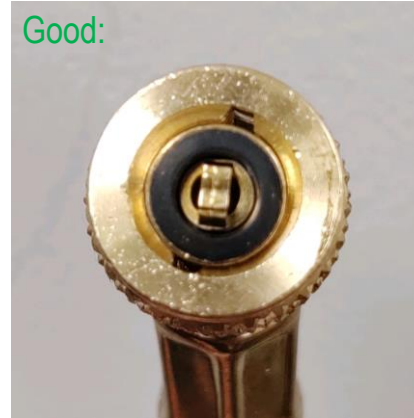
Once you have fully isolated the Yoder Loop by itself, Pressurize up to 300PSI and watch for a drop in pressure. If there is a drop in pressure you need to take bubble solution and spray your connections and possible leak points where you are connected to the yoder.



Technician connection leaking

Also, make sure your gauges are not leaking. The seals need to be replaced regularly and your gauges need to be pressure tested from time to time to make sure they are not slowly leaking and mimicking leaks.

Good:



BAD:



BAD:



If all the above has been done and you feel the yoder loop is leaking, you will need to call into TCC with your readings and findings. Telepresence will need to be ran so the TCC agent can verify that the yoder is the issue.

Refrigerator SVC Bulletins

Service Bulletin



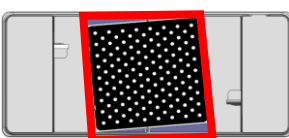
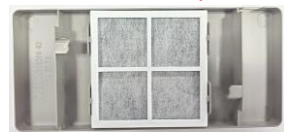
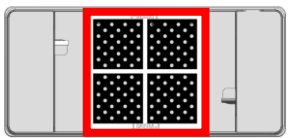
Air Filter Cover part change for Standardization

Bulletin Type: Quality Parts Others Applicable only with symptoms with every repair

Applicable for Serial Number : 206KR*~306KR* (2022.06~2023.06)

Applicable for models :

SalesModel	Model.Suffix	SalesModel.Suffix
LRYXC2606D	GR-L268BKNH.ASBCNA0	LRYXC2606D.ASBCNA0
LRYXC2606S	GR-L268BSNH.ASTCNA0	LRYXC2606S.ASTCNA0
LRYKC2606S	GR-X268BSNH.ASTCNA0	LRYKC2606S.ASTCNA0
LCFC26XSS	GR-L268FSTH.ASTCNA0	LCFC26XSS.ASTCNA0
LRFOC2606S	GR-G268FSRH.ASTCNA0	LRFOC2606S.ASTCNA0
LRFXC2606S	GR-L268FSRH.ASTCNA0	LRFXC2606S.ASTCNA0
LRFGC2706S	GR-V278FSRH.ASTCNA0	LRFGC2706S.ASTCNA0
LRFGC2706S	GR-V278FSRH.ASTCNA1	LRFGC2706S.ASTCNA0
LLFGC2706S	GR-V278HSRH.ASTCNA0	LLFGC2706S.ASTCNA0
LLFGC2706S	GR-V278HSRH.ASTCNA1	LLFGC2706S.ASTCNA0
LRFLC2706S	GR-W278GSRH.ASTCNA0	LRFLC2706S.ASTCNA0
LRFLC2706S	GR-W278GSRH.ASTCNA1	LRFLC2706S.ASTCNA0

<p>Symptoms</p>	<p>Air Filter (LT120F) does not fit into the air filter cover</p>	<p>Picture</p>	<p><u>Front View (Same)</u></p> 	<p><u>Back View</u></p> <p>As Is Slanted</p>  	<p>To Be Square</p>  
<p>Cause</p>	<p>Air Filter Standardization Affected parts : Air filter cover, Duct assembly</p>				

Service Bulletin

1. Replace with the new parts
2. Current and New (Visual / Part number & Name etc)

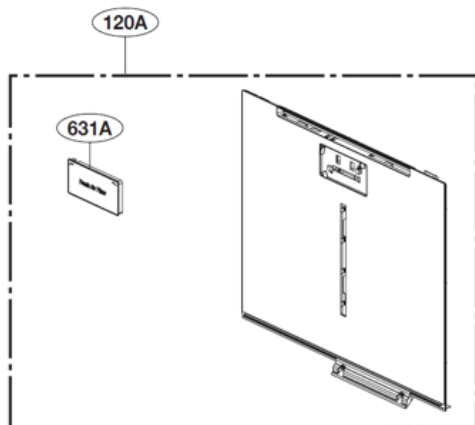
No	SVC Location	Description	Part Number		Remark
			Current	New	
1	631A	Filter Assembly,Air Cleaner	ADQ75493310	ADQ75493321 Cover only	Changes
2	631C	Filter Assembly,Air Cleaner	None	ADQ73214408 Filter only (LT120F)	Add

Before

631A (ADQ75493310)



631C (None)

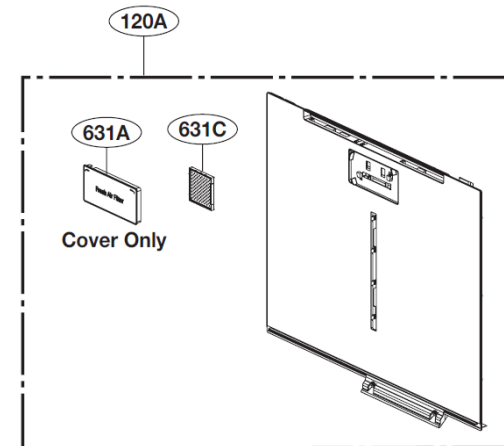


After

631A (ADQ75493321)



631C (ADQ73214408)



Service Bulletin

1. Replace with the new parts
2. Current and New (Visual / Part number & Name etc)

No	SVC Location	Description	Part Number		Remark
			Current	New	
3	120A	Duct Assembly,Multi	ADJ75352113	ADJ75352123	Change
			ADJ75352116	ADJ75352124	Change
			ADJ75352117	ADJ75352125	Change
			ADJ75352118	ADJ75352126	Change

Part Interchangeable :

	Current Part	New Part
Current Product	No	Yes
New Product	No	Yes

Scrap Current Part in LG Warehouse :

Yes No

Extended Warranty

This service is covered by an extended warranty

Yes

No

- If Yes, Parts for () years and Labor for () years by LG.

- If No, Parts and labor are charged to the customer if outside warranty period.

- The warranty period, including any extended warranty above, starts from the original date of purchase.

- The information is available through "https://gsfs-america.lge.com" with a valid ID.
- The information is intended for experienced technicians, not for customer .
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Washing Machine SVC Bulletins

Service Bulletin

Product : Dryer
 Bulletin # : DFZ202300090-01
 Release Date : 2023.05.15

[Others] 24inch/27inch Dryer Roller SVC Guide

Bulletin Type : SVC Notice Parts Others


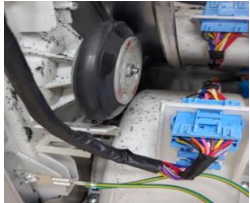


Applicable only with symptoms

with every repair

Applicable for Serial Number : Every (Serial Number : %%%%%%%%%%)

Applicable for models

Heat pump Dryer

Symptoms	Roller Noise Black lines are on the cloth.	Picture	- Black Line - 	- Worn - 	- Pressed - 	- Distorted - 
	Cause		Bad Roller (* pressed / distorted)			

1. Repair Instruction

- 1) If a customer call a service with detaching noise or roaring noise, please check the roller.
- 2) If you check that the roller are worn, pressed or distorted, replace the roller.

** In the past, only one part was supplied, but now two rollers are supplied as a set to prevent re-service.
 When only one roller is replaced, the roller on the other side is often damaged and occurred re-service.

2. Current and New (Visual / Part number & Name etc)

SVC Location	Description	P/No.		Visual
		Before	After	
B127	24inch Roller Assembly	4581EL3001J	AGM75510754	Refer the right side picture (In Pair)
		4581EL2002H		
		4581EL3001M		
K250	27inch Roller Assembly	4581EL2002H	AGM75510755	



Service Bulletin

Product : Dryer

Bulletin # :

Release Date : 2023.05.15



<p>Part Interchangeable :</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%;">Current Part</th> <th style="width: 35%;">New Part</th> </tr> </thead> <tbody> <tr> <td>Current Product</td> <td>0</td> <td>0</td> </tr> <tr> <td>New Product</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Current Part	New Part	Current Product	0	0	New Product	0	0	<p>Scrap Current Part in LG Warehouse : Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
	Current Part	New Part								
Current Product	0	0								
New Product	0	0								

Extended Warranty

This service is covered by an extended warranty Yes No

- If Yes, Parts for () years and Labor for () years by LG.
- If No, Parts and labor are charged to the customer if outside warranty period.

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Dishwasher SVC Bulletins

Service Bulletin

Product : Dishwasher
 Bulletin # : CDZ202300003-01
 Release Date : 2023.07.24

[Quality_Common] IE Error_Check and Repair guide


Bulletin Type: SVC Notice Parts Others

Applicable only with symptoms with every repair

Applicable for Serial Number : All

Applicable for models

Common	DF*****/ DU*****/DU5*****/SKSDW*****/
LGEAP	XD3*****/XD4*****/XD5*****/
LGEME/LGEDF	XD6*****/XD7*****/XD8*****/XD9*****/

Symptoms	IE Error (Water inlet problem)	Picture	
Cause	Refer to repair instruction		

Repair Instruction

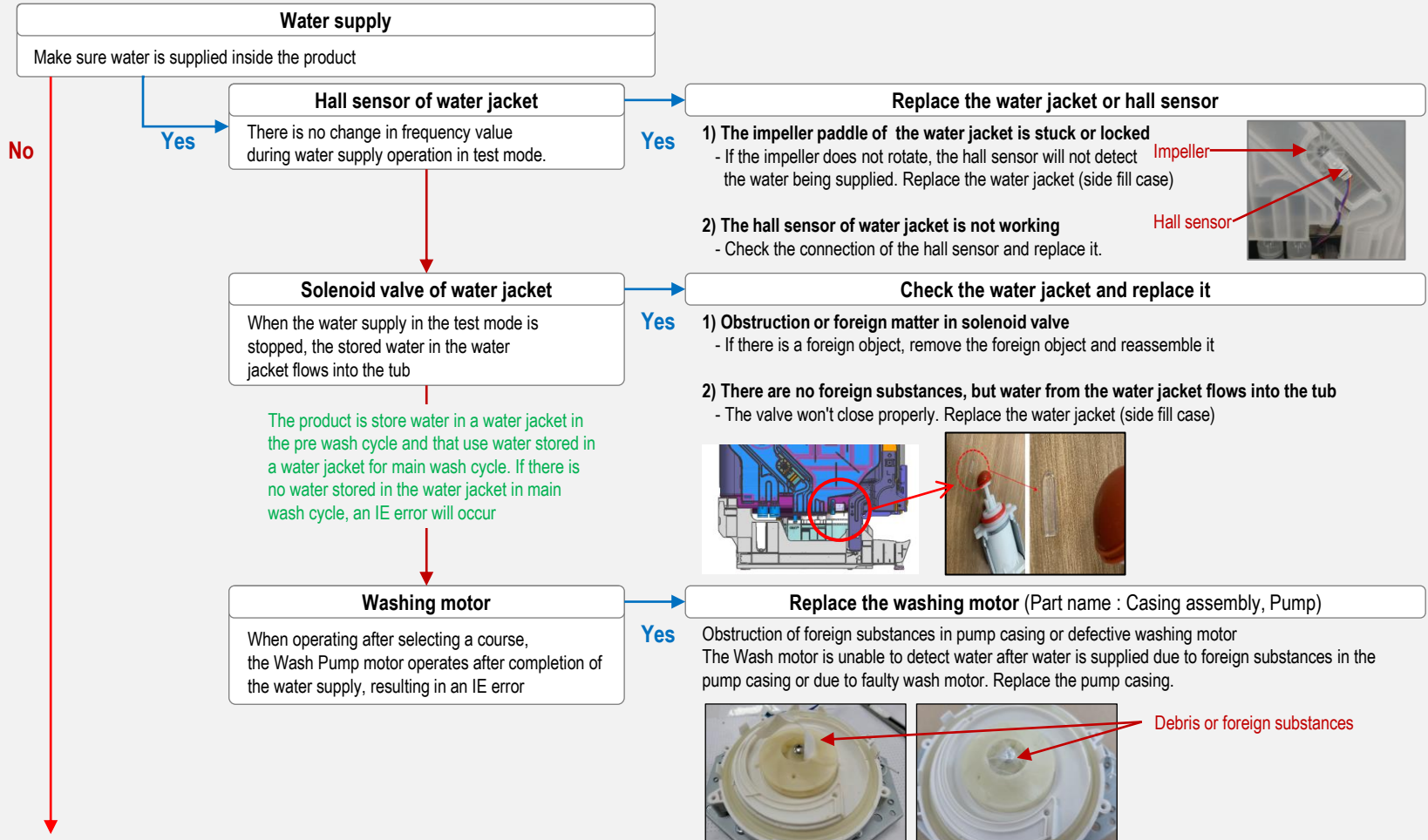
IE errors occur when water is not supplied to the product or when water is not detected

Error detecting period	Error sensing condition	Detailed action	Possible Cause	Solution
Water Supply Section	1. 30Hz of water supply frequency detection for more than 30seconds 2. If the water supply does not meet the set value within 10 minutes 3. The washing motor does not detect the water supplied normally	(Drain 30s + Pause) × 4times	<ul style="list-style-type: none"> • The water supply valve or tap is locked • The water supply hose is kinked or frozen • The water pressure is too high or too low • The filter on the water supply hose is clogged • The valve of water supply hose is not working • The voltage is too low • The connector of water supply hose is disconnected • The impeller of water jacket is stuck • The hall sensor of water jacket is not working • The solenoid valve of water jacket is defective • Incorrect detection of washing motor • Main PCB is defective 	<ul style="list-style-type: none"> • Open the water supply valve or tap • Adjust the water supply hose • Check the water pressure (0.05~0.6Mpa) • Cleaning the filter of water supply hose • Replace the water supply hose • Check the voltage (220V ± 10%) • Connect the connector of water supply hos • Replace the water jacket • Replace the hall sensor • Replace the solenoid valve or water jacket • Replace the washing motor • Replace the main PCB

Service Bulletin

* Refer to the SVC manual of each product for the test mode

Trouble shooting guide



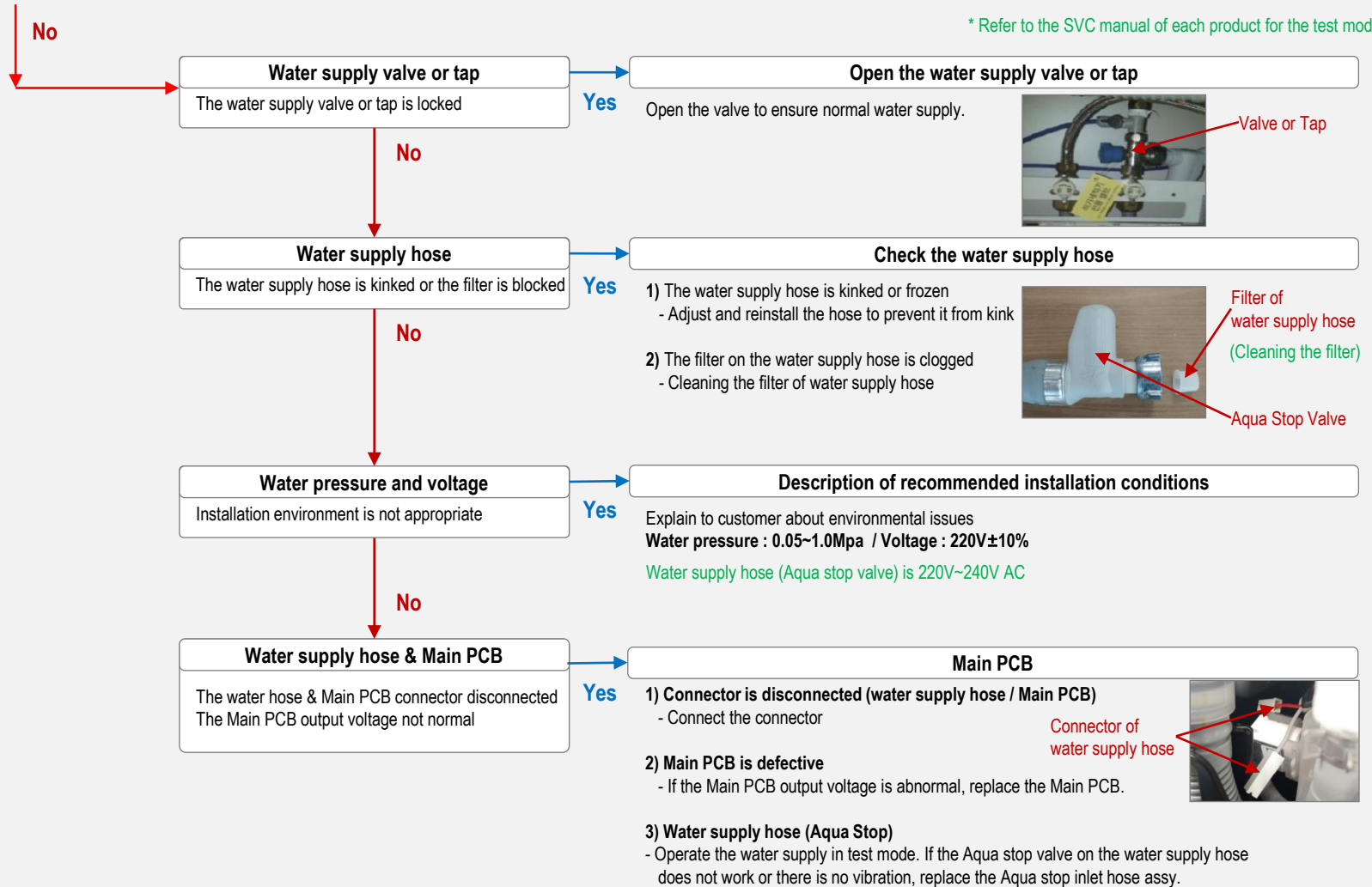
Service Bulletin

Product : Dishwasher

Bulletin # : CDZ202300007-01

Release Date : 2023.07.17

* Refer to the SVC manual of each product for the test mode



Service Bulletin

2. Current and New (Visual / Part number & Name etc)

SVC Location	Description	Model Name (Factory model name)	P/No		Visual (Version)	
			Current	New	Current	New

Part Interchangeable : no

Scrap Current Part in LG Warehouse : Yes No

Extended Warranty

This service is covered by an extended warranty Yes No

- If Yes, Parts for () years and Labor for () years by LG.
- If No, Parts and labor are charged to the customer if outside warranty period.

• The warranty period, including any extended warranty above, starts from the original date of purchase.

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Cooking(Gas Oven) SVC Bulletins

Service Bulletin

Product : Gas Oven

Bulletin # : CVZ202300002-01

Release Date : 2023.1/20

[SVC Guide] Replace the cooktop burner orifices(nozzles)

Bulletin Type : SVC Notice Parts Others

Applicable only with symptoms

with every repair

Applicable for Serial Number : All

Applicable for models

(USA) LSDL6336*, LSGL6335*, LSGL6337*, LTGL6937*, LSGS6338*, LSDS6338*, LSGL5831* LSGL5833*
 SKSGR360*, SKSGR480*, SKSDR360*, SKSDR480*

(Canada) LSGL6335*, LSGS6338*, LSGL5831* LSGL5833*, SKSGR360*, SKSDR360*, SKSDR480*

Symptoms	Replace the cooktop burner orifices(nozzles)	Picture	N/A
Cause	<ol style="list-style-type: none"> 1. Gas Conversion (LP ↔ LN) <ul style="list-style-type: none"> - When the gas type supplied to the customer's House and the product gas type are different. * The range leaves the factory set for use with LN(natural gas). 2. If the orifices are need to be replaced. <ul style="list-style-type: none"> - In case of the nozzle is deformed or damaged or if replacement is required for other reasons. 		

Service Bulletin

1. Repair Instruction

When Converting the Gas, proceed according to the contents of 'CONVERSION KITS'.
 Also, Please be sure to check the following 'Note' below.



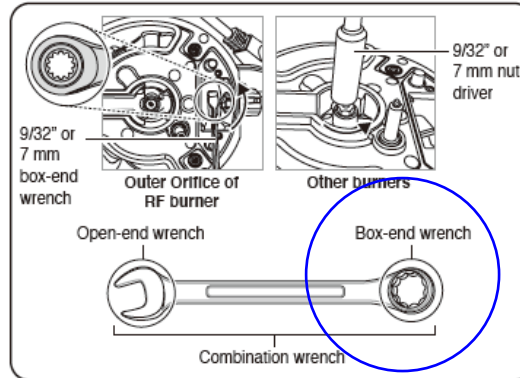
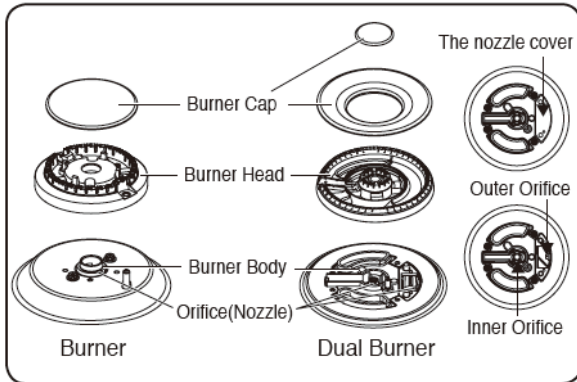
Conversion Kit

※ When converting to LP gas, keep 'CONVERSION KITS' in case you need to convert back to natural gas.
 And save the orifices removed from the appliance for future use.

[Note]

1) To convert the Outer Orifice of the Dual Burner, using a 9/32" or 7mm box-end wrench. (The 6 point box-end wrench is recommended.)

※ When using an open-end wrench, the nozzle may be damaged or deformed as 'Defect Case' below, so use a box-end wrench.



(Defect Case)



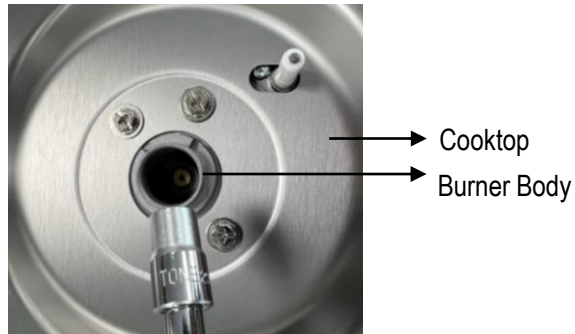
Service Bulletin

1. Repair Instruction

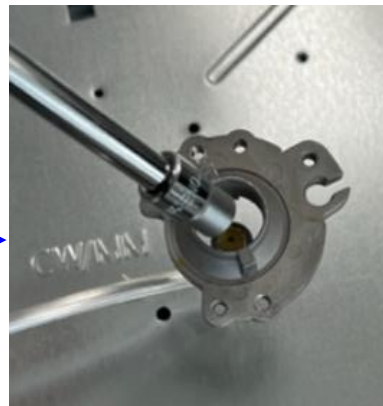
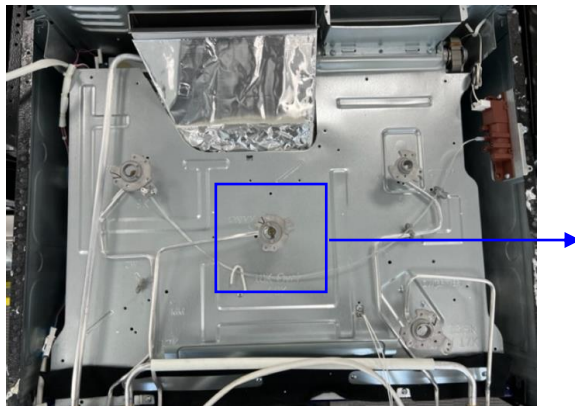
[Note]

2) When removing the orifices, proceed with the burner body fixed to the cooktop with screws.

OK



NG ※ Do not remove the orifices when the cooktop is removed or the burner body is not secured.
(The pipe may be damaged as shown in the 'Defect Case' below.)



(Defect Case)



Service Bulletin

Part Interchangeable :		Current Part	New Part	Scrap Current Part in LG Warehouse : Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	Current Product	Yes	Yes	
	New Product	Yes	Yes	

Extended Warranty

This service is covered by an extended warranty Yes No

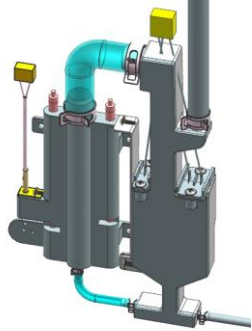

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Service Bulletin

2. Current and New (Visual / Part number & Name etc)

SVC Location	Description	P/No	Visual	
			Before	After
3022	Heater Assembly	AEG74450005	  <p>Heater Assembly MFG Date : 2010.10 ~ 2022.07</p>	<p>Same</p> <p>Heater Assembly MFG Date : 2022.08~</p>
3731	Tank Assebmly,Water	AJL74692007		<p>Same</p>

※ Appearance is same. Just Parts interior structure is different. Because parts variance and Molding Condition.

Service Bulletin

<p>Part Interchangeable :</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 30%;">Current Part</th> <th style="width: 30%;">New Part</th> </tr> </thead> <tbody> <tr> <td>Current Product</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>New Product</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> </tr> </tbody> </table>		Current Part	New Part	Current Product	No	Yes	New Product	No	Yes	<p>Scrap Current Part in LG Warehouse : Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
	Current Part	New Part								
Current Product	No	Yes								
New Product	No	Yes								

Extended Warranty

This service is covered by an extended warranty Yes No

- If Yes, Parts for () years and Labor for () years by LG.
- If No, Parts and labor are charged to the customer if outside warranty period.

• The warranty period, including any extended warranty above, starts from the original date of purchase.

- The information is intended for experienced technicians, not for customer .
- The information is subject to change or update without notice.



TV SVC Bulletins

Service Bulletin

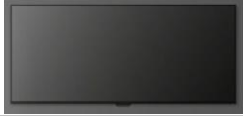
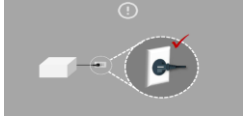
Product: OLED TV
 Bulletin #: GLZ202300028-01
 Release Date: 06/23/2023

OLED77M3/83M3/97M3 No video issue / Keep display guide image issue Service Action

Bulletin Type: SVC Notice Parts Others Applicable only with symptoms with every repair

Applicable for Serial Number: MFD 2023.06

Applicable for models: OLED77M3/83M3/97M3

Symptom 1	No video or image on TV screen.	Picture	
Cause	The customer may not see video, as the TV display is under OLED pixel compensation process.		
Symptom 2	The TV screen doesn't automatically power off even when the Box power is unplugged.	Picture	
Cause	SW behavior malfunction of TV display internal Micom.		

1. Symptoms

Category	Case1	Case2
Symptom	No video or image on TV screen	Keep display guide image issue
Reproduce procedure	① Power off by magic remote and disconnect Box power ② Plug Box power cord and power on (TV is under pixel refresher process) ③ There's no video or image on TV screen (TV is still under pixel refresher process and the process is not done)	① Let Box unplugged and wait more than 5 minutes ② TV display would turn off after a moment ③ TV on by remote controller (<u>the Box is still unplugged</u>) ④ The TV screen keep display guide image (TV display should turn off after 5 minutes)
Quick Fix	Unplug and plug TV display power cord	Plug Zero connect Box power cord and TV on by remote controller
Primary Solution	Perform Micom FW update by using USB update file (Follow symptoms occur at specific version of Micom (same or less than V2.12.0))	



2. Repair Guide

- Perform Micom FW update by using USB update file (Micom FW is not supported by network update)
- Update File: o22n-global-mdisplay-micom_v2130_usb_v3_SECURED.epk
- Copy attached update file the folder named "LG_DTV" under USB memory root folder and plug it to Box.

See attached zip file

Service Bulletin

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4. After service SW version check the following;
- Micom version (second section): check V2.13.0 .



Part Interchangeable :

	Current Part	New Part
Current Product	-	-
New Product	-	-

Scrap Current Part in LG Warehouse: Yes No

Extended Warranty

This service is covered by an extended warranty Yes No

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- The information is available through “<https://gsfplus-america.lge.com>” with a valid ID.
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