

Technical Booklet

1. LG Service News

- Sealed System Repair Guide
- New OLED TV 'Panel Diagnostic Jig'
- Introducing LGRepair.com Website

2. LG SVC Tips

- Dishwasher PE error code

3. Service Bulletins

LG Electronics Alabama, Inc.
2023. 11

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1. LG Service News (1/3) – Sealed system repair guide

Dear Valued Service Partners,

In October 2023, LG launched a [comprehensive sealed system repair guide](#) on LGRepair.com. This is a comprehensive guide on proper LG repair procedures for sealed systems on both R134 and R600 refrigerators.



Sealed System Repair Guide Benefits

- ✓ **FREE!** No username / password required
- ✓ Helps with all 5 phases of the repair process
 - Recovery
 - Repair & Flushing
 - Leak Testing
 - Vacuuming
 - Charging
- ✓ Includes compressor software guide and software download capability
- ✓ Integrated videos to enhance understanding

Sealed System Repair Guide



Recovering Refrigerant

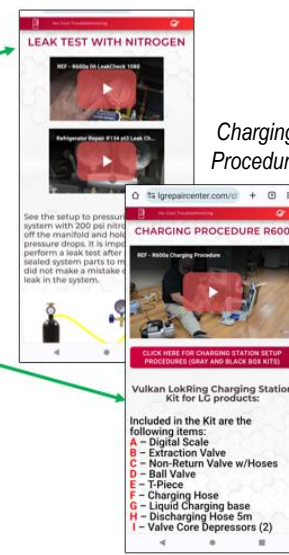


Flush Procedure

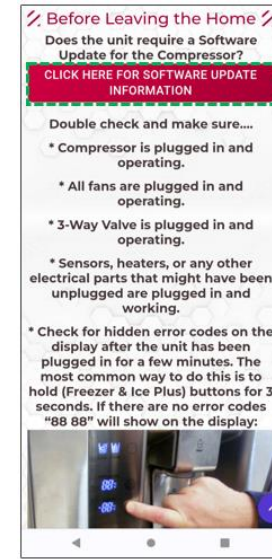
Leak Testing



Charging Procedure



Software Update



CLICK HERE FOR THE LEAK TEST COMPRESSOR JIG SOFTWARE AND VIDEO

Original	Replacement	Software Update is Required
FC20L1ANA	FC20L1ANA	NO
FC20L2ANA	FC20L2ANA	NO
FC20L3ANA	FC20L3ANA	YES
FC20L4ANA	FC20L4ANA	NO
FC20L5ANA	FC20L5ANA	YES
FC20L6ANA	FC20L6ANA	YES
FC20L7ANA	FC20L7ANA	YES
FC20L8ANA	FC20L8ANA	NO
FC20L9ANA	FC20L9ANA	NO

Does the Main PCB need a Software Update for the Compressor? (R134 Refrigerant Table)

Original	Replacement	Software Update is Required
88001004W	88001004W	NO
88001005W	88001005W	NO
88001006W	88001006W	NO
88001007W	88001007W	NO
88001008W	88001008W	NO
88001009W	88001009W	NO
88001010W	88001010W	NO
88001011W	88001011W	NO
88001012W	88001012W	NO
88001013W	88001013W	NO
88001014W	88001014W	NO
88001015W	88001015W	NO
88001016W	88001016W	NO
88001017W	88001017W	NO
88001018W	88001018W	NO
88001019W	88001019W	NO
88001020W	88001020W	NO

Does the Main PCB need a Software Update for the Compressor? (R600 Refrigerant Table)

Original	Replacement	Software Update is Required
88001021W	88001021W	NO
88001022W	88001022W	NO
88001023W	88001023W	NO
88001024W	88001024W	NO
88001025W	88001025W	NO
88001026W	88001026W	NO
88001027W	88001027W	NO
88001028W	88001028W	NO
88001029W	88001029W	NO
88001030W	88001030W	NO
88001031W	88001031W	NO
88001032W	88001032W	NO
88001033W	88001033W	NO
88001034W	88001034W	NO
88001035W	88001035W	NO
88001036W	88001036W	NO
88001037W	88001037W	NO
88001038W	88001038W	NO
88001039W	88001039W	NO
88001040W	88001040W	NO

1. LG Service News (2/3) - OLED Panel Diagnostic Jig

Introduction new OLED TV 'Panel Diagnostic Jig'

1. Use of the jig will significantly increase the accuracy of Panel, Main & Power Boards diagnosis

- Saves time! Easy to use! Smaller than a credit card!
- Applicable for 92 different OLED series models from 2017~2023
- Only two simple connections using the existing TV Power & T-Con cables
- Displays a transitioning pattern of Red, Green, Blue & White (Rolling Test Patterns)
- Great for checking a Panel that won't stay on due to Burn Detection being activated
- Jig can be purchased from the LG parts department, Part# RAD33749101

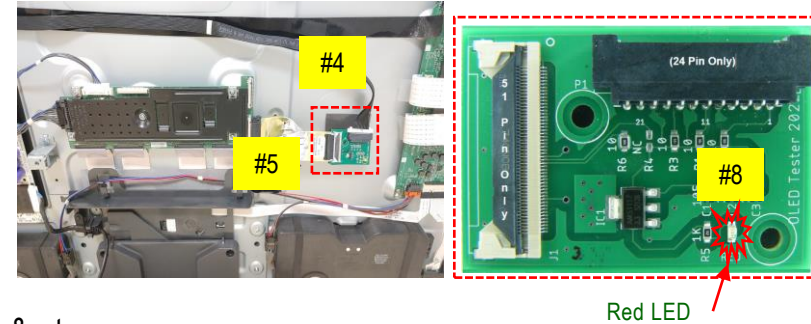
* Video Guide: <https://lgtestmodes.com/oled1> or



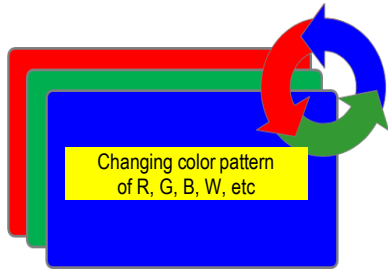
2. Jig Connection Process

- [Step #1] Unplug the TV power cord
- [Step #2] Disconnect the 51 Pin T-Con Vx1 connector from the Main Board
- [Step #3] Disconnect the 41 pin T-Con Vx1 ribbon cable from Main Board
- [Step #4] Disconnect the 24 Pin connector from Main Board
- [Step #5] Connect the 51 Pin T-Con Vx1 connected to the J1 connection on the Jig
- [Step #6] Connect the 24 pin SMPS connector to the P1 connection on the Jig
- [Step #7] Plug the TV power cord back in.
- [Step #8] Confirm the Red LED comes on and there will now be a changing color pattern of Red, Green, Blue, White & etc

OLED Panel Diagnostic Jig (Part #: RAD33749101)



3. Diagnosis and Repair

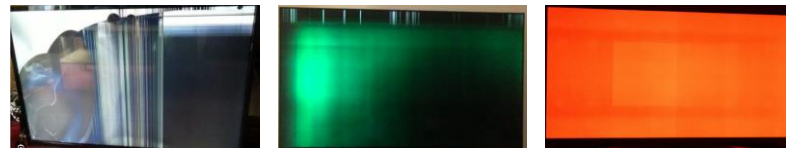


* Internal generated color patterns are to be used to determine panel defects, Vx1 cable and Main Board defects and color pattern could be NOT solid



Good Color Pattern

: OLED Panel and Power board are good
→ Check Main board and Vx1 Cables



Bad or No Color Pattern

: OLED Panel is NOT good
→ Need to replace OLED Panel
→ Contact TCC for Panel Authorization before replacing

* When replacing the OLED panel, DO NOT Replace Main or Power board at the same time

*Note: Power Supply must be producing normal output voltages to the MAIN & T-CON Boards.

*Note: The Red LED on Jig will be lit when 12V from power supply is working correctly.

1. LG Service News (2/3) - OLED Panel Diagnostic Jig

Applicable Model List

Series	Size	Model Name	2017	2018	2019	2020	2021	2022	2023
A	48	OLED48A*	-	-	-	-	0	0	0
	55	OLED55A*	-	-	-	-	0	0	0
	65	OLED65A*	-	-	-	-	0	0	0
	77	OLED77A*	-	-	-	-	0	0	0
B	55	OLED55B*	0	0	0	0	0	0	0
	65	OLED65B*	0	0	0	0	0	0	0
	77	OLED77B*	-	-	0	0	0	0	0
C	42	OLED42C*	-	-	-	-	-	0	0
	48	OLED48C*	-	-	-	0	0	0	0
	55	OLED55C*	0	0	0	0	0	0	0
	65	OLED65C*	0	0	0	0	0	0	0
	77	OLED77C*	-	0	0	0	0	0	0
	83	OLED83C*	-	-	-	-	0	0	0
E	55	OLED55E*	0	0	0	-	-	-	-
	65	OLED65E*	0	0	0	-	-	-	-
G	55	OLED55G*	-	-	-	0	0	0	0
	65	OLED65G*	0	0	0	0	0	0	0
	77	OLED77G*	0	-	0	0	0	0	0
	83	OLED83G*	-	-	-	-	-	0	0
	97	OLED97G*	-	-	-	-	-	0	-
W	65	OLED65W*	X	0	0	0	-	-	-
	77	OLED77W*	X	0	0	0	-	-	-
Z	77	OLED77Z*	-	-	-	X	-	X	-
	88	OLED88Z*	-	-	-	X	-	X	-

"O" Jig is Usable, "X" Jig is Not Usable

"Suffix *" is year Designation. For example, OLED65C3 is 2023 year model, ("X" is 2000)

"-" means this model is not launched in U.S

1. LG Service News (3/3) - Introducing LGRepair.com Website

Dear Valued Service Partners,

Over the past 6 months LG has launched many new resources for technicians. These resources are located at on the LG Technician Portal at LGRepair.Com. From No Cool Troubleshooting to instructions on how to enter Test Modes, visit LGRepair.Com and try out LG's latest resources for technicians! See below for some of the new offerings:



No Cool Troubleshooting

COMPRESSOR RUNS?

YES NO

Need help Determining?

CLICK HERE

WAS YOUR HIGH SIDE RUN PRESSURE HIGHER THAN NORMAL? ABOVE 110PSI?

YES NO

LOW SIDE LEAK

Note: Click here for a related training video (Located at the end of this article)

If the unit has a Low Side Leak you will find your Low Side pressure to lower than normal and your High Side pressure to higher than normal. Any Discharge and Multiple will be higher than normal and more visible Period to to test pattern.

The reason the High Side pressure increases is because the low side of the system is leaking. This causes the low side pressure to drop, which causes the compressor to run longer and causing the increase in pressure and causing

2:14 / 2:39

Step by step troubleshooting

Accurate diagnosis & repair solution

Integrated training videos

Ice & Water Troubleshooting

PLEASE CHOOSE THE SYMPTOM TYPE BELOW:

- Standard Ice-maker
- Craft Ice-maker
- Mini-Cube Ice-maker

Constant Harvest

Constantly harvesting ice can be an issue with wiring connections in the door, hinge, or PCB area. Issue would be with the Hall Sensor. The sensor does not know when or where to complete its cycle.

Example from LM3330768

Line	1	2	3	4	5	6	7	8	9	10
Line	1	2	3	4	5	6	7	8	9	10

Check the two Hall Sensor wires: GRAY and BLUE. Check them individually for continuity from the door hinge connector to the ice maker connector.

CHOOSE YOUR DISPENSER ISSUE BELOW:

Water Dispenser Issues

Ice Dispenser Issues

NOT DISPENSING WATER

Look For An Error Code On The Display. Error codes are displayed on the display to signal that the unit needs your attention. If you see an error code you will need to address the reason for the Error code.

Many times, the customer will report that they can't dispense ice and the dispenser will work after you address an error code. The dispenser will not dispense ice if you have an error code 1. Use the dispenser's manual to see the error code 1. Use the dispenser's manual to see the error code 1. Use the dispenser's manual to see the error code 1. Use the dispenser's manual to see the error code 1.

Icemaker issue diagnosis, each type of icemaker and all symptoms covered

Ice and water dispenser issue diagnosis, in depth explanation and repair solutions

Error Code Troubleshooting

ALL ERROR CODES

REFRIGERATOR TOP LOAD WASHER FRONT LOAD WASHER DISHWASHER

SPEED SENSITIVE WASH WASHMODE DISWASH

UNCOMPLETED STAY STOPPED WASH

PLEASE select your display type below.

Normal Front Cold Wash

Normal Extra Rinse

SEVEN SEGMENT DISPLAY

PROBLEM ERROR Details and more Information

DIGITAL DIAL DISPLAY

Ed4 Ed5 EE

FE 1E 1E

LE1 LE2 LOE

nL nE nF

nU OE OPn

PE PF Svd

EcL Ee Ub

WE W5

Thermistor ERROR

Cause: The unit senses the Thermistor is bad or out of range.

Solution: Visually check for loose connections or damage to harness. Also check the Thermistor for proper resistance values.

DETAILS BELOW:

1. Check Connections at Thermistor. An error message the thermistor or part of the harness assembly when a new sensor is installed (E22/E23/E24).

2. Check resistance or voltage view from main board. When thermistor resistance is not the same as the board.

All products

Each display type

Every error code

Detailed troubleshooting

Test Modes

HOW TO USE THE SEARCH

Models that use the same test mode formats are grouped together. Type your model number until only one Test Mode Format is shown. It will be the specific Test Mode Procedure for your model.

Example: WM8000HVA Washing Machine only type WM8000. The last few letters represent color and aren't needed for the search.

WM227J

Front Load Washer Test Mode Format 7

WM2075, WM2077, WM2177, WM2277, WM2377, WM2477, WM2677, WM8980

THESE PRODUCTS BELOW HAVE TEST MODES:

REFRIGERATOR - DISHWASHER - RANGE & OVEN - KIMCHI FRIDGE - FRONT LOAD WASHER - TOP LOAD WASHER - SIDEKICK - DRYER

Special note for Washing Machine Test Mode: Make Sure the unit is empty of clothing before beginning the Test Mode. Soaking Test Mode with Clothing inside could cause damage to the machine.

Button push sequences to enter test mode:

Spin + Soil then Power to Advance to the next step of Test Mode Press the Start/Power Button

LINE	Check Point	Display Station
1	Turn off all lights and locks the door	18:88
2	Turn the door clockwise.	Rpm (40-50)
3	Turn the door clockwise.	Rpm (100-40)
4	Turn the door clockwise.	Rpm (120-150)
5	Press the Start/Power button	Water level (20-45)
6	Press the Start/Power button	Water level (20-45)
7	Press the Start/Power button	Water level (20-45)
8	Press the Start/Power button	Water level (20-45)

Explanation of Values on Display

Water Frequency: When the thermistor is a bad mode, the test values are all water and the pressure switch across the water pressure. The numbers on the Display will go down to 0.00. This means the test mode is not working. The number on the display will go down to 0.00. This means the test mode is not working. The number on the display will go down to 0.00. This means the test mode is not working.

Motor RPM's: During Tumble the motor will show 2 digits, normally in the 10-90 range. This means the motor is turning at 60-90 RPM.

During Low Speed Spin the motor will show 2 digits, normally in the 100-1500 RPM range.

During High Speed Spin the motor will increase to show 3 digits, normally in the 1000-15000 RPM range. An High Speed spin these numbers mean 1000-1500 RPM.

Temperature: During Thermistor tests and Heater tests (for models with heaters) the numbers on the screen will represent °C (degrees Celsius).

Model specific search

Shows how to enter test mode

Test mode process explained

2. LG SVC Tips – Dishwasher PE error code

For Trained Servicer Only

PE error code which is not exist

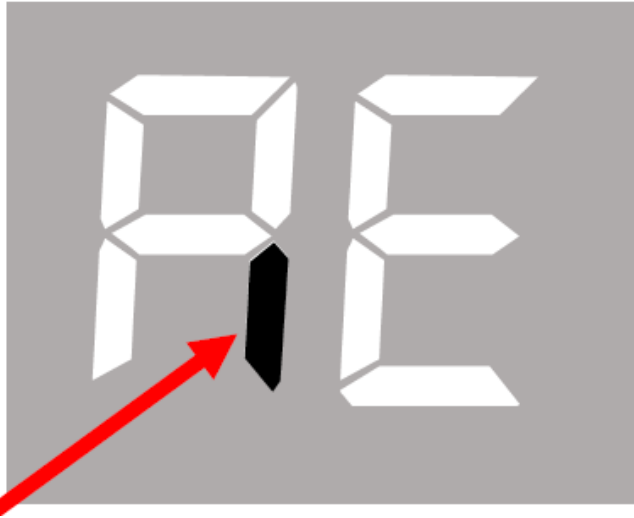
This Dishwasher symptom and bogus error code has happened several times and seems to stump everyone. The customer complaint is a “PE”, but dishwasher does not have this error in any Owner’s manual or SVC manual.

Defective segment displays “PE” instead of “RE”

Actual Error code



What the error code looked like



Burnt Out Pixel

Always use test mode to check if all segments are lighting properly.

Refrigerator SVC Bulletins


Service Bulletin

[Quality_Common] Frost around freezer door. Freezer door does not open & close properly. Replace freezer rails.

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

Applicable for Serial Number : 207KR** ~ 310KR** (2022.07 ~ 2023.06)

Applicable for models : SRFB27W3 LRFOC2606S LRYXC2606D LRYXC2606S LRFXC2606S LCFC26XSS
 LRFGC2706S LLFGC2706S LRFLC2706S SRFB27S3 LRYKC2606D LRYKC2606S

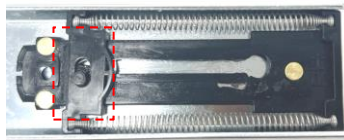
Symptoms	- Freezer door does not open or close properly. - Freezer rails do not work properly because of frost around rails.	Picture	 <p>Rails do not work properly.</p>
Cause	- Defective rails		

1. Repair Instruction

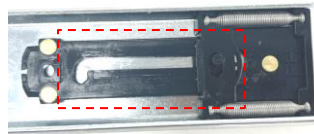
Replace both freezer rails. (MGT61844017, MGT61844018)

※ Before replacing rails, please check if new freezer rails are working smoothly.

(!) For testing rails, disable self-closing by moving the pin
 After this test, put the pin back and enable self-closing



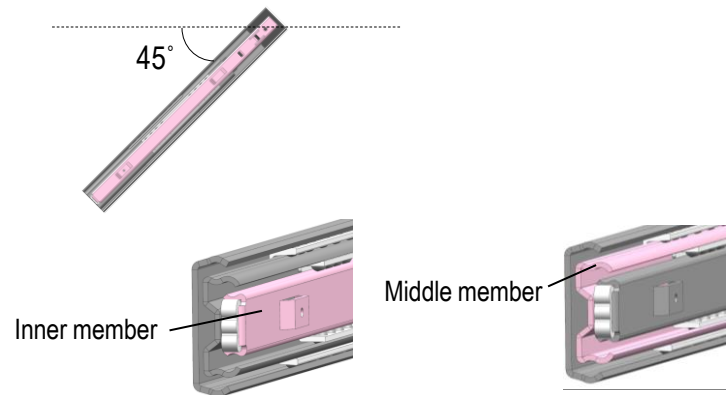
<Self-closing - On>
 Normal



<Self-closing - Off>
 Only for test

<How to test rails>

- ① Tilt the rail about 45° slowly and check if inner&middle member move smoothly.



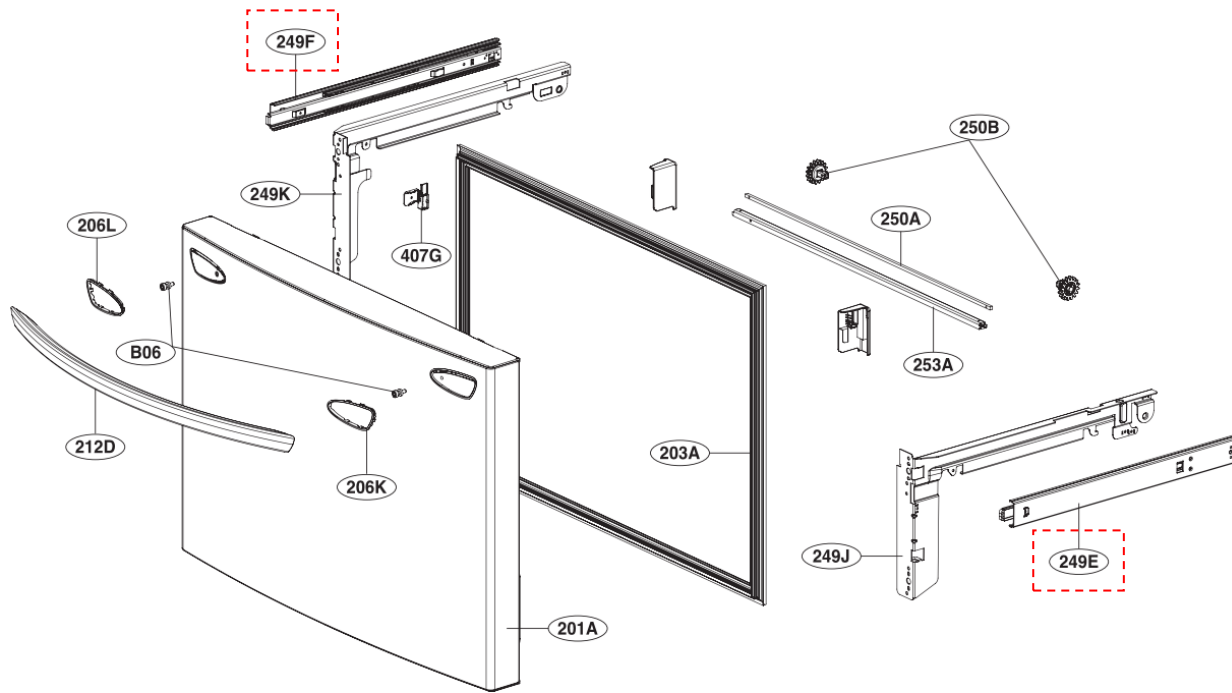
Service Bulletin

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

Part Name	Loc No.	P/No.	Remark
Rail,Slide	249F	MGT61844018	Structure improvement
	249E	MGT61844017	

P/No. is not changed

Exploded View



Service Bulletin

Part Interchangeable :	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="width: 35%;">Current Part</td> <td style="width: 35%;">New Part</td> </tr> <tr> <td>Current Product</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>New Product</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> </table>		Current Part	New Part	Current Product	Yes	Yes	New Product	Yes	Yes	Scrap Current Part in LG Warehouse : Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	Current Part	New Part									
Current Product	Yes	Yes									
New Product	Yes	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 available through "<https://gsfs-america.lge.com>" with a valid ID.
- The information is intended for experienced technicians, not for customer .
- The information is subject to change or update without notice.

Washing Machine SVC Bulletins

Service Bulletin

[Quality_Common][Others] Troubleshooting of dHE issue due to harness multi cutting





Bulletin Type : SVC Notice Parts Others

Applicable only with symptoms with every repair

Applicable for Serial Number : All series

Applicable for models: All model Victor2 WD
Detail : Refer to [Appendix. Model list]



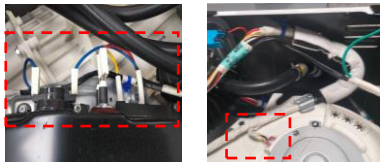
Symptoms	dHE error code on the display	Picture	   
Cause	Harness multi was strengthened and folded strongly when washing machine operating.		

1. Repair instruction

Do not replace the harness multi, duct assembly, and PCB Main unnecessarily, check the symptoms and take appropriate action for the symptoms.

1. Check Harness Multi

1) Check if the connection are loosen or not.
(If it is loosen, reinsert connections again)

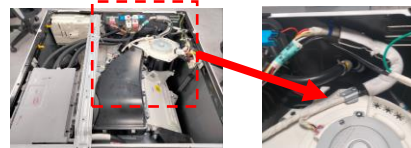


Connect the test leads across fan motor terminal.
(Corresponding wire color: yellow, black, and white)
→ Beeps if a continuity is detected.
If the circuit is open, the DMM will not beep.

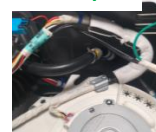


Video test continuity.mp4

3) Check if the harness multi are cut and folded



OK sample



Wire is not folded and cutting

(If harness multi are cut, scratched, or folded, remove the tape and check inside)
(If wire inside are cut or folded, replace the new harness multi)

NG sample

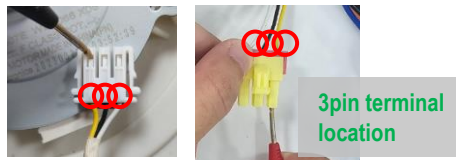


The tape is cut



Harness folded

2) Check Continuity of harness multi.
(If it is open, replace with the new harness multi)



3pin terminal location

White wire cutting



Black wire folded



* Guide to replace the harness multi



Service Bulletin

Product : Washing machine F/L

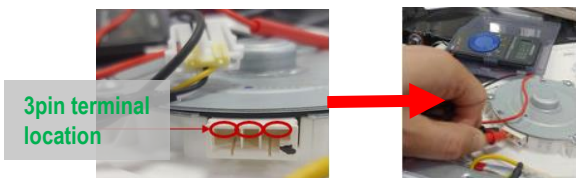
Bulletin # : DFZ202300108-02

Release Date : 2023.09.09

2. Check Duct Assembly

1) Fan motor

- Check if the resistance value of motor fan within the range of $3.2\Omega \pm 5\%$ at 25°C . (If it is over spec, replace the fan motor)



- If not, Check if the impeller of fan motor get stuck by lint, or residue. (Cleaning the impeller and test again).



Fan get stuck by lint, and residue

* Note: Replace fan motor, heater, thermostat, and thermistor with the corresponding part no in appendix (Not replace with whole duct assembly)

2) Heater and thermostat

- Check the continues of heater, and thermostat. (If it is open, replace with new heater and thermostat)



3) Thermistor

- 1) Check if value of thermistor is within the specification (If it is not, replace with new thermistor)
- 2) Check thermistor get stuck by lint, and residue. (If it get stuck, Clean and check again.)

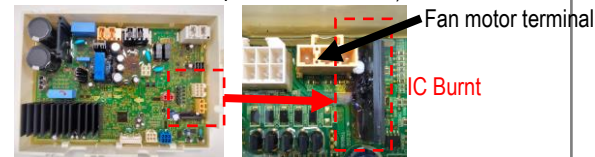


Thermistor get stuck by lint, and residue

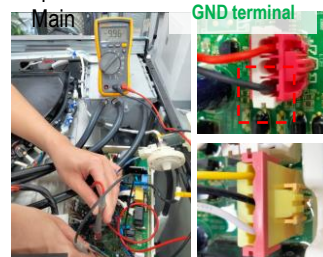
3. Check PCB Main

1) Check appearance of PCB Main

(If there are sign of overheating, or burnt near the fan motor terminal, replace with new one)



2) Check if the voltage of fan motor is with in the spec around 10V DC. If it is note, replace the PCB



a. Connect one lead terminal to ground (Ex: Black wire of TUB LED)

a. Then collect the rest lead terminal to the fan motor terminal

Part Interchangeable :

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.

Dishwasher SVC Bulletins

Service Bulletin

[Quality_Common][Others] SVC Guide for Odor Problem

Bulletin Type : SVC Notice Parts Others

Applicable only with symptoms

with every repair

Applicable for Serial Number : All

Applicable for models

LDT7808** / LDT6809** / LDT7708** / LDT7797** / LDT5678** / LDT5665** / LDT5552** / LSdT9908** / LSDTS9882** / LSDF9963** / SKSDW2401** / LDP7808** / LDP6809** / LDP7708** / LDP6797** / LDP7786** / LDP5676** / LDP6810** / LDPN6761** / LDPS6844** / LDF5678** / LDF5545** / LDFN4542** / LDFN454** / LDB4548** / SKSDW2402** / ADFD5448** / LDFC242***

Symptoms	Symptoms : Odor	Picture	
Cause	Refer to the Repair Instruction		

Repair Instruction

No error codes for odor problem.

Various odor appear and various parts are related, so accurate type of odor confirmation is required.

This SVC bulletin summarizes the odor caused by each reason. Check and replace the affected parts and explain customer how to use the dishwasher

Service Bulletin

Product : Dishwasher
 Bulletin # : CDZ202300018-01
 Release Date : 2023.10.06

1. Failure by type of odor

Type of odor	Failure Cases	Solution
Burning	• Power cord is burnt	Replace the parts
	• Casing ASM, pump is burnt	
	• Drain pump is burnt	
	• Main PCB is burnt	
	• Vario motor is burnt	
Burning, Plastic, Rubber, Fishy	• Machine is newly installed (It also smell Plastic, Rubber, Fishy odor)	Make customer use the unit more than 20 fully cycles
Rotten	• Food debris in the unit	Remove the food debris
	• Filter is not cleaned regularly	Clean the filter
	• Long term unused	Run machine clean
Musty water	• Some detergents may cause a musty water odor	Recommend customers to change the detergents
Sewer	• Drain hose is installed improperly	Install Drain Hose properly

Service Bulletin

Product : Dishwasher
 Bulletin # : CDZ202300018-01
 Release Date : 2023.10.06

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

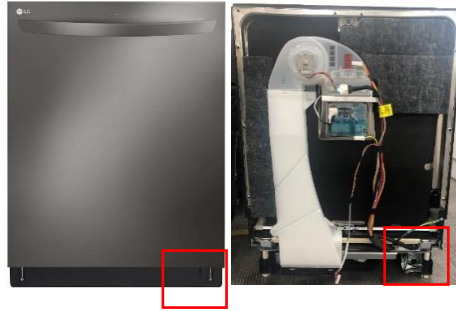
Sewer

Drain hose connection

Failure Cases

1. Power cord is burnt

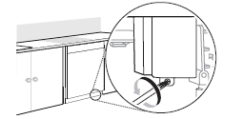
- Improper connection of connector(wire nut) can cause burnt odor



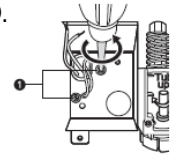
Solution

1. Replace the power cord

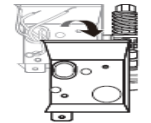
- Turn off electrical power to the unit at the circuit breaker.
- Use a Phillips screwdriver to remove the screw from the junction box cover and remove the cover



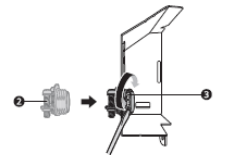
- Use a Phillips screwdriver to remove 2 screws ①.



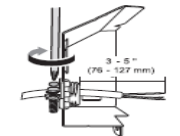
- Remove the junction box from the appliance.



- Insert a strain relief ② through the hole in the junction box. Tighten the ring nut ③ to secure it in place.



- Insert the electrical cable through the hole in the strain relief. Tighten 2 screws to secure the cable.



Service Bulletin

Product : Dishwasher
 Bulletin # : CDZ202300018-01
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Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

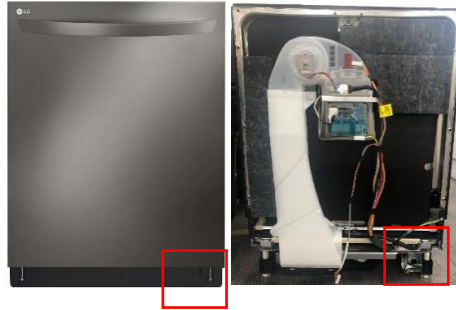
Sewer

Drain hose connection

Failure Cases

1. Power cord is burnt

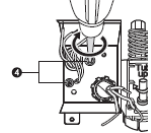
- Improper connection of connector(wire nut) can cause burnt odor



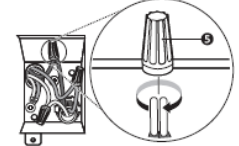
Solution

1. Replace the power cord

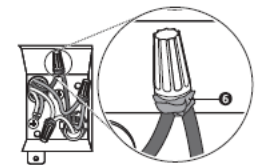
- Pull the existing wires through the openings in the junction box. Tighten 2 screws ④ to reassemble the junction box in the appliance.



- Pair the white, black, and green wires to the matching colored wires from the dishwasher. Then twist on the provided wire nuts ⑤ tightly to connect the corresponding wires.



- Wrap electrical tape ⑥ around each connection.



- Fold the connected wires back into the junction box and screw on the junction box cover.

Service Bulletin

Product : Dishwasher
 Bulletin # : CDZ202300018-01
 Release Date : 2023.10.06

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

Sewer

Drain hose connection

Failure Cases

2. Casing ASM, Pump defcet

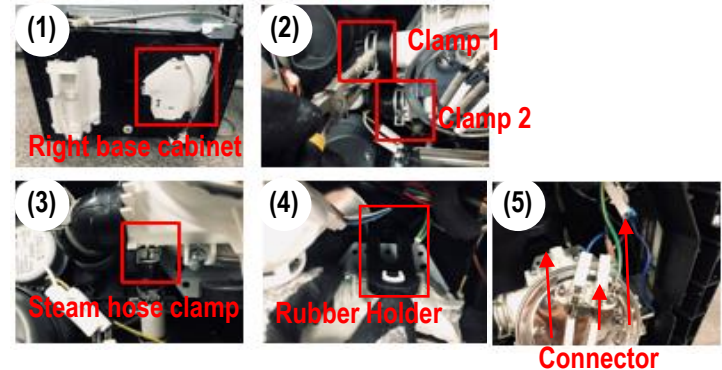
- Defect of the Casing ASM Pump may occur due to water leakage from the washing motor water seal.



Solution

2. Replace the Casing ASM, Pump

- SVC Loc. No : M030
- Refer to the below for the replacement



- Lay the unit back and open the hooks to remove the right base cabinet.
- Remove the clamp on the hose connecting the Casing Assembly, Pump to the Sump.
- Remove the steam hose clamp.
- Remove the rubber holder that the Casing Assembly, Pump.
- Remove the all wires connected to the Casing Assembly, Pump, then remove the Casing Assembly, Pump.
- When assembling, assemble in the reverse order of disassembly.

Service Bulletin

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

Sewer

Drain hose connection

Failure Cases

3. Drain Pump defect

- Defect of the Drain Pump may occur due to water leakage from the seal



Solution

3. Replace the Drain Pump

- SVC Loc. No : M050
- Refer to the below for the replacement



- First, Disassemble Front Cover and Vent
- Remove the two screws on both sides of the Lower Frame.
- Pull the Lower Frame to the front direction to remove it.
- Push the main harness holder hooks away from the Lower Frame.



- After disassemble the Lower Frame, disconnect the connector from the Drain Pump.
- Disassemble the drain Pump by turning it counter-clockwise.
- When assembling, assemble in the reverse order of disassembly.

Service Bulletin

Product : Dishwasher
 Bulletin # : CDZ202300018-01
 Release Date : 2023.10.06

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

Sewer

Drain hose connection

Failure Cases

4. Main PCB defect

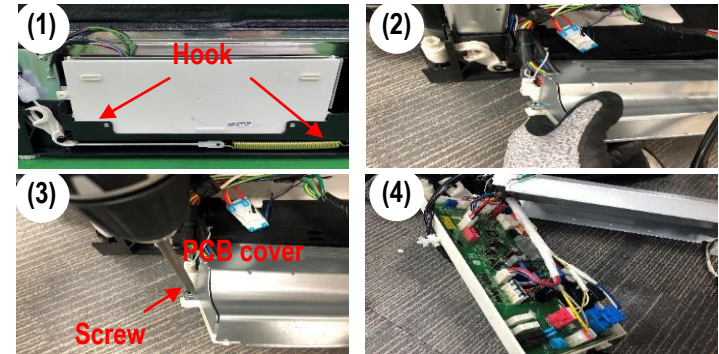
- Defect of the Main PCB may occur due to Overcurrent



Solution

4. Replace the Main PCB

- SVC Loc. No : K254
- Refer to the below for the replacement



- Using a flathead screwdriver, lift the base hooks on each end of the Main PCB.
- Lift the Main PCB.
- Remove the one screw securing the PCB cover, and then disassemble the Main PCB and the cover.
- Disconnect the connector attached to the Main PCB.
- When assembling, assemble in the reverse order of disassembly.

Service Bulletin

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

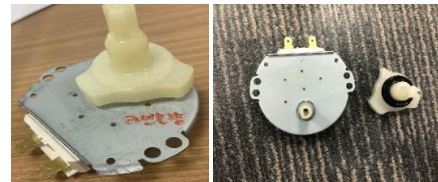
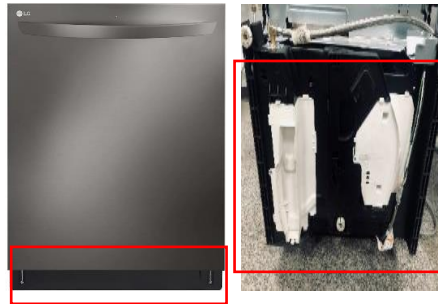
Sewer

Drain hose connection

Failure Cases

5. Vario motor is burnt

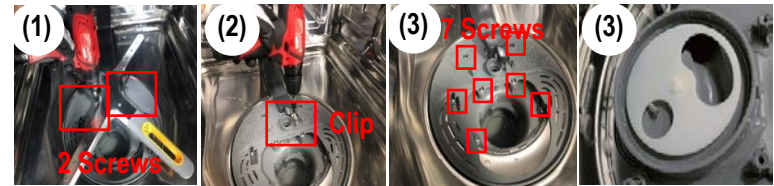
- Vario motor burnt may occur due to due to water leakage from the seal.



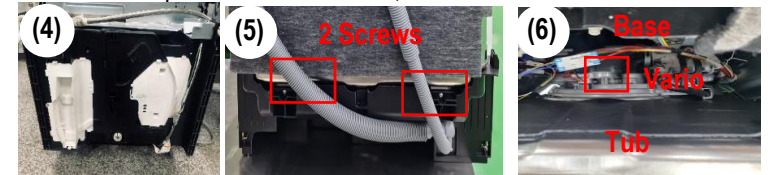
Solution

5. Replace the Vario motor

- SVC Loc. No : M026
- Refer to the below for the replacement



- Rotate the Lower Nozzle to expose the screws, then remove the two screws to remove the Lower Nozzle.
- Remove the bottom clip of the Water Guide by removing the screws.
- Remove the Water Guide, remove seven screws, and lift the Sump Cover to separate it from the Tub, Then disassemble the Vario Disk



- Lay the unit and remove Front cover and Door liner hinge
- Remove two screws in the base, then upwards base from tub
- Remove the two screws on the Vario motor, and then remove the Vario motor.
- When assembling, assemble in the reverse order of disassembly.

Caution : Be careful when connecting vario connector

Service Bulletin

<u>Type of Odor</u>	<u>Failure Cases</u>	<u>Solution</u>
<p>Burning</p> <p>Parts problem</p>	<p>1. Machine is newly installed</p> <ul style="list-style-type: none"> It is normal for a new unit to have odors for the first few times they are operated. This may be sensed as a burning, plastic, rubber, a fishy odor. This can be caused when the new motor coils and insulation material around the motor are heated in first few cycles. 	<p>1. Explain customer that newly installed machine have odor</p> <p>1) Recommend customers to use the unit more than 20 fully cycles. Odor should go away</p>
<p>Burning, Plastic, Rubber, Fishy</p> <p>Newly installed</p>		
<p>Rotten</p> <p>Food debris</p> <p>Filter is not cleaned</p> <p>Long term unused</p>		
<p>Musty Water</p> <p>Detergents</p>		
<p>Sewer</p> <p>Drain hose connection</p>		

Service Bulletin

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

Sewer

Drain hose connection

Failure Cases

1. Food debris in the unit

- Food debris may cause an odor



Solution

1. **Remove the debris in the unit. Run Machine clean cycle**
 1) Remove the debris in the unit. Then, Run Machine clean cycle using dishwasher cleaner. Refer to the photos below for recommended cleaner.

Service Bulletin

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

Sewer

Drain hose connection

Failure Cases

1. Food debris in the unit

- For best wash performance, clean the filter after each load. If food debris remains in the filter, it may cause an odor



Solution

1. Clean the filter and Run Machine clean cycle

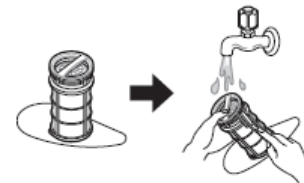
- 1) Remove the lower rack and position the bottom spray arm so a wider vee is open to the front.



- 2) Turn the inner filter counter-clockwise and take out the assembled inner filter and stainless steel filter. With the filters removed, check the sump opening and remove any foreign materials, if needed



- 3) Clean the filters with a soft brush under running water. Reassemble the filters before reinstalling them.



Service Bulletin

Type of Odor

Burning

Parts problem

Burning, Plastic, Rubber, Fishy

Newly installed

Rotten

Food debris

Filter is not cleaned

Long term unused

Musty Water

Detergents

Sewer

Drain hose connection

Failure Cases

1. Food debris in the unit

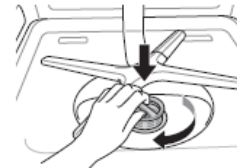
- For best wash performance, clean the filter after each load. If food debris remains in the filter, it may cause an odor



Solution

1. Clean the filter and Run Machine clean cycle

- 4) To replace the assembled filters, position the spray arm so the wider vee is toward the front. Fit the filters back into the filter holder and secure them by turning the inner filter clockwise until it clicks into place.



- 5) Run Machine clean cycle using dishwasher cleaner. Refer to the photos below for recommended cleaner.

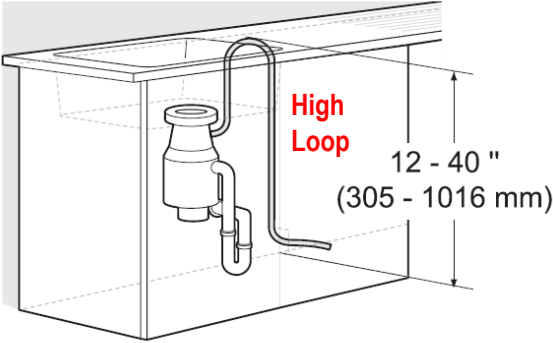
Service Bulletin

<u>Type of Odor</u>	<u>Failure Cases</u>	<u>Solution</u>
<p>Burning</p> <p>Parts problem</p>	<p>1. Long term unused</p> <ul style="list-style-type: none"> If the unit is unused for a long time, odor can occur from the food residue, particles, and the residual water 	<p>1. Run Machine clean cycle</p> <p>1) Run Machine clean cycle using dishwasher cleaner. Refer to the photos below for recommended cleaner. If customer wants to use the unit after not using it for a long time, Recommend to Run Machine clean cycle before using</p>
<p>Burning, Plastic, Rubber, Fishy</p> <p>Newly installed</p>		
<p>Rotten</p> <p>Food debris</p> <p>Filter is not cleaned</p>		
<p>Long term unused</p>		
<p>Musty Water</p> <p>Detergents</p>		
<p>Sewer</p> <p>Drain hose connection</p>		

Service Bulletin

<u>Type of Odor</u>	<u>Failure Cases</u>	<u>Solution</u>
Burning	1. Detergents <ul style="list-style-type: none">• Some of detergents may cause a musty water odor	1. Recommend customers to change the detergents. 1) Recommend customer to change the detergents
Parts problem		
Burning, Plastic, Rubber, Fishy		
Newly installed		
Rotten		
Food debris		
Filter is not cleaned		
Long term unused		
Musty Water		
Detergents		
Sewer		
Drain hose connection		

Service Bulletin

<u>Type of Odor</u>	<u>Failure Cases</u>	<u>Solution</u>
<p>Burning</p> <p>Parts problem</p>	<p>1. Drain hose is installed improperly</p> <ul style="list-style-type: none"> • Drain hose needs to be installed in a High Loop. Because the water in the drain hose prevents odors from the Sewer flowing back to the unit. But if drain hose is not installed in a High Loop. All water will be drained. So, It may cause odors from the Sewer flowing back to the unit. 	<p>1. Install the drain hose properly</p> <p>1) Install the drain hose properly. Please refer to the blow photo.</p>
<p>Burning, Plastic, Rubber, Fishy</p> <p>Newly installed</p>		
<p>Rotten</p> <p>Food debris</p> <p>Filter is not cleaned</p> <p>Long term unused</p>		
<p>Musty Water</p> <p>Detergents</p>		
<p>Sewer</p> <p>Drain hose connection</p>		

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
	No Change					

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

- 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.

SVC Note (Special Claim Code or other administrative notes)

N/A

- The information is available through "https://gsfplus-america.lge.com" with a valid ID.
- The information is intended for experienced technicians, not for customer.
- The information is subject to change or update without notice.

Cooking(Gas Oven) SVC Bulletins

Service Bulletin

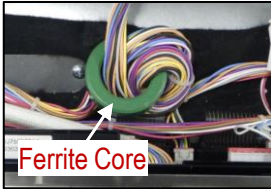

[Quality_Common][Key Not Work]Replace Key Not Work Induction Range

Bulletin Type : SVC Notice Parts Others

Applicable only with symptoms with every repair

Applicable for Serial Number : ~ 308KMxxxxx

Applicable for models: LSIL6336F

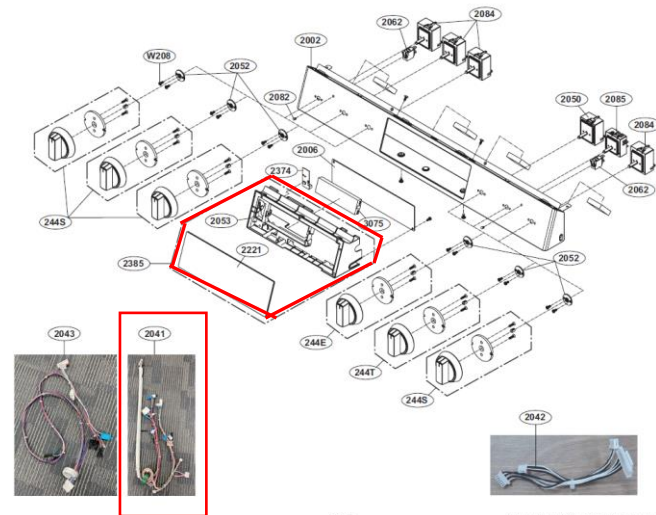
Symptoms	Key/Button not work Controller not responding	Picture	 <p>Ferrite Core</p>	 <p>Key Tail Damaged</p>
Cause	The key tail on the main PCBA is damaged due to the ferrite core interference the key tail.			

1. Repair Instruction

If the keys/buttons are not work or controller are not responding, replace two parts below.

SVC Location	Description	P/No.
2385	Parts Assembly,SVC	AGM75309047
2041	Harness,Single	EAD63828105

CONTROLLER PARTS


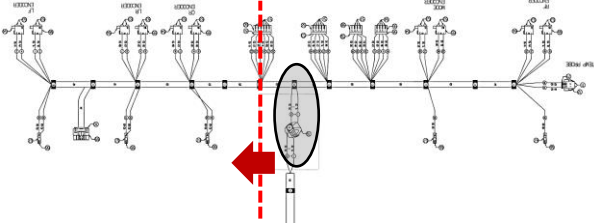
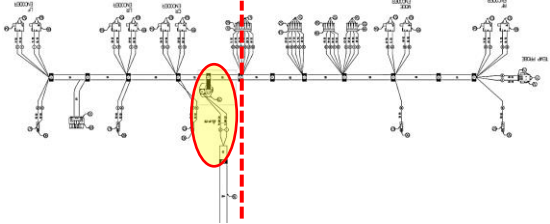
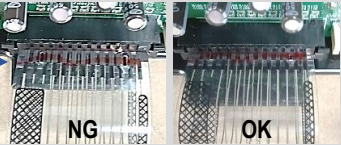
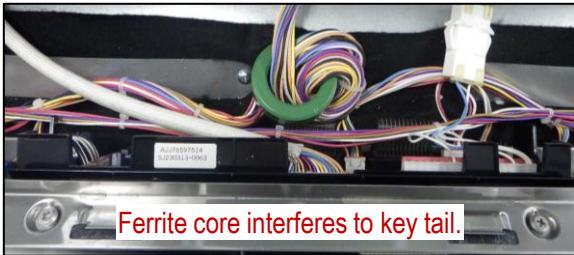
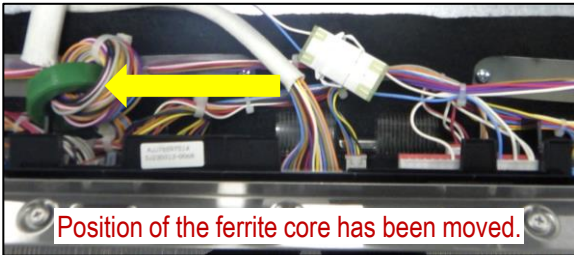


11-3

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 Only training and service purposes

Service Bulletin

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

SVC Location	Description	P/No	Visual	
			Before (~308KM)	After (309KM~)
2385	Parts Assembly, SVC	AGM75309047	 <p>It consist of a Supporter,PCB, Membrane(Key Tail), and Window,Glass.</p>	<p>Same (Controller is not changed)</p>
2041	Harness, Single	EAD63828105		<p>The position of the ferrite core in the harness has been moved.</p> 
<p>Assembly Result</p>  <p>※ Note: When connecting the key tail, be sure to fully insert it up to the guideline.</p>				

Service Bulletin

Part Interchangeable : Only for Harness,Single (EAD63828105)	<table border="1" style="width: 100%; border-collapse: collapse;"> <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 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	Scrap Current Part in LG Warehouse : Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Only for Harness,Single (EAD63828105)
	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.

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TV SVC Bulletins

Service Bulletin

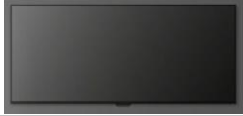
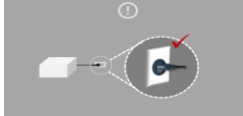
Product: OLED TV
 Bulletin #: GLZ202300028-01
 Release Date: 06/23/2023

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

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

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

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