

Technical Service Pointer

For Immediate Attention of Your Service Department

Technical Service Pointer #: W11606409
Action Required: Mandatory
Release Date: March 2022

Refrigeration Products

Brands Affected

KitchenAid®

JENNAIR®

This notification is a Service Notice only. This is not a Recall.

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/>

Built-in refrigerator LED Lighting

Models:

JB36NXFXLE01	KBBR206EPA01	KBFN506ESS01
JB36NXFXRE01	KBBR206ESS01	KBSD602ESS01
JF36NXFXDE01	KBBR306EPA01	KBSD606ESS01
JF42NXFXDE02	KBBR306ESS01	KBSD608EBS01
JS42NXFXDE01	KBFN402EPA02	KBSD608ESS01
JS42PPDUDE01	KBFN402ESS02	KBSD612ESS01
JS42SSDUDE01	KBFN406EPA01	KBSD618ESS01
JS48NXFXDE01	KBFN406ESS01	KBSN602EBS01
JS48PPDUDE01	KBFN502EBS02	KBSN602EPA01
JS48SSDUDE01	KBFN502EPA02	KBSN602ESS01
KBBL206EPA01	KBFN502ESS02	KBSN608EBS01
KBBL206ESS01	KBFN506EBS01	KBSN608EPA01
KBBL306EPA01	KBFN506EPA01	KBSN608ESS01
KBBL306ESS01		

Serial Numbers:

K8 to present

- Amana built BIR products 2018-2022.

Possible Concern:

Customers may experience premature LED Lighting failures of the single-point LED.

Potential Causes:

LED modules may fail for several reasons, including moisture contamination, electrical, temperature, mechanical, and heat cycle stresses.

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	Correction: • S-code S84638 covers the cost of parts. • The quality improvement is a direct replacement with better illumination patterns, color temperature, and brightness. • Important: Replace all original single-point LEDs in the product - with the new multipoint LEDs, part number W11484836, per Bezel color replacement.
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