Brands Affected

Whirlpool®

Quad Door Refrigerator
Warmer Than Normal Temperatures
S Code: S15354
Effective Dates: 06/11/2021 - 12/11/2026
Parts and Labor

Models:

WRQA59CNKZ

Serial Numbers:

TMX1501001 - TMX4844909
201945912004141400054 to 201945912011041543216

Possible Concern:

Some customers may observe warmer than expected temperatures in the refrigerator compartment. These temperatures may appear to be higher than the lowest UI/HMI setpoint.

Potential Causes:

Whirlpool refrigerator controls are programmed to measure refrigerator compartment temperatures at the location of the thermistor and then cycle cool air into the refrigerator compartment to maintain an average temperature setpoint. There are multiple potential causes for customers reporting warmer-than-expected temperatures in their refrigerator compartments, and those should be checked and verified before continuing to the specific repair described below

Before performing this repair, check and verify the following:
- Is the unit turned on?
- Is the evaporator fan operating correctly?
- Objects inside the refrigerator compartment are not preventing proper airflow.
- The Refrigerator door is closing correctly.
- The door seal is properly sealing on all four(4) sides.
- The customer is not putting hot food into the refrigerator section.
- Check the temperature of the product inside the refrigerator compartment.
  - Do not use an Infrared scanner. The surfaces of a refrigerator are highly

Technical Service Pointer

For Immediate Attention of Your Service Department

Technical Service Pointer #: W11512008A
Action Required: Mandatory
Release Date: February, 2021

Refrigeration Products

reflective to IR light. When measured with an IR non-contact device, it is probable that you are measuring reflected temp and not surface temps.
- To properly check product temperature, ask the customer if you can pour a small amount of liquid (i.e., milk or water) into a measuring cup. Place your thermocouple into the liquid for a few minutes to check the temperature.
- If you cannot use a liquid to check the temperature, then place your thermocouple between two items.
- Remember that the temperature will vary in different spots within the refrigerator compartment and may not indicate the temperature the thermistor is communicating to the control to guide temperature cycling to achieve a particular setpoint.

Correction:

If all of the above possible symptoms have checked good, then replace the ACU with part # W11455229

The software update changes the cut-in and cut-out temperature settings to allow for a colder average temperature at a given setpoint.