

Technical Service Pointer

For Immediate Attention of Your Service Department

Technical Service Pointer #: W11690409
Action Required: Information Only
Release Date: July, 2023

Commercial Laundry

Brands Affected



Top Load Washer Wire Color Change

Models Affected:

MAT20CSAWW - MAT20MNAWW - MAT20PDAWW - MAT20PDAXW
MAT20PRAWW - CAE2745FQ - CAE2765FQ - CAE2795FQ - QCAE2735FQ
MVWP585GW - MVWP586GW

Serial Numbers:

CC29xxxxx to CC35xxxxx

Possible Concern:

Wire color does not match schematic in upper main harness.

Potential Causes:

Due to a supply disruption there is a deviation in production to use a "Tan" color wire in place of a "Brown" wire. The wire is from Pin 1 of the J-16 connector on the CCU to the Pin 1 connection of the 12 pin Upper Main to Lower Main harness connector. See the portion of the wire diagram below with arrows pointing to the wire that is temporarily changing from Brown to Tan.

QUESTIONS?

Please contact your Customer Relations Manager

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

ALL POINTERS ONLINE:

<https://www.serviceconnections.org>

To receive pointers by email, or to edit

