



GE Consumer & Industrial Appliances

Richard Zutterman
National Service Manager
Consumer Home Services

Appliance Park, AP6-239
Louisville, KY 40225
USA

T 502-452-3168
F 502-452-7940
Richard.Zutterman@ge.com

November 7, 2006

Dear GE Customer Care Servicers,

GE Consumer & Industrial places a very high priority on product quality and customer satisfaction and thus continuously assesses our product reliability. Recent analysis has discovered a potential problem with the main circuit board on a limited number of refrigerator models, which could lead to lower than anticipated life expectancy on that component. Therefore, if the main circuit board fails, GE Consumer & Industrial will replace this part free of charge to the consumer until further notice.

Models Covered: see attachment

The models affected are side-by-side plastic liner, side-by-side metal liner, bottom freezer two door and bottom freezer French door. The models were produced between May 2005 and August 2006 (HH - RL serial range) and are included in this program. See enclosed list.

Potential Additional Covered Parts:

Specific parts involving the failure of the main board are included in this program. These parts are limited to the following:

- Evaporator Fan failure, only if accompanied by a Main Board failure
- Dispenser Board failure, only if accompanied by a Main Board failure

The main board part number in cases in WR55X10552. Please use your normal warranty MA00 job code for this repair. If you encounter an evaporator fan or dispenser board failure due to the above main board, please include on your invoice and use the normal MA00 job code. It is critical that you verify the proper functioning of the unit including the evaporator fan motor and dispenser board before leaving the home to avoid a repeat call.

Units may be in or out of the standard 1-year product warranty and both instances are covered under this concession program.

If you previously completed this repair and charged the consumer, please send a copy of the service invoice to General Electric Consumer Relations, PO Box 10736, Norfolk, VA 23513 or fax a copy to 1-877-299-0725 so that we may issue a refund to the consumer.

Sincerely,

Richard Zutterman

General Electric

For more help, see Samurai Appliance Repair Man at www.FixitNow.com

Plastic Liner Models Serial # ZH - RL Dec 05 - Aug 06		Metal Liner Serial # MH2 - AL2 Jul 05 - Jan 06	Bottom Mount Full Door Serial # TH0 - ML0 Oct 05 - Jul 06
DSF25MG	PSI23NS	BSS25JFR	
DSS25MG	PSI23SG	BSS25JSR	GBS20
DSS25MS	PSS23MG	DSS25JFP	GBS22
GSL25LG	PSS23MS	GSH22JFR	GDL20
GSS23LG	PSS23NG	GSH22JSR	GDS20
GSS23LS	PSS23NS	GSH22UFR	PDF22
GSS25LG	PSS23SG	GSH25JFR	PDS20
GSS25LS	PSS26MG	GSH25JSR	PDS22
GSS25MS	PSS26MS	GSH25UFR	PDW22
GSW25LS	PSS26NG	GSL22JFR	SDL20
PCF23MG	PSS26NH	GSL25IFR	
PCF23NG	PSS26NS	GSL25JFR	
PCF23NH	PSS26SG	GSS20DBP	
PCT23SG	PSS26SH	GSS20IBP	
PCT23SH	PSS27NG	GSS20IEP	
PIT23SG	PSS27NS	GSS22IBP	
PSC23MG	PSS27SG	GSS22IFR	Bottom Mount French Door Serial # HH0 - ML0 May 05 - Jul 06
PSC23MS	PSS29NG	GSS22JER	
PSC23NG	PSS29NH	GSS25IFR	
PSC23NH	PSS29NS	GSS25JER	
PSC23NS	PSS29SG	HSM25GFR	
PSC23SG	PSS29SH	HSS25GFP	PFS22
PSC23SH	PST26NG	SSH25KFR	
PSF23MG	PST26SG		
PSF23NG	PST26SH		
PSF26MG	PST27SG		
PSF26NG	PST29NH		
PSF26NH	PSW26MS		
PSF29NG	PSW26SG		
PSF29NH	PWT26SG		
PSH29NH	SSL27RG		
PSI23MG	ZFSB26D		
PSI23NG			