

TECHNICAL SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☐ KITCHEN PRODUCTS

K4317482
February 2010

This Service Pointer Applies To The Following Brands:

☒ Whirlpool® ☒ KitchenAid® ☒ Jenn-Air® ☒ Maytag®
☐ Amana® ☐ Roper® ☐ Admiral® ☐ Magic Chef®

Whirlpool Built Stainless Steel Dishwashers

Lower Dish Rack Falls Off Tub Rail

See Model List Attached
Serial Numbers: FY32 through F003

CUSTOMER CONCERN:

Lower dish rack falls off of tub rails when rack is pushed-in or pulled-out.

CAUSE:

Incorrect lower dish rack rollers installed.

CORRECTION:

1. Verify that the correct lower dish rack rollers have been installed. This is identified by verifying that the stabilizers are attached to the roller assemblies. See Figures 1 & 2.
2. If stabilizers are not installed on the roller assembly, order the replacement roller assemblies from the repair parts list.

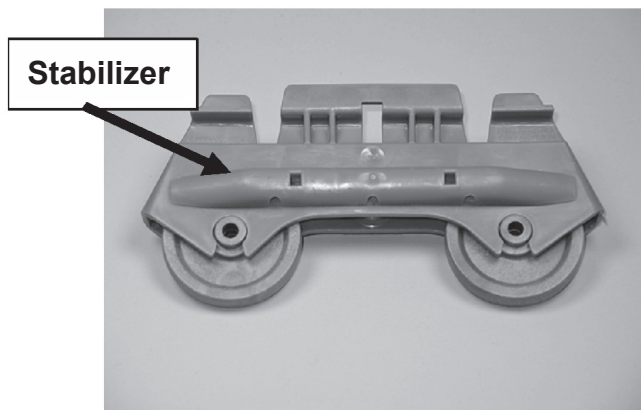


Figure 1

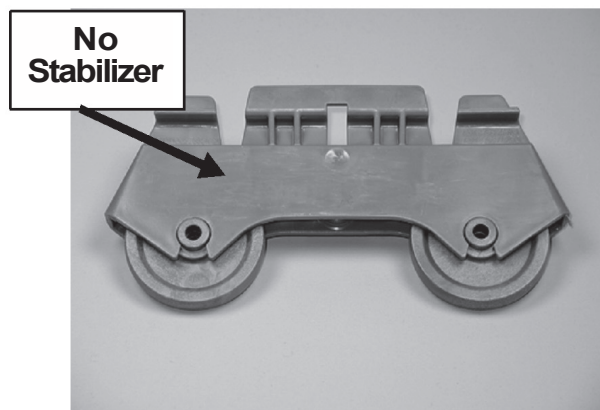


Figure 2

3. If the stabilizers are installed on the roller assembly, contact the Whirlpool Techline at 1-800-832-7174 to ship a new revised lower rack assembly directly to the consumer.

ALL POINTERS ONLINE: http://www.servicematters.com/tech_ref/tech_ref_main.htm
To receive pointers by email, or to edit or delete a current email address, go to www.servicebench.com
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Models

GU3200XTVB2	JDB3600AWX1	KUDC20FVBL1	KUDE70CVSS3
GU3200XTVB3	JDB3600AWX2	KUDC20FVBL2	KUDE70FVPA1
GU3200XTVQ2	JDB3600AWX3	KUDC20FVBL3	KUDE70FVPA2
GU3200XTVQ3	JDB3650AWF1	KUDC20FVBL4	KUDE70FVSS1
GU3200XTVY2	JDB3650AWF2	KUDC20FVSS1	KUDE70FVSS2
GU3200XTVY3	JDB3650AWF3	KUDC20FVSS2	KUDE70FVSS3
GU3600XTVB1	JDB3650AWR1	KUDC20FVSS3	KUDL03FVSS1
GU3600XTVB2	JDB3650AWR2	KUDC20FVSS4	KUDL03FVSS2
GU3600XTVQ1	JDB3650AWR3	KUDC20FVWH1	KUDL03FVSS3
GU3600XTVQ2	JDB3650AWY1	KUDC20FVWH2	KUDL03FVSS4
GU3600XTVY1	JDB3650AWY2	KUDC20FVWH3	KUDL03IVBL1
GU3600XTVY2	JDB3650AWY3	KUDC20FVWH4	KUDL03IVBL2
IUD9500VX1	KUDC03FVBL3	KUDE03FTPA2	KUDL03IVBL3
IUD9500VX2	KUDC03FVSS1	KUDE40CVBL1	KUDL03IVBL4
IUD9500WX1	KUDC03FVSS2	KUDE40CVBL2	KUDL03IVWH1
IUD9500WX2	KUDC03FVSS3	KUDE40CVBL3	KUDL03IVWH2
IUD9750VS1	KUDC03FVSS4	KUDE40CVSS1	KUDL03IVWH3
IUD9750VS2	KUDC03FVWH3	KUDE40CVSS2	KUDL03IVWH4
IUD9750WS1	KUDC03ITBL4	KUDE40CVSS3	KUDL40CVBL1
IUD9750WS2	KUDC03ITBS4	KUDE40CVWH1	KUDL40CVBL2
JDB3000AWB1	KUDC03IVBL1	KUDE40CVWH2	KUDL40CVBL3
JDB3000AWB2	KUDC03IVBL2	KUDE40CVWH3	KUDL40CVBL4
JDB3000AWB3	KUDC03IVBL3	KUDE45CVBL1	KUDL40CVSS1
JDB3000AWS1	KUDC03IVBL4	KUDE45CVBL2	KUDL40CVSS2
JDB3000AWS2	KUDC03IVBS1	KUDE45CVBL3	KUDL40CVSS3
JDB3000AWS3	KUDC03IVBS2	KUDE45CVSS1	KUDL40CVSS4
JDB3000AWW1	KUDC03IVBS3	KUDE45CVSS2	KUDL40CVWH1
JDB3000AWW2	KUDC03IVBS4	KUDE45CVSS3	KUDL40CVWH2
JDB3000AWW3	KUDC03IVWH1	KUDE45CVWH1	KUDL40CVWH3
JDB3200AWB1	KUDC03IVWH2	KUDE45CVWH2	KUDL40CVWH4
JDB3200AWB2	KUDC03IVWH3	KUDE45CVWH3	KUDS30IVBL1
JDB3200AWB3	KUDC03IVWH4	KUDE60FVBL1	KUDS30IVBL2
JDB3200AWS1	KUDC20CVBL1	KUDE60FVBL2	KUDS30IVBL3
JDB3200AWS2	KUDC20CVBL2	KUDE60FVBL3	KUDS30IVBL4
JDB3200AWS3	KUDC20CVBL3	KUDE60FVPA1	KUDS30IVBS1
JDB3200AWW1	KUDC20CVBL4	KUDE60FVPA2	KUDS30IVBS2
JDB3200AWW2	KUDC20CVSS1	KUDE60FVSS1	KUDS30IVBS3
JDB3200AWW3	KUDC20CVSS2	KUDE60FVSS2	KUDS30IVBS4
JDB3600AWP1	KUDC20CVSS3	KUDE60FVSS3	KUDS30IVBT1
JDB3600AWP2	KUDC20CVSS4	KUDE60FVWH1	KUDS30IVBT2
JDB3600AWP3	KUDC20CVWH1	KUDE60FVWH2	KUDS30IVBT3
JDB3600AWS1	KUDC20CVWH2	KUDE60FVWH3	KUDS30IVBT4
JDB3600AWS2	KUDC20CVWH3	KUDE70CVSS1	KUDS30IVSS1
JDB3600AWS3	KUDC20CVWH4	KUDE70CVSS2	KUDS30IVSS2

Models

KUDS30IVSS3	KUDS50FVPA3	MDB7809AWW2
KUDS30IVSS4	KUDS50FVPA4	MDB8859AWB1
KUDS30IVWH1	KUDS50FVSS1	MDB8859AWB2
KUDS30IVWH2	KUDS50FVSS2	MDB8859AWS1
KUDS30IVWH3	KUDS50FVSS3	MDB8859AWS2
KUDS30IVWH4	KUDS50FVSS4	MDB8859AWW1
KUDS40CVBL1	KUDS50FVWH1	MDB8859AWW2
KUDS40CVBL2	KUDS50FVWH2	MDB8959AWB1
KUDS40CVBL3	KUDS50FVWH3	MDB8959AWB2
KUDS40CVBL4	KUDS50FVWH4	MDB8959AWS1
KUDS40CVSS1	KUDS50SVBL1	MDB8959AWS2
KUDS40CVSS2	KUDS50SVBL2	MDB8959AWW1
KUDS40CVSS3	KUDS50SVBL3	MDB8959AWW2
KUDS40CVSS4	KUDS50SVBL4	MDBH979AWB2
KUDS40CVWH1	KUDS50SVSS1	MDBH979AWB3
KUDS40CVWH2	KUDS50SVSS2	MDBH979AWS2
KUDS40CVWH3	KUDS50SVSS3	MDBH979AWS3
KUDS40CVWH4	KUDS50SVSS4	MDBH979AWW2
KUDS40FVBL1	KUDS50SVWH1	MDBH979AWW3
KUDS40FVBL2	KUDS50SVWH2	MDBH989AWB2
KUDS40FVBL3	KUDS50SVWH3	MDBH989AWB3
KUDS40FVBL4	KUDS50SVWH4	MDBH989AWQ2
KUDS40FVBT1	MDB7609AWB1	MDBH989AWQ3
KUDS40FVBT2	MDB7609AWB2	MDBH989AWS2
KUDS40FVBT3	MDB7609AWS1	MDBH989AWS3
KUDS40FVBT4	MDB7609AWS2	MDBH989AWW2
KUDS40FVPA1	MDB7609AWW1	MDBH989AWW3
KUDS40FVPA2	MDB7609AWW2	MDBH999AWB1
KUDS40FVPA3	MDB7709AWB1	MDBH999AWB2
KUDS40FVPA4	MDB7709AWB2	MDBH999AWS1
KUDS40FVSS1	MDB7709AWQ1	MDBH999AWS2
KUDS40FVSS2	MDB7709AWQ2	MDBH999AWW1
KUDS40FVSS3	MDB7709AWS1	MDBH999AWW2
KUDS40FVSS4	MDB7709AWS2	
KUDS40FVWH1	MDB7709AWW1	
KUDS40FVWH2	MDB7709AWW2	
KUDS40FVWH3	MDB7809AWB1	
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KUDS50FVBL3	MDB7809AWQ1	
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