



GE APPLIANCES
a Haier company

Service Bulletin

HL04-18

April 2018

Top Load Laundry

Intermittently Spin Up, Wet Loads, Not Spinning

A washer exhibiting symptoms of not spinning or occasionally not reaching full spin speed, resulting in wet clothes, may be repaired with a software update on washer models listed below.

Models affected:

GTW220ACK(1 – 4)*	GTW490ACJ(0 – 4)*	GTW750CPL0DG
GTW330ASK(0 – 3)*	GTW680BPL0DG	GTW750CSL0WS
GTW460AMJ(0 – 4)*	GTW680BSJ(0 – 5)*	HTW200ASK(0 – 3)*
GTW460ASJ(0 – 8)*	GTW685BPL0DG	HTW240ASK(0 – 3)*
GTW485ASJ(0 – 4)*	GTW685BSL0WS	

* **Numbers in parentheses represent all engineering digits in that range.**

(Example ACK(1 - 4) represents ACK1, ACK2, ACK3 and ACK4)

Serial numbers:

HF – GL (May 2015 - April 2018)

Upon entering fault code test 1 in service mode, technicians will find out of balance fault 26 has been set. Washers will spin normally in service mode test 14, but will not spin outside of service mode.



Repair:

Factory Service Technicians – Use NewFI to update washer software with latest version.

Customer Care Technicians – Order Software Update Module (SUM) **WH98R23015001**.

Instructions to update software are included with the SUM.

If acceptable, consumers can update washer software on their own without an additional service call with a SUM.

This update fixes a falsely detected out of balance condition.

Software update version numbers will display as follows:

For models built beginning in 2015, software version 1.11.3.15, parametric version 3.15.1.0

For models built beginning in 2017, software version 2.11.5.26, parametric version 5.26.1.0