

TECHNICAL INFORMATION

PSA

4-023-2220

INCORRECT DOSING OF THE SOAP DISPENSER

1. Incorrect dosing of the soap dispenser.

1. Phenomenon: Detergent and fabric softener are dosed too early during the main washing program, which causes poor washing results. If the customer does not select a pre-wash program, then the problem does not appear.

2. Analyze 1: Water is leaking into the soap dispenser. **Analyze 2:** Incorrect software settings in the control unit.

3. Affected countries: ES / PT / CZ / HR / LT / PL / UK / UA / EE / IT / RS / MD / AL / GR / BA / HU / ME / GE

Affected models: WFVC6010E / WFVB6010EM / WNHVB72SDS / WNHVB60SES / WFE6010S / WFVB6010M / WFVC7012E / WHE60SFS

4. Production changes: For these two reasons, production has improved the dosing container by changing the mold and upgrading the program on the control unit.

5. To solve a problem in products before such a change it is necessary to follow this steps:

Step 1: Check the lid of the soap dispenser, if it is before the change, you have to replace soap dispenser.

Step 2: Replace the new control unit according to the products production date.



WC52J : Batch number

WHP74EZ : Model name

VWJ070175U0W : Extra ID



2. Related parts and how to identify them for replacement.

There are two parts which are connected to the problem:

1. Soap dispenser. (Production date of change: April 20, 2022)

1) Related SAP part codes.

Part code	Part description
HK2229216	SOAP DISPENSER ASSY
HK2120315	
HK2239544	
HK2255524	
HK2239545	
HK2168670	
HK2233924	

2) The method of identifying the change is based on the markings on the surface of the lid of the soap dispenser.

Before the change:

Old casting of the lid of the soap dispenser,

Characteristics before casting change :

- with grid markings (in such a case, the soap dispenser must be replaced with a new one)

after change:



Old casting of the lid of the soap dispenser.

After changing the casting.

Features: A dot above the looped logo on the lid of the dispenser. (the dosing container does not need to be changed)



New casting of the dosing container.

Features: With round markings. (the dosing container does not need to be changed)

2. CONTROL UNIT

1) Related SAP part codes.

Part code	Part description
HK2146739	CONTROL UNIT
HK2163255	
HK2127262	
HK2127266	

2) The way to recognize the change is according to the production date.



3) Datum posodobitve v proizvodnji

Before the change		after change		Date of change
Part code	Part description	Part code	Part description	
HK2146739	CONTROL UNIT	HK2163255	CONTROL UNIT	20. Aug. 2022
HK2163255		HK2163255		20. Aug. 2022
HK2127262		HK2127262		20. Feb. 2022
HK2127266		HK2127266		20. Feb. 2022

Warning: HK2146739 have to be replaced with HK2163255, the other control units are replaced with the same

code produced after the date of change.

3. Date of change and what to do accordingly.

There are 3 dates of changes associated with this problem.

	February 20, 2022 Change of program on control boards HK2127262 HK2127266		April 20, 2022, Change in the casting of the soap dispenser		August 20, 2022 Change of program on control boards HK2145739, HK2163255	
What to do with products made before corresponding dates?						
1. Change the soap dispenser		1. Change the soap dispenser		1. Change the control board HK2146739 HK2163255		We don't need to change anything, because the changes have been made in production.
2. Change the control board HK2127262, HK2127266, HK2146739, HK2163255		2. Change the control board HK2146739 HK2163255				

4. Products and models linked to dates and series.

In the attached document you can see the models that are bound to the error. According to the table, you need to replace the following components.



Red - replace the soap dispenser and control panel.

Yellow - replace only the soap dispenser.

Blue - replace the control panel only.

Green - no change required.

A document describing the details:

[4-023-22200](#)

