

General information

•Subject: *SVC Action for “UE” Error code after Recall S/W update by JIG or PCB*

* Bulletin Registration Date: February. 15, 2013 * Effective from Date: February. 18, 2013

•Applicable for models: (Customer models in alphabetical or numerical order per subsidiary)

Subsidiary	Customer Model	Subsidiary	Customer Model
LGEAI	WT5101HW WT5101HV WT5001CW	LGECI	WT5101HV WT5001CW

Applicable Serial Number : : 002xxxxxxxx ~ 111xxxxxxxx

Applicable in warranty:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Also applicable outside of warranty:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Applicable only with symptoms Below:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Applicable with every repair:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

Technical information

- 1. Symptoms / Customer Complaint:**
- Displayed “uE” or “UE” error code after Recall SVC (s/w update applied)
- 2. Problem / Cause:**
- “uE” error code has been applied to washer since 2011. Jan.
This error code is different from “UE” error, so explanation about “uE” to customer is needed.
 - Follow instruction on following pages.

<SVC Note >

- Special Claim code : **RU** includes both parts and labor
- Service: on warranty claim -- Enter **“for UE errors”** at tech remark or ASC remark area

3. Solution

- For customer's washer complaints about displayed "uE" or "UE" error after recall SVC, the SVC tech is needed to follow below guide IN ORDER STATED.

- 1) **If the reason of customer complaint is uE (small u), repeated rinsing, stuck time, or infrequent UE error, Explain with below statement sequentially as applies.**

A> My machine is displaying "uE"

Compared to our previous program, which only displayed the UE error code, our new program displays uE, which is not an error. "uE" (small "u" / upper case E") indicates the washer is attempting to balance the load up to 3 times if necessary. A "uE" indicator will alternate with the time display.

After 3 attempts to balance, error code (UE) will display.

B> My washer is repeatedly rinsing

When there is an unbalanced load, the washer will try and redistribute the load by refilling the washer with a necessary amount of water. This action is not a rinse, but is an attempt by the machine to balance the load.

C> My washer is stuck. The time isn't moving.

When the washer is trying to balance the load, the time display may not decrease. Sometimes the washer may take longer than expected to balance the load automatically. During the attempts to balance, time will not decrease.

D> First time UE error

Check the initial checklist of leveling and distribution of clothes. If the load is too small, add more clothes. If the load is clumped, pull out the load, untangle, and try "Rinse and Spin" cycle

Initial Checklist

- a) Level the Machine
- b) Place machine on solid floor (Carpet and soft tile surfaces are not recommended)

- 2) **If the customer complaint is constant UE (Capital U) error**

A> Check the initial Check list of leveling and distribution of clothes.

If the load is too small, add more clothes. If the load is clumped, pull out the load, untangle, and try "Rinse and Spin" cycle.

B> Check Balance (See next page)

- a) Select "Spin Only" cycle
- b) Check the RPM by pressing and holding the "Soil Level" and "Custom Program" buttons simultaneously. The display will show the RPM

※ NOTE : 0~199 RPM, the display will show the actual RPM.

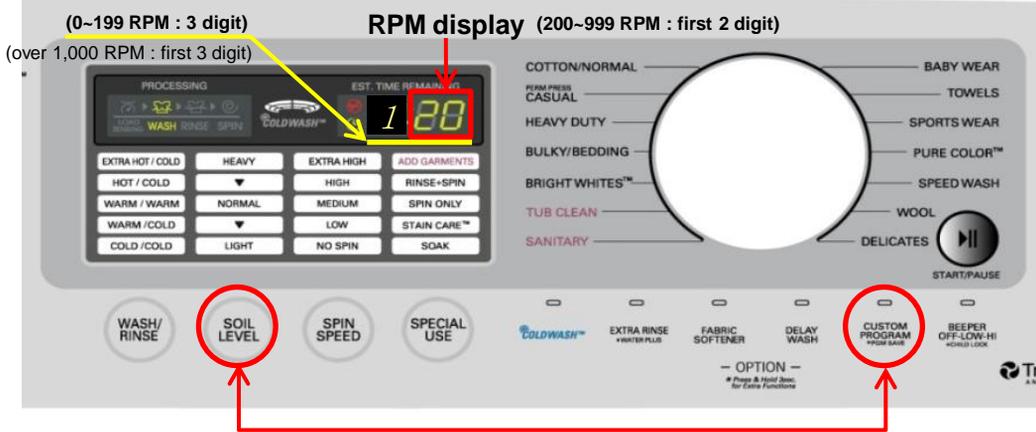
(ex. 151 RPM will display 151)

above 200 RPM, the display will only show the first 2 digits of the number

(ex. 210~219 RPM will display 21)

c) If the machine reaches over 300 RPM, then there is no issue. If the drum stops spinning before reaching 300 RPM and the machine begins to drain again while rotating slowly, then there is an unbalance issue.

※ How to check RPM



C> Tighten the pulsator screw.

- a) Remove the pulsator cap in the center of the pulsator.
: There are three tabs holding the cap.
- ※ Note : Undo each tab one by one or tabs will break.



← Tabs

- b) Tighten the screw
: Use a 10mm socket wrench.



- c) Run a "Spin only" cycle and check balance again.
: Check the balance for 3~5 cycles, and if still unbalanced move onto next step "D>"

D> Reassembly of rotor and stator.

: Disassemble the rotor and stator from the machine and reassemble.

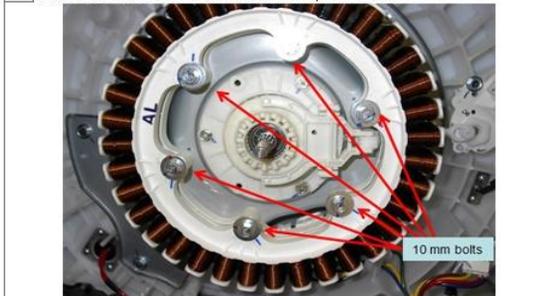
a) Remove the rotor nut 24 mm, and remove the rotor.

1 Use a 24 mm socket and wrench to remove rotor nut.
On reassembling nut; torque over 200kgf.cm.



b) Remove the 6 stator bolts 10 mm, and remove the stator.

2 Pull the rotor forward to remove off the splined shaft.



1. Remove 6 10 mm bolts. Remove Stator.
2. Disconnect the connector to the Hall Sensor and Stator Motor windings.

c) Reassemble then check balance again.

※ Note : Make sure all parts are in tightly.