



SERVICE BULLETIN	
PRODUCT:	Dryer
BULLETIN NUMBER:	ASC20110921001
BULLETIN DATE:	September 21, 2011
MODELS:	DV5451AGW/XAA, DV5471AGW/XAA, DV5471AGP/XAA, DV231AGW/XAA

**SUBJECT:** An overly sensitive “HE” error code detection algorithm on Orca and Big Bang 2 gas dryers.

**SYMPTOM:** The “HE” error code algorithm for all of Samsung gas models detects an overheating issue (If the temperature is above 75°C for over 10 seconds). The usual causes are a faulty Thermistor or a restriction in the venting systems.

In 2011 gas dryers, mainly the DV5451 (Orca), DV5471 (Orca) and the DV231 (Big Bang 2), an additional safety detection feature was added to the “HE” error code. The new program also displayed the “HE” error after 15 minutes if it detected that gas is not being supplied. This new feature made the algorithm overly sensitive to any restriction in the venting system or lint screen. As a result, even the smallest restrictions would cause the main board to sense a gas flow problem and display the “HE” error code.

**SOLUTION:** The new gas supply detection algorithm has been removed and replaced with the older gas safety algorithm on new versions of the main PCB. To correct this issue on existing Orca and Big Bang 2 dryers, replace the main PCB with the new version.

**\*NOTE- Before replacing the old version Main Board with the new version, you need to check the gas supply and venting system for any problems. This will ensure that the “HE” error code was caused by the new safety detection algorithm and was not caused by other issues.**

There is no parts code change, just a micom version change. You can check the micom version by going into the test mode.

DRYERS		OLD	NEW
Micom version	DV5471	L013	L014
	DV5451		
	DV231	Jt09	Jt0b

How to check the Micom version on the DV5471, DV5451, or DV231 by entering test mode: Press Temp + Time + Power at the same time.

**Change Point : Gas supply detection algorithm is removed from Main PCB**

Change	Before	After
Algorithm	(New applied) Gas supply detection algorithm	Removed
	(Existing) Gas safety algorithm	(Existing) Gas safety algorithm

**Note:** Consult the Samsung Service Website at ([www.service.samsungportal.com](http://www.service.samsungportal.com)) for the Service Manual and other information on this product.

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