



**Whirlpool Washer:** All direct drive models

**Customer complaint:** The washer is making a noise when it should be agitating or spinning, but it does not wash or spin the cloths.

**Solution to the problem:** Replace the motor coupling

The motor coupler connects the washers main motor to the gear box. There is no belt on a direct drive washing machine.

Sometimes the washer will make a lot of noise if the coupler is broken and the washer is trying to agitate or spin. Other times it does not make much noise at all and the only thing you will hear is the motor running. It all just depends on if parts of the broken motor coupler are hitting each other when the washer is running or if all the pieces of the broken motor coupler have fallen to the floor under the washer.

The washer will still be able to pump the washer out. A lot of the times the customer will say it's full of water and does not pump out, but it does. They just don't give the washer time to pump the water out before they shut the washer off because of the funny noise it is making.

The washer will drain the water out even if the motor coupler is broken.

There are three pieces to the motor coupler.

The two plastic pieces with the three fingers and the rubber center piece.



This guide may also be used for many of the Kitchen-Aid, Sears Kenmore, Roper and Estate Washers as they are also made by Whirlpool.

**To start disconnect the power to the washer.**

**To start disconnect the power to the washer.**

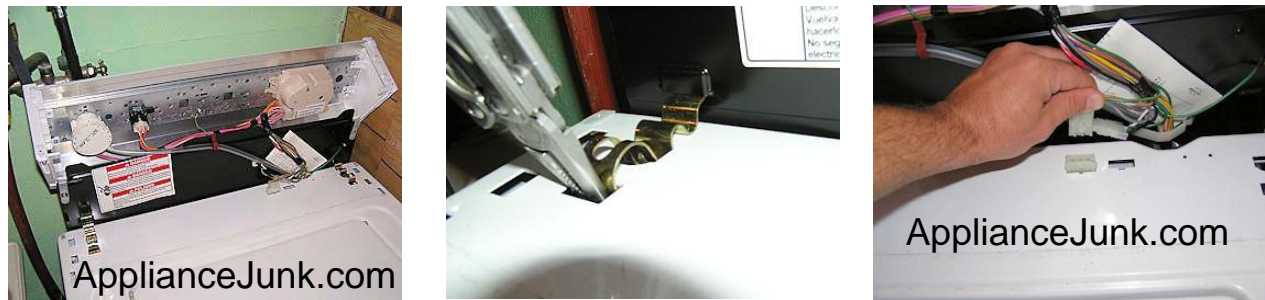
Next you will remove the washer cabinet. The cabinet come off from the front and in one piece. The top, sides and front all come off together.

Remove the two screws on the corner of the console. Sometimes these screws are located in the front and sometimes in the back corners. Some Sears/Kenmore models have them under side covers that have to be removed before you see the screws.



Once you have removed the two screws that hold the console to the cabinet pull the console towards you. Then flip it up and out of the way.

Now you will see the two clips that hold the cabinet in place. Remove the two cabinet clips and unplug the lid switch wire harness.



Open the washer lid and grab the inside front of the washer. Pull the cabinet towards you and set it to the side.

Now get down on your knees. You will see the water pump front and center just above the floor.

Pop the two clips off that hold the water pump in place. You do not have to remove the two water hoses that go to the water pump. Next unplug the wires from the motor. Remove the two clips that hold the motor in place.



Once you have the motor off you will be able to see the coupling. There are three parts to the coupling. One part goes on the motor, one goes on the gear case. The third piece is the rubber that connects it all together. The coupling shown in the photo's below are what a good one should look like. If yours is bad it will be easy to tell.



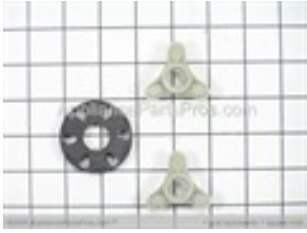
Any pieces of the old motor coupling can be removed by just pulling it off the shaft. Sometimes they come off kind of hard. They are just pressed on. There are no set screws or anything else that hold the coupler on the shaft.

You may also have to tap the new coupler onto the shaft as it will be a tight fit. I often use a socket to tap it on from the front. Do not hit it hard as it should not take much force to get it on.

[www.ApplianceJunk.com](http://www.ApplianceJunk.com)

## Popular Whirlpool Direct Drive Washer Parts

[Motor Coupling](#)



[Water Pump](#)



[Transmission](#)



[Agitator Dogs](#)



[Clutch Assembly](#)

