

# Technical Bulletin



**Date:** May 2014

**Type** Policy Letter  
√Service Information

**No:** TCM-0084-B  
ITCM-0061-B

**Attention** Service Managers  
√Service and Parts Managers

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**Product** **RC Chassis Models:** RC\*, MRC\*, DQ\*, MC\*, KFC\*, WDYRC\*,  
**ACE Chassis Models:** MCE\*, CCA\*, CDS\*, DS\*, UCA\*  
Serial Number Prefix 13071##### - 14031#####  
Production Date Range (July 2013) - (March 2014)

**Issue** Potential bad latch spring.

**Warranty** Standard product warranty applies.

**Action** Order and stock part number C8893506 (SPRING-DOOR LATCH) into your parts inventory and on your service vehicles.

We may have some bad springs in this population. We are being proactive and want them replaced whenever service is done on an oven in the suspect population.

**United States Service Providers:** If you encounter service on any product model: **RC\*, MRC\*, DQ\*, MC\*, KFC\*, WDYRC\*, MCE\* and within Serial Prefix 13071##### - 14031##### or production date range July 2013 - March 2014** call ComServ 1-866-426-2621 Option 1 for a spring replacement dispatch. We want to proactively replace the spring within the door latch, regardless of the nature of the service call. For example, if you have a noise or no heat issue and determine the diode needs to be replaced, also replace the C8893506 (SPRING-DOOR LATCH). Call ComServ to verify if the spring needs to be replaced and as necessary, ComServ will supply you with the service dispatch number(s).

**Additional ovens:** It may be possible for the customer to have additional commercial microwave oven(s) at their location that are within the model and production date range specified above, if that is the case call ComServ 1-866-426-2621 Option 1 for additional dispatch consideration.

Any spring removed for this replacement **MUST** be permanently disposed.

**International Service Providers (including Canada and Latin Americas):** If you encounter service on any product model: **RC\*, MRC\*, DQ\*, MC\*, KFC\*, WDYRC\*, MCE\*** and within **Serial Prefix 13071##### - 14031#####** or **production date range July 2013 - March 2014** proactively replace the spring within the door latch. Replace part number C8893506 (SPRING-DOOR LATCH) along with any other part(s) needed. For example, if you have a noise or no heat issue and determine the diode needs to be replaced, also replace the C8893506 (SPRING-DOOR LATCH).

**Additional ovens:** It may be possible for the customer to have additional commercial microwave oven(s) at their location that are within the model and production date range specified above. If that is the case, proactively replace the spring(s).

Any spring removed for this replacement **MUST** be permanently disposed.