

Appliance Repair Show Transcript—November 16, 2008

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1992 Kitchen Aid Dishwasher Making High Pitched Squealing

JOHN MCCULLOCH

Frank, in Brighton, will start things out with a [dishwasher](#) question, here on the Appliance Repair Show. Hi Frank, go ahead please.

FRANK

It just started about three or four days ago. When I turn on the [dishwasher](#), it makes a real [high squealing, whistling sound](#). But the dishes still get through pretty good.

JOHN SOWDEN

Okay. Does it squeal the whole time the unit is running, or just during certain portions?

FRANK

When it's filling up with water, it's quiet. It's just when it starts pushing the water through those blades that it makes really loud squealing sound.

JOHN SOWDEN

Okay. Well, this is an older [Kitchen Aid](#). About what, twenty years old?

FRANK

Not quite. It's sixteen or seventeen years old.

JOHN SOWDEN

Okay. Well, most often from what you're describing, the problem is the motor bearings are starting to fail. What happens over time is the motor seal that is underneath the [impellers](#) that you described fails, and then water slowly, a few drops every time you use it, leaks into the motor bearing and starts to wipe it out. If you remove the [lower kick](#)

[panel](#) and look at where the [motor](#) goes into the pump housing, you'll probably see signs of [water leakage](#). You'll probably see signs of dripping. To repair it, you're probably going to need a new motor assembly as well as the [wash and drain impeller](#); sometimes it comes as a kit where you can get the whole rebuild. You'll probably have a couple hundred bucks into the repair if you do it yourself, and you can add another hundred if you have somebody come out and do it.

FRANK

I see.

JOHN SOWDEN

So you're at a point where you have to decide how much you want to keep this machine. Those older [Kitchen Aid](#) are tanks, and all.

FRANK

It's worked really well all these years. This is the first problem we've had.

JOHN SOWDEN

And those things, as long as the [racks](#) and everything else are okay, you'll probably get another ten or twenty years out of it by repairing it.

FRANK

Okay. Do you sell the parts, then?

JOHN SOWDEN

We certainly do! And I also want to announce today, and this is something we really don't do often, John.

FRANK

No, you really don't!

JOHN SOWDEN

As part of our Thanksgiving holiday celebration economic package, we're giving fifteen percent off any sale, starting now through midnight on Tuesday, and the promo code you need to remember is WJR.

FRANK

Okay.

JOHN SOWDEN

So if you order the parts you can call our phone center. It's 888-343-4948 and just tell them that the promo code is WJR. If you want to order over the Internet, just put in WJR and receive fifteen percent off your sale.

FRANK

Now you said that your phone number was 343-4949?

JOHN SOWDEN

It's 1-888-343-4948. That's the Repairclinic.com phone number. We have people there right now. Operators are standing by to help you right now with any problems you may have.

FRANK

Do you think by repairing this, like you said, that it would actually let the machine work another few years?

JOHN SOWDEN

I would assume. Now, you have to remember that you're going to be putting a couple hundred bucks into this. That machine was built sixteen or seventeen years ago, when all the energy usage, water usage criteria was not as demanding as it is today on the machines. So if you were to take that money and invest it in a new one, you would get a payback of some degree as far as how much hot water and electricity you use over time. The new ones run longer but they use less energy and a lot less water.

FRANK

Our [Kitchen Aid](#) was owned by Hobart, right?

JOHN SOWDEN

That is correct. That is probably one of the last of the series of Kitchen Aids that was produced by Hobart, who also made commercial dishwashers, and still do, I believe. So yours is a domestic version of a commercial unit. Now the [Whirlpool](#) Corporation owns Kitchen Aid. They still have a line of high-end dishwashers and they still make a nice product.

FRANK

Okay. Thank you very much.

1983 GE Refrigerator That Runs All the Time

JOHN MCCULLOCH

We're going to go now to Yvette, in Detroit, with a [refrigerator](#) question, here on the Appliance Repair Show. Hi Yvette, go ahead please.

YVETTE

Yes, good morning. We have an older model [GE refrigerator](#). It's between twenty and thirty years old or even older. The [freezer kept running](#), and it wouldn't shut off, so I unplugged it. Now, the first time it happened was about a year and a half ago. I unplugged it then and let it sit for three or four days and plugged it back in and it worked fine up until now. And I'd like to know what's going on with the refrigerator that we have to keep doing this?

JOHN SOWDEN

Is this a self-defrosting unit, or a manual defrost unit?

YVETTE

It's a self-defrosting unit.

JOHN SOWDEN

And it runs and runs and runs, and then when you turn it off and let it sit for a week or so then it does start to work properly again?

YVETTE

Well, the first time it did. I don't know what's going to happen now. I haven't plugged it back in yet.

JOHN SOWDEN

Okay. Well, from what you're describing, what's probably happening is, if it's a self-defrosting unit, something in the defrost system has failed. What happens over time is the frost builds up on the cooling coil and the [fan motor](#) in there that pulls the cold air across that coil and distributes it between the refrigerator and freezer section can't do its job because the coil is restricted with all this frost. At one point, after running for a week or two like that, you end up with just basically an ice box, where you might keep fifty or fifty five degrees in the refrigerator, and maybe thirty in the freezer section. So I would suspect that you have a defrost system failure. There are three components for that: a [defrost heater](#), a [defrost thermostat](#) and a [defrost timer](#). From what you're describing as far as age and condition, I would lean toward the defrost timer for your particular unit. If you remove the [lower kick panel](#), it's mounted in the center. You'll see a little metal bracket and the timer is behind there. So, if you plug it back in and it starts to work, that's great, keep an eye on it. If after a week or so it starts to lose it's capacity and you start noticing a [frost buildup on either the freezer floor or back wall](#), depending on where the cooling coil is mounted on your particular unit, then I'd lean towards the defrost system.

YVETTE

Okay. Would that have anything to do with the compressor?

JOHN SOWDEN

Well, the compressor, if it's running and it's cooling properly; I'd say you don't have a problem there. So if you plug it in now and for the first week or so things look normal, I would lean towards a defrost system failure.

YVETTE

Okay. And you say it would be the [timer](#)?

JOHN SOWDEN

I am guessing that. There's a few other things it could be, but that's where my money would go, given the age of the unit. That's one of the more common failings on a unit of that make and vintage.

YVETTE

Okay, then. I thank you so very much!

2003 Kenmore Side By Side Refrigerator Isn't Cooling and Compressor is Hot

JOHN MCCULLOCH

Here's Philip in Sandusky, Ohio with a [refrigerator](#) question, here on the Appliance Repair Show. Hi Philip, what's your problem?

PHILIP

Thank you, sir. Thanks for taking the call. We have a [Kenmore side by side refrigerator](#), and yesterday it stopped working. We called our local appliance man and he asked my wife if the compressor was hot and ticking, which it was. At that point he told her that the compressor was shot and that it wouldn't be worth him coming out because it would cost roughly four hundred and fifty to five hundred dollars for a compressor. He recommended that we buy a new refrigerator. I found it odd, knowing that we bought a new one five years ago. I guess it was a hard pill to swallow and I wondered what your thoughts were on that, sir.

JOHN SOWDEN

Well, he could be right and he could be wrong! How's that for being politically correct?

PHILIP

He's a nice man. We've had him out before and we do have faith in him. He doesn't sell appliances; he simply repairs them. But I just wondered about your input, sir.

JOHN SOWDEN

Well, if the [compressor is hot and it's clicking on and off](#) and sometimes it will dim the lights in the kitchen if it's on that circuit, what's happening is the compressor is trying to start and it cannot. After it does that for a period of time the compressor shell will start to get warm. That could be from a failed winding in the compressor, meaning that it's electrically failed. But more often, especially in the newer units, they have a relay overload package which starts the compressor and that's what fails. What happens is it doesn't allow the compressor to both engage the start winding...when it starts up you engage the start winding and then it will switch over to the run winding and continue running. If the relay has failed, then it's either not engaging the start winding, or sometimes it will hold in both which will overload it and shut it down. But I would say that more than likely you have a bad [overload relay](#) on there. Now, it can be a bad compressor. Do you have an [ohmmeter](#) (part # DM10T)?

PHILIP

I do.

JOHN SOWDEN

All right. You can go to our website, [RepairClinic.com](#) and go to "Repair Help". If you go to the "[Contact Us](#)" section, the "Repair Guru" as we call it, you put in your [model](#).

[number](#) and you will then get into a doorway of what we call our self-help pages. There's a document in there, which tells you exactly how to check the windings of your compressor with an [ohmmeter](#) (part # DM10T).

PHILIP

Oh, great! And what was the part again, sir, that you said you might suspect?

JOHN SOWDEN

I suspect that it's the [relay overload](#) package. Get the model number as it reads off the machine, not off the brochure.

PHILIP

Okay.

JOHN SOWDEN

Enter that in to the search box at [RepairClinic.com](#) and you'll see how much it costs. Normally they're around fifty bucks. It comes as a relay package overload and there are just a few wires to hook up there. It's a pretty easy do-it-yourselfer job.

PHILIP

I understand.

JOHN SOWDEN

If you check the windings, and they check all right, meaning there's no open shorts and they all add up correctly, then I would look at the possibility that the compressor is mechanically stuck, meaning it's not going to pump and is locked up, or the relay package has failed. If its five years old, then most often what they call the [PTC relay](#) is probably conked out.

PHILIP

Well, thank you.

JOHN SOWDEN

And it's cheaper to try that than a service call!

PHILIP

Are you in agreement with him, then, that when the appliance is about seven years old then its junk?

JOHN SOWDEN

It really depends on the appliance, usage, etc. If you have a [washing machine](#) in a family of eight, you're probably going to get a few less years out of it than a family of three or four. So there are variables there. But at five years I would at least try a [relay package](#) or troubleshoot a little bit more. Even if he doesn't want to come out, have somebody come out and confirm it, because again, even if you waste fifty dollars, it's still better than throwing away a five year old unit.

PHILIP

I was shocked that he wouldn't come out. I was really shocked.

JOHN SOWDEN

When did you call him?

PHILIP

Yesterday.

JOHN SOWDEN

Is he a deer hunter?

PHILIP

[Laughing] Well sir, I thank you!

1978 Jenn-Air Oven Door is Hard to Open

JOHN MCCULLOCH

Dorothy, in Detroit, you're next with an [oven](#) question, here on the Appliance Repair Show. Hi Dorothy, go ahead please.

DOROTHY

Hi, I have a girlfriend, and she doesn't have the option of listening to you because she's caring for five grandchildren today. She's having Thanksgiving dinner and her oven door is not working on her [Jenn-Air](#). She thinks it's about thirty years old. She says she thinks it's the [latch](#). When she goes to pull the door down it's so hard to pull.

JOHN SOWDEN

It's a thirty year old Jenn-Air?

DOROTHY

Yeah. And I told the man that she didn't have any numbers, but I was able to get through to her and I got a whole bunch of numbers. She said she didn't think there was a serial number on it, but I think some of the numbers she gave me could be serial numbers.

JOHN SOWDEN

Do you think you have a [model number](#)?

DOROTHY

Well, it starts out with 3875 dash, and she's not sure if it's a dash or a plus...

JOHN SOWDEN

Is it EGR, or EGS, or something like that?

DOROTHY

No, it's says 3890 and then it's a small slanted D and then 3800. Then P/NA8859E.

JOHN SOWDEN

Okay. That is an old machine. The D3800 is probably going to be the model number on that. And the first one you said was an 88370?

DOROTHY

88375. She has other numbers, too. Part numbers, but she doesn't know what they mean.

JOHN SOWDEN

They could actually be the part number... sometimes the wiring diagram is on the machine and they have a part number for the wiring diagram. So basically people think that's the [model number](#). The P/N is probably a part number for a tag somewhere on it. At any rate what you have, more than likely, is that the [oven door hinges](#) have probably failed. In a lot of those older units they come as all one piece. The [hinge assembly](#) and everything is all one unit. I would recommend both of them, left and right hand side if you were going to do it. If it's still available, due to age, you're probably looking at around fifty bucks each for the door hinges.

DOROTHY

For each one?

JOHN SOWDEN

Yes. So that's something that you might want to have somebody come out and have a look at the [stove](#) and have this done, because some of them aren't much fun to get at, some of the door hinges on those. You might even have to slide the unit out to access it.

DOROTHY

Okay. So I'll tell her that it's very difficult and she'd better get somebody that knows what they're doing.

JOHN SOWDEN

Yeah. If you want to get it done before Thanksgiving, then I'd better get moving on it now.

DOROTHY

Yeah, she doesn't have a lot of time. But you wouldn't recommend a handyman doing something like this? It really should be a [stove](#) person?

JOHN SOWDEN

It really depends on how handy they are. It's something that a lot of do-it-yourselfers accomplish, but if it's a situation where you're not well versed on appliances or mechanics in general, and then I would recommend calling somebody. So if you have someone who's pretty handy then I'm sure they could figure it out.

DOROTHY

Okay. And what's the better way if they need it in a hurry, to order it...?

JOHN SOWDEN

I would say you probably want to have somebody come out soon. Call somebody Monday morning and get on the schedule, because this time of year a lot of the service companies are getting really busy before the Thanksgiving rush.

DOROTHY

Okay. Now, if she wants a service person from your store to come out, do they do that?

JOHN SOWDEN

We have just a parts counter at our location in Canton, Michigan. You would have to contact a service company. If you have any question as to whom to call, you can always call a factory authorized [Jenn-Air](#) person, who then is probably going to be a little better versed on the product than somebody who's not.

DOROTHY

Okay. Thank you very much.

Hotpoint Wall Oven Upper Oven No Longer Keeps the Proper Temperature

JOHN MCCULLOCH

And here's Lou, in Findlay, Ohio, with an [oven](#) question, on the Appliance Repair Show. Hi Lou, go ahead please.

LOU

Hi. Thanks for taking my call. I have used your [website](#) before and I appreciate it very much. But now I have a problem with a [double oven](#) that is built into a brick wall. It is very old.

JOHN SOWDEN

Uh-oh! It's not going to be very fun to replace it if it's built in to a brick wall!

LOU

Exactly! And so I'm hoping that we can replace what I think is probably the [thermostat](#). The upper oven gets red-hot, and I mean I'm unable to control the temperature anymore. I had the [Hotpoint](#), now GE technician come out and he said he couldn't even find it in the database. It is so old that they said that all they could get as far as a [model number](#) goes is UR12.

JOHN SOWDEN

Okay.

LOU

And it measures 21 inches by 48 inches, so if I have to replace it, I can't find a 21 by 48 [built-in oven](#) anymore.

JOHN SOWDEN

Now, does this have what they call the...how old did you say it was? I'm sorry.

LOU

I don't even know, because when we bought the house it was here.

JOHN SOWDEN

And what color is it, just for kicks?

LOU

Stainless steel.

JOHN SOWDEN

Oh, stainless. Sometimes in the late fifties and sixties they had colors like pink and blue, so that would give me a clue as to what you have there. The [model number](#) normally is going to be on a sticker or a metal plate along the door frame. Or if you open up the lower [oven](#), it's going to be at the bottom, tucked into that little...

LOU

Yes, we looked there and that's all we could get off of it. This oven is old!

JOHN SOWDEN

Does it say anything else on the unit? Does it say P7 or anything of that nature on the [control panel](#)?

LOU

No.

JOHN SOWDEN

Okay. So it's older than I thought! Now, as far as replacement parts go, if it's a runaway [thermostat](#), as you're describing, they still make some kits for the older units that are still available. Again, it's something that most of the thermostats run between seventy five and a hundred and fifty dollars, again depending on what you have there. What I would do is get all the information you have off it. Give us a call at [Repairclinic.com](#) because we have a lot of old microfiche and books, so if it's been produced generally within the last forty or fifty years, usually we can find some sort of documentation and at least find out for sure if it's still available or not.

LOU

Okay.

JOHN SOWDEN

After that, if you do need to replace it, yeah, you've got a mess because it's not a standard size [oven](#), in terms of what they're making today. With the brick and everything else it could be a very expensive installation.

LOU

Exactly. Is there any place I can go? We've been on the web looking for smaller ovens, and the smallest we can find is 22.

JOHN SOWDEN

Right. I don't know, as far as the manufacturers producing stuff like that, because there's really not much of a market for it.

LOU

Somebody suggested that some of the European brands might be smaller.

JOHN SOWDEN

There are a lot of sizes and variances. But to find one that's going to drop right in, in a [double oven](#) situation is probably not going to be likely. Another thing you could do is possibly make the underside a storage area and just put in a single oven or something of that nature. Put some [shelves](#) in or something and use that cut-out in your wall to dress up your kitchen a little and still be functional. I don't know how often you use both ovens.

LOU

Well, not as often as I could. But the problem is the width, the 21 inches. Do they make single ovens in 21 inches?

JOHN SOWDEN

Honestly, we do not sell the new product. I know several years ago they had a few units available to fit that style. But again, it doesn't make any sense for them to produce these, economically, because the sales are so low on them.

LOU

Okay. Well, I will call your [RepairClinic](#).

JOHN SOWDEN

Yeah, give us a call and we can do a little research for you. If it is terminal, as far as what you do for reconfiguring it, it may or may not be a good time to look at a little kitchen remodel, which I know is not the right time with this economy to mention something like that!

LOU

Well, I had a guy come out and look at the brick and he's going to be giving me an estimate on increasing the size. But it's going to be a real mess and I have a feeling it's not going to be cheap.

JOHN SOWDEN

You're probably correct! I don't mean to laugh, but I've seen this quite a few times. It's really nice; thirty, forty, fifty years ago they had these really nice stainless appliances and

they bricked in the kitchen and it's really a nice look and everything. But when it's time to replace it, you've got a real permanent situation going on there.

LOU

It still looks nice, but I've got a problem. Thank you.

Kenmore Electric Range Problem with the Surface Burners

JOHN MCCULLOCH

And we go now to Sam, in Ann Arbor, with a question on a [range](#), here on the Appliance Repair Show. Hi Sam, go ahead.

SAM

Hi. I have a [Kenmore electric range](#). Two of the burners, the [large burner](#) and the [small burner](#) behind it, both of them are not functioning. In fact, the small one doesn't even turn on. The large one, it stays in one setting, even if I turn the [knob](#). Only when it goes to the highest temperature, then it turns red.

JOHN SOWDEN

So it [stays on high](#) no matter where you set it?

SAM

No. When it is high, then it stays high. Otherwise, it's going to be lukewarm.

JOHN SOWDEN

Okay. Well, the first thing you need to inspect is...these are plug-in burners?

SAM

Yes.

JOHN SOWDEN

Unplug the burners and look at the ends, where they plug into the [receptacle](#) of the unit—

SAM

I have done that. In fact, I replaced the receptacles, I have swapped the coils, and so I have determined that there is no problem with the [coils](#) or the receptacles.

JOHN SOWDEN

So the burners that had failed receptacles, were the ends of the burners burnt? Were there a lot of pitting and burn marks on them?

SAM

Uh...

JOHN SOWDEN

If so, then you want to replace the [burner](#), or if they're not burned up too bad then you can take a little emery cloth or sandpaper and clean those up. You want a good clean—

SAM

No, the one that doesn't work, the burner ends are perfect.

JOHN SOWDEN

Okay. If that's all the case, then I would lean towards the [infinite switch](#), or the control behind the [knob](#) has failed. It's not cycling on and off properly as it should.

SAM

Okay.

JOHN SOWDEN

If you get the model as it reads off the unit, go to [RepairClinic.com](#) and put the [model number](#) in and you can see how much the parts are going to run. Being in Ann Arbor you can still go to our parts counter in Canton, Michigan on Michigan Avenue or you could have them shipped to your door. And until Tuesday night at midnight, it's fifteen percent discount for the WJR listeners.

SAM

Is this called [control switch](#)?

JOHN SOWDEN

Yes.

SAM

Is it difficult to replace?

JOHN SOWDEN

You're looking at about five wires, and you certainly want to unplug the stove, and you want to make sure that you put the terminals from the old switch onto the new switch, meaning there's normally an L1 and L2 and H1 and H2 and P for pilot, which goes to the little indicator light. You don't want to cross those up. If the switch comes with any instructions of any modification, you certainly want to read it before you start working on it. Most of the time it's pretty straightforward. But some will come as a kit and you may have to do some changing of wiring. And again, if it's something that you're not comfortable with, you can certainly call somebody come out and have them do this for you.

SAM

Now, this [control switch](#), is it for the entire range, or is this only for one [burner](#)?

JOHN SOWDEN

It's one per burner.

SAM

One per burner, okay. Thank you.

Side By Side Refrigerator Ice Maker Not Producing Ice

JOHN MCCULLOCH

And we go now to Clarence, in Oxford, on the Appliance Repair Show. Hi Clarence, go ahead please.

CLARENCE

Hi. I have a refrigerator/freezer that I get through the door but [no ice being made](#).

JOHN SOWDEN

No ice whatsoever?

CLARENCE

Correct.

JOHN SOWDEN

And does it make a buzzing sound every two or three hours?

CLARENCE

No.

JOHN SOWDEN

Okay. Because that would tell me that the [water valve](#) was trying to fill. The [ice maker not filling or not making ice](#), there's quite a few things that can cause it. It could be in the ice maker and it could be in the [ice maker](#) itself. One thing you can do is you might try just taking a Dixie cup full of water and fill up the mold manually, where the ice maker is at, and see if it dumps out the ice.

CLARENCE

Okay. That sounds easy!

JOHN SOWDEN

That will tell you if the freezer temperature is cold enough to cycle the ice maker and that the internal gears and motor are working properly. Now, it's still possible that the ice maker is not sending the proper voltage to the [water valve](#) to open up the water inlet valve, but roughly how it works is, when it goes into harvest mode, it will send one hundred and twenty volts down to the water valve for approximately seven seconds, which then allows a small amount of water to come back in there. So it's either the ice maker is not doing that. Or it's the ice maker water valve is not opening properly which would mean replacement of the valve. We also have a lot of how-to step by step on how to trouble shoot your particular icemaker on our website, [Repairclinic.com](#). Just click on "Repair Help" and click on the "[Contact Us](#)" section and give us your name and your email address, which we do not give out, by the way. It's just so we can contact you with

an answer. And there's a series of documents there that are quite helpful and one of them is, "my ice maker is not working properly" and you can print it out and it will walk you through all the things that you can do on your own to decide what you need to do, either replace your [ice maker](#) or repair the [water valve](#) or whatever determination it turns out to be.

CLARENCE

Okay, great! Thanks a lot! And that is step by step, right?

JOHN SOWDEN

It is step by step.

CLARENCE

So even someone as mechanically un-inclined as I am could probably do it.

JOHN SOWDEN

I wasn't even going to take a shot at you, John, but anybody could do it!

Maytag Washing Machine, Model MAV208DAWW, Leaking Oily Substance From Under the Unit

JOHN MCCULLOCH

Chris, in Flushing, is here next, on the Appliance Repair Show. Go ahead, Chris.

CHRIS

We had an old Maytag, model [A206](#); one of the green ones.

JOHN SOWDEN

Yes.

CHRIS

Anyway, it worked fine, but a couple of years ago, we said well we're going to get a new one. So we did order, again a basic [Maytag](#) machine, [MAV208DAWW](#). And when I go down in the basement after my wife has used the washing machine, which we use about once a week, I noticed there was some water around the periphery of the machine. I didn't pay much attention to it. Just recently I ran my finger around the underside of the machine, and apparently there's a liquid like oil that must be [leaking](#) out all around the periphery of the machine.

JOHN SOWDEN

So you have a [transmission lower seal](#) (part # 207843) leak.

CHRIS

Okay.

JOHN SOWDEN

And from what you're describing, that's probably about the only way you're going to get any kind of grease or oil buildup on the underside, which is that the lower [transmission](#) (part # 35-6615) has a small leak, and then it leaks down onto the [pulley](#) (part # 12002213) and then it's all along the underside of the machine.

CHRIS

Is that typical for that machine?

JOHN SOWDEN

Not typical. I would look and see what the warranty is on that unit. Some have an additional transmission warranty; it might be part only.

CHRIS

Right.

JOHN SOWDEN

You also might want to just tilt it back and make sure that you see an oil buildup. At times you might get a small, thin film and that's normal as the unit breaks in and starts up. Make sure that it is indeed leaking from the lower [transmission](#) (part # 35-6615). If it's something that's not a warranty situation, you could try to fix it yourself. Some you can replace just the [lower seal](#) (part # 207843) without too much problem. You kind of force a new one in. Others, it's a new transmission, which obviously is an expensive repair and you might want to look at another machine at that point.

CHRIS

It could be just a lower seal and I might be able to do that myself?

JOHN SOWDEN

Yes.

CHRIS

All right. Well, very good. I should have kept the old one.

JOHN SOWDEN

Yeah, that's avocado, the color you had.

CHRIS

Yes, that was the color!

JOHN SOWDEN

That's the proper name.

2000 Whirlpool Gold Dishwasher Dish Rack Coating is Deteriorating and Tines Rusting and Breaking Off

JOHN MCCULLOCH

We'll go now to John, in Swartz Creek, here on the Appliance Repair Show. Hi John, go ahead please.

JOHN

All right, I have a [Whirlpool dishwasher](#); it's called Whirlpool Gold. And it's probably seven or eight years old. The problem I have, it's not a technical one, but the [dish rack](#) that slides in and out that you load the dishes on is deteriorating, the plastic is deteriorating and the metal pieces are starting to show through and getting rusty. I was wondering if there was any way to repair that or buy new racks.

JOHN SOWDEN

Well, it depends on the condition of it. Now, are there any tines broken off?

JOHN

There's a couple that have broken off.

JOHN SOWDEN

Okay. So it's kind of getting bad. Well, we actually have something for that on our [accessories](#) site under dishwashers: it's a series of [plastic tips](#) (part # 5303310273) and also a liquid rubber device. It basically looks like a nail polish bottle, and it's a liquid rubber coating that you put on the rack. You do need to put it on a non-rusty surface, so the best thing to do is to take some sandpaper and clean up all the rust spots on the rack and then coat it with this stuff and you can get a couple more years out of it that way. At the tops of the tines they make little rubber caps that you can put on to keep them from digging into your dishes or scoring your dishes. And it helps if you take a little dab of that liquid rubber and then put the cap on there. It kind of glues it in place.

JOHN

So the rubber will go on the little pieces you stick on?

JOHN SOWDEN

Yes, it will. You want to address this now because as the unit rusts, the small metal particles get into the [motor pump assembly](#) and then they start chewing away at the motor seal and then you end up with a new motor and pump assembly if you don't address that. So I would do something with that, if you want to spend the time and effort to clean up the existing [racks](#) and get some time. Or you can buy replacement racks; they run, depending on the model, between fifty and one hundred and fifty dollars a piece. Again, if you're going to do that, now's the time to do it, because we do have until Tuesday midnight our WJR discount. So, either way you want to try it.

JOHN

So I go to your [RepairClinic.com](#)?

JOHN SOWDEN

Yes. Get the [model number](#) as it reads off the [dishwasher](#), enter it into the search box and you'll see a picture of all the common parts for your dishwasher with pricing, and you can have them shipped right to your door.

JOHN

Okay. Thank you.