

Title: Crisper Drawers Pulling Away From Side Walls

Creation Date: January 14, 2021

Service Pointer Number: **HRF-14-01-2021**

Revision Date:

Models: Listed Below / 2019 To Present Production

Symptom: Crispsers Not Closing, Crisper Drawer Falling Out

**Models:** HBM17158SS

**Issue:**

Customer complaint of crisper drawer falling out or not closing appropriately. The crisper drawer glides may pull away from the refrigerator liner. This causes the crisper drawer to not fully close. May also cause the drawer to slide out on its own.

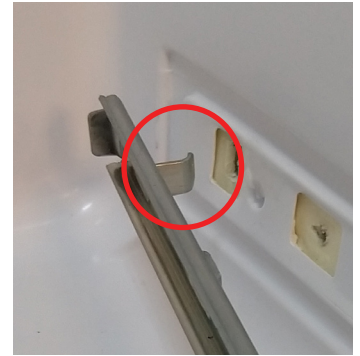


**Repair:** **WK0039678** PART # REQUIRED WK0039678 SCOTCH FASTENER. PART SHOULD BE ORDERED IN THE NSA PORTAL.

1. Remove crisper drawer. Once crisper drawer is removed, locate the 2 screws holding the glide rails in place and remove.



2. When removing the glide rail from liner, note that the rear part of glide has a hooked portion. Once glide rails are removed be sure to clean and dry the glides off completely to ensure the adhesive on the shim will stick.



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3. Place interlocked shim on both sides of the rear screw hole of the glide (if interlocked shim is too large you can unlock and use single side). You should have 2 shims on each glide.



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4. Reattach glide rail making sure the shims properly fill the gap as shown below. Once glide rails are reinstalled, install crisper drawer.



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