

Service Bulletin
MDT24 & CS14 – No Power/Not
Latching complaints.
Door Latch and Part #s



Revision
1

Date:
11/12/2021

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Consumer complaint: Control won't function or power up. Dishwasher appears to be dead with no power. No interior lights. Door will not close, or latch shut.

Issue: A defective door latch can become repositioned to the closed position on its own. This will cause Now Power/Not Latching complaints. It can be visually checked.

Resolution: Investigate the door latch to confirm that the latch is in the proper position when door is opened (see pictures below). If in the improper position, follow instructions below to reposition and confirm issue. Once confirmed, replace the door latch with a new one. **Even if dishwashers operate normally, do not consider unit repaired until new door latch is installed.**

Repair: MDT24 & CS14 dishwasher models can use 3 different door lock switches. Order the correct in stock door lock switch from Table on next page.

- **Investigate the door latch to confirm that the latch is in the proper position**

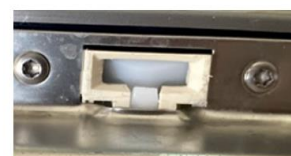
Door lock latch in the proper position when door is open




Door lock latch in the improper position when door is open



Caution: Disconnect power from appliance first. Use a hook type tool or take a wire hanger and make a loop with the end. Hook the door lock latch and pull out to the proper position.



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Door latch Model compatibility table			
Model	17476000000048	17476000008503	17476000012184
MDT24H3AST	yes	Only fits newer models (Manufactured after September 23, 2020). Older models (prior to September 23, 2020) will need 12176000031335 (Control Panel Assembly) ordered together with 17476000008503.	yes
CS14EFSBK1RCM	yes	no	yes
MDT24H2AST	yes	yes	yes
MDT24P5AST	yes	yes	yes
MDT24P4AST	yes	yes	yes