



**Service information**

**Reference no.: GDA\_109438**

**Symptom**

Leakage from boiler pin connector

**Cure**

**INFO:** Attn. to: Service center leaders  
Subject: Minuto boiler pin connector leakage  
(code 17000727- 996530073427) 421941279741

**Problem description:**

Hereby we want to inform you about the leaking Minuto appliances caused by a design issue related to the boiler pin connector (part no xyz, see picture 1).

**Instruction service engineer:**

The service center engineer must replace the failing connector with a new part which can be recognized from the green dot present on the center dimension of the connector (see picture 1). Boiler pin connectors without the green dot cannot be used and have to be immediately sent back to the Spare Parts department. They will reintegrate the stock according to the quantity received.



**Instruction current stocks:**

All parts in stock are to be immediately returned back to the SP department since using those will potentially lead to reoccurrence of the leakage issue at the end-user during a period of normal use. The stock will be reintegrated accordingly to the parts received.

**Occurring failures and response:**

From all returned appliances with a observed leakage, it is to list clearly:

- Clear fault description
- Productiondate of the machine
- Green dotted or non green dotted part
- A clear picture of the failing boiler pin connector

Because of the magnitude of this issue we expect you to, on top of your normal administrative routines, communicate each failure on a daily basis per e-mail to our function leaders indicate per below foot note.

**ADDITIONAL INFORMATION:**

None

**IPM NUMBER (Philips Integrate Problem Management documentation reference number):**

None

**FAQ NUMBER (for Call Center reference):**

None

**INFORMATION FOR CALL CENTER:** None

**INFORMATION FOR CONSUMER:** None

**HISTORY:**

18/02/2015 - First Release