Diagnosing and Repairing Spin and Agitate Problems in a Whirlpool / Kenmore Direct Drive Washer

Washer won’t agitate or spin but the motor runs?
- Yes → Check or replace motor coupling. CLICK
- No

Washer agitates OK but won’t spin?
- Yes → Check or replace lid switch. CLICK
- No

Noisy agitation or top part of agitator doesn’t work?
- Yes → Check or replace agitator dogs. CLICK
- No

Does washer agitate and spin at the same time?
- Yes → Replace gearcase. CLICK
- No

Remove the cabinet and jumper the lid switch harness (tan to gray). Put the unit in spin and watch the shiny metal clutch disc on top of the gearcase where the shaft comes out.

Is the clutch disk spinning?
- Yes → Check clutch and drive block. CLICK
- No