

# DEALER SERVICE BULLETIN

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**Number:** DSB 14-0008d  
Supersedes 7/3/2014, 7/22/2014, 8/13/2014, 8/22/2014

**Issued:** 7/3/2014  
**Revision:** 9/26/14

**Title:** **Updated** Interim Bulletin – Incorrect Super Heat for TXVs in 1.5, 2 and 2.5 Ton Residential Furnace Coils

## **PRODUCT CATEGORY:**

Residential Furnace Coils

## **MODELS AFFECTED:**

CNPHP(18,24,30,31)17AL  
CNPV(P,U)(18,24,30,31)(14,17)AL  
CSPHP(18,24,30)12AL

**UPDATE:** Carrier has made significant progress in determining the root cause of the TXV issue described in the previous updates to this service bulletin. At this point, our testing indicates that the key issue is a change made to a rust inhibitor by a sub-tier supplier. We are in close contact with this supplier, which has since reverted back to using the previous rust inhibitor.

Now that we have identified the substance that we believe is causing the issue, we have begun work to develop more efficient field service remedies. We will publish any updates to the field service recommendations as they become available.

In the interim, continue to use the procedures detailed in this field service bulletin. Our testing confirms that these actions are effective to address the TXV high superheat issue.

## **Effective immediately for serial number range: 4813X - 3814X**

The verification of affected date codes prior to week 38 of 2014 is still ongoing. If you have a unit with a TXV Super Heat issue outside of this date range (week 48 of 2013 through week 38 of 2014 date range), please contact your Mingledorff Technical Service or Warranty Group for consideration.

## **SITUATION:**

Ongoing testing and reports from the field indicate that 1.5, 2 and 2.5 ton Thermostatic Expansion Valves (TXV) currently used in the above listed furnace coil products may not maintain the correct Super Heat (SH) in certain situations.

The end result can be a lack of cooling for the homeowner due to a frozen furnace coil and this has been diagnosed in the field by high SH and low suction pressures measured at the outdoor unit.

*Internal and field testing have confirmed that this is a start-up only issue and not caused by the TXV or furnace coil. The TXV is acting as a filter and is capturing an undefined “sticky” substance, which is causing the TXV to operate improperly. Internal testing has confirmed that replacing a TXV after a field failure resolves the issue except in a very small number of cases where other system issues may be present, such as airflow or installation. Replacing the factory installed TXV at the time of furnace coil installation does not prevent the customer from experiencing the issue.*

*Carrier has been working closely with a supplier that changed a rush preventative in its manufacturing process causing the accumulation of debris in the TXV during unit operation. This supplier has now changed its process back to the previous rust preventatives. The team is continuing to work collaboratively with this supplier to develop more efficient field service remedies.*

**SOLUTION:**

**Update:** *Do not provide or replace TXVs at time of furnace coil installation. Only replace the TXV with a new part/kit at time of failure. Also replace the filter drier with a new original OEM filter drier.*

**FIELD ACTION:**

*Note: Other system issues unrelated to this bulletin can also cause coils to freeze. A review of some specific sites has found other causes that were related to air flow and refrigerant charge. Please conduct appropriate checks to rule out these potential causes prior to replacing the TXV under this bulletin.*

Following appropriate system checks to first rule out other potential caused, for any 1.5, 2 or 2.5 ton furnace coil in the affected date range that exhibits high superheat, low suction pressure, and a frozen coil, replace the TXV kit with one of the three TXV kits in Table 1. Also replace the filter drier with a new original OEM filter drier.

**Table 1**

	Part Option 1			Part Option 2			Part Option 3		
	Carrier Kit	Carrier valve #	OEM #	Carrier Kit	Carrier valve #	OEM #	Carrier Kit	Carrier valve #	OEM #
1.5 and 2 Ton	331709-771	(EA36YD-252)	067U3336	331709-759	EA36YD-085	CBBIZE-2-GA	331709-771	(EA36YJ020)	94077
2.5 Ton	331709-770	(EA36YD-251)	067U3335	331709-759	EA36YD-085	CBBIZE-2-GA	331709-771	(EA36YJ020)	94077

( ) ---Valve not available separately, must be purchased as part of kit

If a complete coil replacement is required due to oil flooding or some other reason, please contact the Mingledorff Technical Service or Warranty Groups for consideration.

**POLICY:**

Claims will be handled by the Service Bench warranty system per the policy listed below.

Dealers who process their claims thru the online system should enter your claim but keep it in the **SAVED** stage then email the claim number with subject line TXV/DSB 14-0008d to [warranty@mingledorffs.com](mailto:warranty@mingledorffs.com) .

All other dealers submit a claim on a SCA Form (warranty tag) to your local store.

Labor Key A: \$400 to replace the TXV & OEM filter drier at time of failure in the field.

<b>Labor Key</b>	<b>Labor Policy</b>	<b>Materials</b>	<b>Description</b>
A	\$400	TXV & OEM filter drier	Includes labor for TXV replacement & new filter drier at time of failure

**Update:** The revised labor amount and additional materials applies only to TXV replacement claims that have not yet been submitted in Service Bench and ***is not retroactive.***

**This Policy will be updated as new information becomes available.**

This bulletin will expire 12/31/14

**Warning: Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.**