

# DEALER SERVICE BULLETIN

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**Number:** DSB 12-0019b

Issued: 6/5/12  
Revised: 1/8/13

**Title: Regal Beloit X-13 Blower Motor DOA  
Failure**

## **PRODUCT CATEGORY:**

Residential Fancoils (RFNC)  
Small package products (SPP)

## **MODELS AFFECTED:**

Bryant: FB4C, FX4D (all sizes), 574D,577C,604D,607C,677C,704D(24,36)  
Carrier: FB4C, FX4D (all sizes), 48ES,48VL,48VT,50ES,50EZ,50VL,50VT(24,36);50ZP(36);50ZP(30)  
Payne: PF4MN(A,B) (all sizes), PA3G,PH3G,PY3G(24,36);PA3Z,PH3Z(30,36,48)

Serial Number(s): 1212A##### – 2012A##### (RFNC)\*;  
1112C##### – 2012C##### (SPP)\*

*\* Not all units within the date range are affected. A list of specific serial numbers affected can be obtained through your Distributor Service/Account Manager. This bulletin only applies to the specific list of serial numbers provided by your Distributor Account Representative.*

## **SITUATION:**

The situation with the X-13 blower motors is related to the control section of the motor. There are two internal control components, a transistor and comparator, which in conjunction with the controls firmware, depending on the controls temperature, may cause the motor to cycle on and off. The higher the ambient temperature, the more likely the motor will cycle on and off. The 1/3 hp, 1/2 hp and 3/4 hp **motor control** date codes affected are between March 5, 2012 and April 20, 2012 (Date codes identified on motor control label, see page 4).

*Not all of the motors in this date range will experience this cycling issue due to the mix of component tolerance stack up and ambient temperature exposure.*

<p><b>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.</b></p>
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Residential Fancoils motor part numbers				
HD42AE230	HD42AE231	HD42AE232	HD42AE236	HD42AE237
HD42AR223	HD42AR224	HD42AR225	HD42AR226	HD44AE137
HD44AE155	HD44AR233	HD44AR234	HD44AR235	HD44AR240
HD44AR241	HD44AR242	HD46AR241	HD46AR242	HD46AR246
HD46AR247	HD46AR248	HD46AR249	HD46AR250	HD46AR251
HD46AR252	HD46AR253			
Residential Fancoils RMOD part numbers				
HK42ER223	HK42ER224	HK42ER225	HK42ER226	HK42ER227
HK42ER228	HK42ER229	HK42ER235	HK42ER236	HK42ER237
HK44ER155	HK44ER156	HK44ER232	HK44ER233	HK44ER234
HK44ER235	HK44ER240	HK44ER241	HK44ER242	HK46ER248
HK46ER249	HK46ER252	HK46ER253	HK46ER254	HK46ER255
Small package products motor part numbers				
HD42AR235	HD44AE150	HD44AE234	HD44AR237	HD44AR238
HD46AE224	HD46AR220	HD46AR233	HD46AR234	HD46AR235
HD46AR236	HD46AR243			

**SOLUTION:**

The solution to this situation will be handled as a Regal Beloit sponsored program. The solution options will be discussed later in the bulletin in the appropriate "Action" section.

**Dealer Action:**

***At the dealer's option***, inspect and isolate uninstalled units in inventory that contain blower motors with March 5, 2012 and April 20, 2012 control date codes. *If you choose to inspect any inventory units, the highest concentration of affected motors will be in the earlier production weeks 12 through 17.* Rework all isolated units and return to inventory. Inspect all motor inventories for affected numbers and date codes.

Motors that have been replaced within the serial number range needs to be discarded. Each set of motor labels (name plate and control label, see picture, page 4) needs to be returned to verify the motor's disposal. Remove both motor labels and place them on a sheet of paper. Send labels and associated paper work back to distribution for credit (including affected motors changed at installation).

Dealers may request a list of affected unit serial numbers from their distributors to inspect and rework their inventory.

Only authorized dealers having an active Service Provider company ID in the Carrier warranty system will be allowed to submit claims. Claims submitted on cash accounts or house accounts will not be allowed.

**Field Action:**

For installed Small Package Product (SPP) units and on a complaint basis, replace failed blower motors with factory approved motors outside of the March 5, 2012 and April 20, 2012 control date codes range. Return failed motors back as designated by the warranty system.

For installed Residential Fancoil (RFNC) units and on a complaint basis, replace failed motor control modules (RMODs) with factory approved motor control modules (RMODs) outside of the March 5, 2012 and April 20, 2012 control date codes range. Return failed motor control modules back as designated by the warranty system.

Only authorized dealers having an active Service Provider company ID in the Carrier warranty system will be allowed to submit claims. Claims submitted on cash accounts or house accounts will not be allowed.

Replacement Parts:

The inventory of affected blower motors with date codes between March 5, 2012 and April 20, 2012 have been reworked by Regal Beloit. ***These motors will have a black dot on the control section (photo page 5) and a green dot on or near the label of the box.***

Inspection Instructions:

***The photos below show the affected motor control identification.***



**REGAL**

## X13 Quarantine Control Identification

### Good Control

(if any one of these items is present)

1. 115VAC or 460VAC\*
2. 1HP (any voltage)\*
3. Black dot on the control in this location.
4. Six digit serial beginning with "C" (circled below)\*
5. Control date OUTSIDE range 3/5/2012 to 4/20/2012 (circled below)\*



### Suspect Control

(all of these items must be present)

1. 230VAC\*
2. 1/3HP, 1/2HP, or 3/4HP\*
3. No black dot on the control in this location.
4. Six digit serial beginning with "00" (circled below)\*
5. Control date from 3/5/2012 to 4/20/2012 (circled below)\*
6. Is control serial number on suspect list?



\* Refer to control label on opposite shaft end of motor