

IMPORTANT PARTS-SERVICE COMMUNICATION

TO: All Service and Parts Managers

DATE: March 30, 2004

NO: CAG-450

SUBJECT: BBC**A2C Incorrect Wiring

There have been field reports that some of the BBC**A2C model air handlers may be wired incorrectly. The serial number range affected is October 2003 – March 2004 (**date code:** 0310 – 0403). All product currently at the Amana warehouse will be inspected to ensure it is properly wired prior to being released for shipment. Units that have been inspected at our warehouse will have a **blue** color dot located on the exterior of the box.

It will be necessary to inspect all product shipped from Fayetteville prior to March 25, 2004 to determine if the 16-pin variable speed motor connector has been installed improperly. **Caution: First disconnect all power to the air handler before performing the inspection.** Once the power has been disconnected locate the white #2 wire from the 16-pin ECM Motor wiring harness; this wire must be connected to the “Y” terminal of the control board. There have been reports of this wire being improperly connected to the “O” terminal. If the white #2 wire is connected to the “O” terminal on the control board it must be relocated to the “Y” terminal.

Next determine which 16 pin connector the white #2 is connected to. If the harness is correctly installed, the white #2 wire will terminate at the ECM Motor connector. If the white #2 wire terminates at the control board, then disconnect the 16-pin connector at each end, and rotate the harness 180° so that the white #2 wire terminates at the ECM Motor.

If the BBC**A2C was wired improperly, as described above, the variable speed motor end bell will not receive a 24 volt signal from the thermostat to allow the motor to operate at nominal CFM. The motor end bell must receive a 24 volt signal from “Y”, “Y2” (white W2) for nominal airflow. If the programmable end bell receives only the “Y” signal, the motor will operate at 1st stage cooling airflow (67% of nominal airflow), which could possibly cause evaporator coil freezing.

While reviewing the current issue it was discovered that there are discrepancies between the ladder-wiring diagram, and the wiring schematic located in the blower compartment (refer to fig.1). The ladder-wiring diagram illustrates the white #2 wire going from “Y” terminal to Interface Control Board; this is incorrect. The wiring schematic illustrates the white #2 wire going from MIB to “Y” this is correct. During inspection process please use a white correction fluid, and make appropriate corrections (refer to fig.2).

FILING PROCEDURES:

Distributor/Dealer Inventory:

Goodman will pay \$20.00 per unit for inspection and repair of BBC**A2C units located in Distributor/Dealer Inventory.

Installed Units:

Goodman will pay class "A" in home service rate to inspect and repair BBC**A2C air handlers in the above-mentioned date code range for units installed prior to April 1, 2004. All units installed after April 1, 2004 should have been inspected and repaired prior to installation and will be paid at the \$20 labor rate. A warranty claim form (RF000007) must be completed for each unit inspected and repaired.

Filing Procedures:

A claim form (RF000007) must be completed for each **installed** unit inspected and repaired. The service letter **CAG-450** must be referenced in section 6 of the claim form as the special authorization number to ensure proper claim processing.

Distributor and Dealer Inventories; all units inspected and repaired that are not installed may be submitted using a single warranty claim form. List all model and serial numbers serviced in section 7 (parts), or if necessary use an attached sheet. Please ensure all information is clearly legible. The service letter CAG-450 must be referenced in Section 6 of the claim form as the special authorization number. Distributors submitting warranty claims for units from their inventory are to attach the labor reimbursement copy (yellow copy 2) of the claim to a PRF (Parts Return Form).

The labor reimbursement copy (yellow copy 2) of the claim is to be mailed to Warranty Administration, 1810 Wilson Parkway, Fayetteville, TN 37334.

Incorrect Ladder Diagram
(Please white this area out)

Correct Ladder Diagram

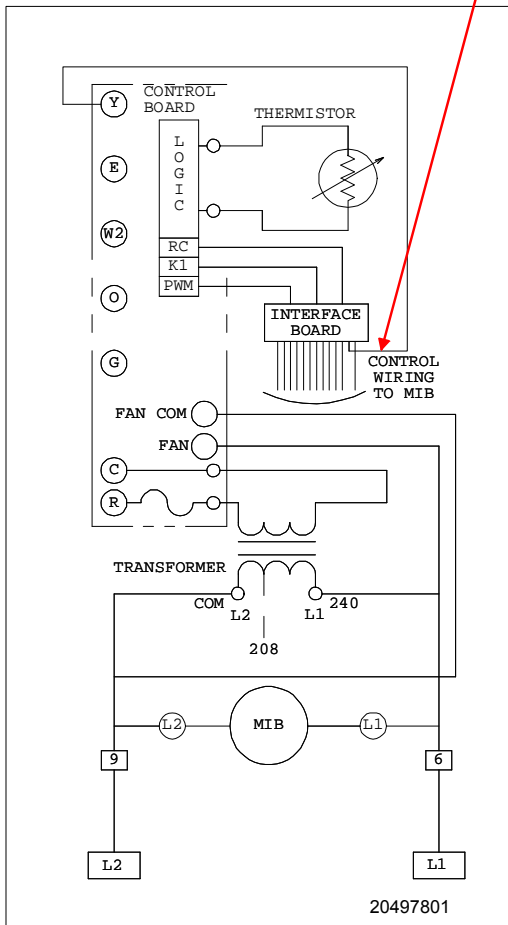


Figure 1

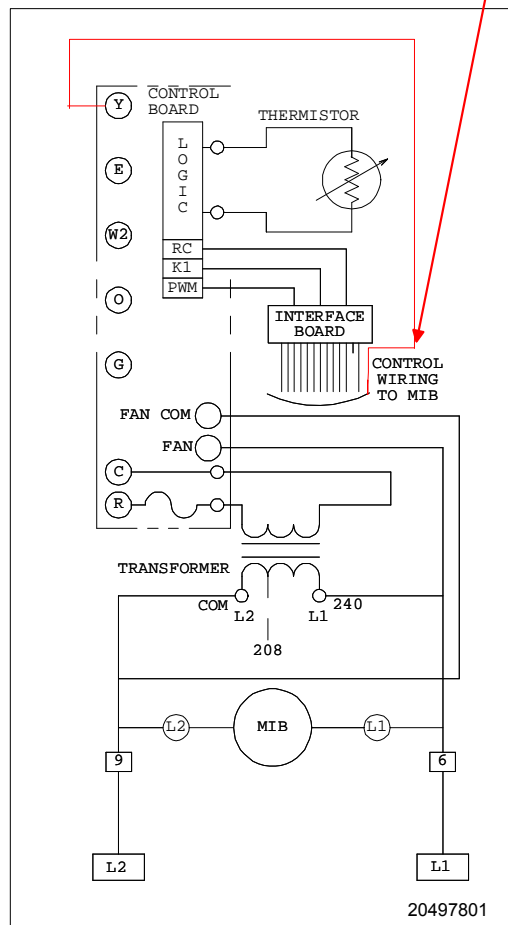


Figure 2