

IMPORTANT PARTS-SERVICE COMMUNICATION

TO: All Service and Parts Managers

DATE: September 14, 2004

NO: CAG-461

SUBJECT: Condenser Fan Motor Failures

Recently we have received reports of Condenser Fan Motors (Part #: 10584313) used on Amana™ brand remote cooling and heat pump condensing units with 35" chassis experiencing nuisance tripping of the internal overload. The reports we have been receiving are only from regions that experience extremely high outdoor ambient conditions exceeding 110° F.

To immediately address this issue, we are creating a service replacement kit (RF000199). This kit consist of: Installation Instructions (RF000200), Red Jumper Wire (Part # 20016879), CCW Condenser Fan Motor (Part # B13400-270), CCW Condenser Fan Blade (Part # 10625736), Wiring Diagram (Part # 20604601) for Cooling Condensers, and Wiring Diagram (Part #20604701) for Heat Pump Condensers.

When installing the RF000199 kit, the wiring termination from the condenser fan motor will be slightly offset from the entrance of the conduit located on the condenser fan grille. This should not present an installation problem when routing the wires to the control panel (Note: Secure the condenser fan motor wires with field supplied wire tie to condenser coil to prevent the wires from interfering with condenser fan blade operation).

To address this issue in manufacturing, we will be changing from the CW Condenser Fan Motor (Part # 10584313) to a new CCW Condenser Fan Motor (Part # B13400-272). Along with this motor change, we will also change the CW Condenser Fan Blade (Part # 10625707) to the CCW Condenser Fan Blade (Part # 10625736). We expect this change to occur September 1, 2004.

When the B13400-272 motor becomes available the RF000199 kit will be updated to contain this new motor.

FILING PROCEDURES:

Goodman will pay class "B" in home service rate for repair of unit. Claim form (RF000007) must be completed for each installed unit repaired. Project Code 8561 must be referenced in section 6 of the claim form as the special authorization number to ensure proper claim processing. Attach the half sheet section of the warranty tag to the replaced Condenser Fan Motor and send it along with the original white copy plus copy 1 and 2 (Distributor Copies) of the tag to the distributor. The distributor will summarize the warranty tags on a PRF (Parts Return Form). The Distributor will file the claim online.

PART RETURN PROCEDURES:

Parts must be returned to Goodman Company, Attn: Larry Boyett, Fayetteville TN 37334. The parts must be returned with a copy of the (RF000007) claim form in order to receive credit.

All claims for credit under this program must be submitted online before 12/31/05. All claims must reference Project Code 8561.