

IMPORTANT PARTS-SERVICE COMMUNICATION

TO: All Service and Parts Managers

DATE: March 11, 2003

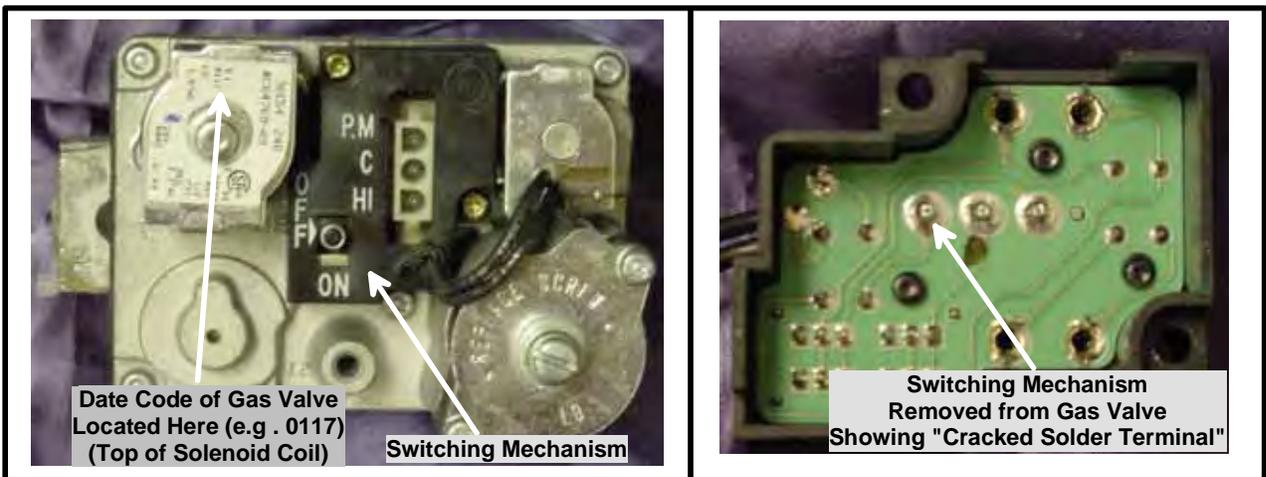
NO: GF-157

SUBJECT: White-Rodgers Two-Stage Gas Valves (Amana Part #'s C6476906 and C6476909)

Amana has received field complaints of nuisance lockouts on 40" 80% and 90% two-stage gas furnaces (Models GUI5, GCIS, GUIV, GUYA, GCVA and GUSA). The problem being reported is a steady on LED fault code, which would tend to indicate an internal ignition control board failure.

Our investigation has determined this complaint to be due to a cracked or loose connector terminal on the PC Board located inside the gas valve. This problem was found to be created when too much force is applied to the wiring harness connector as it is being connected to the gas valve causing the connector terminals to break the solder on the backside of the PC board. This issue affects only two-stage gas valves manufactured with serial *date codes prior to 0215*. Refer to the following figure for locating the date code on the gas valve.

To help in troubleshooting this type of problem, it will be necessary to wiggle the connector on top the two-stage gas valve with the furnace in a call for heat. If the furnace locks out giving a steady on LED fault code, then it more than likely points to a cracked or loose connector terminal, which will require replacement of the two-stage gas valve. For further verification of this problem, turn "OFF" the thermostat to the furnace and disconnect all power to the furnace. Using a pocket screwdriver, carefully remove the switching mechanism (black section on top of two-stage gas valve with ON/OFF switch) by removing the two *TORX Screws* that secure it to the gas valve and inspect backside of PC board for a loose or cracked connector terminal. If any of the three-connector terminals are loose or cracked, replace the two-stage gas valve and then reapply power and check for proper unit operation. **Note:** The two screws holding the switching mechanism onto the two-stage gas valve are *TORX Screws*, and as previously mentioned, they can be removed with the use of a standard pocket screwdriver. Refer to the following figure for an example of the switching mechanism removed showing a cracked connector terminal.



To correct this condition, we have implemented procedures to prevent excessive force being applied when connecting the wiring harness to the gas valve and White-Rodgers has made improvement to the terminal board. All two-stage gas valves manufactured with a serial date code of **0215 and later** include these improvements.

It is not necessary to return your inventory of two-stage gas valves (**Amana Part #'s C6476906 or C6476909**) for credit, since we have only received a few reports of this problem and it is not a fault of the gas valve itself but an assembly issue that has been corrected by us and the supplier.

Installed Units

Amana will pay class "A" in home service rate to install a new **Two-Stage Gas Valve (Amana Part # C6476906 or C6476909)** on any Amana two-stage gas furnace (specific models listed above), **which have been determined to have a loose or cracked gas valve connector terminal and is giving a steady on LED fault code.**

Filing Procedures:

A warranty tag (A173 or RF000007) must be completed for each unit serviced. Attach the half sheet section of the warranty tag to the replaced Two-Stage Gas Valve 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 (Part Return Form). The Distributor will attach the original white copy of the tag and copy 1 (Distributor copy) of the warranty tag to the original white copy of the PRF and send to Warranty Administration, Fayetteville. Distributor will enclose the yellow copy of the PRF with the replaced Two-Stage Gas Valves and ship to Warranty Returns, Fayetteville, TN.

Upon receipt of proper documentation by Warranty Administration in Fayetteville, TN, part credit will be issued to the distributor and labor credit directly to the servicer. In the event the dealer is not set up as an authorized servicer, labor will be issued to the distributor (at the distributors rate) to pass along to the dealer.

All claims for credit under this program must be submitted to Warranty Administration in Fayetteville, TN for processing by March 31, 2004.

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