

Johnson Controls Unitary Products 5005 York Drive Norman, OK 73069 1/877-874-7378

DATE:	November 13, 2012	YS-037-12
TO:	All York Branch Service Managers All York Distribution Service Managers All Regional Managers	
SUBJECT:	X-13 Blower Motor Failures	
Product Models:	TM9X Gas Furnaces; MX, AHE, AHX & F6FP0	36H Air Handlers

We have received a few reports in a limited number of applications where the X-13 blower motor may exhibit erratic operation in the above referenced furnaces and air handlers. Analysis of field returned motors has revealed two separate issues with affected unique date codes.

Hysteresis Issue

The first issue involves Regal Beloit motors (unprogrammed) part numbers S1-02435679000/168774 & S1-02435848000/437336 that were produced between February 2011 and April 2012.

The issue with these motors was caused by rotors produced with steel that exhibited different hysteresis characteristics. The controller can lose position of the rotor and shaft at high torque and RPM settings which can cause a sudden drop in airflow with recovery back to full airflow in a second or two. In most applications the homeowner would not notice the issue, but some may hear a "bump" or "thump" noise when an airflow drop occurs.

Products involved are listed below.

Unprogrammed Part Number	Unit Model Number
S1-02435679000/168774	F6FP036H06T3XH
S1-02435679000/168774	AHX48D3XH21A
S1-02435679000/168774	MX16CN21A
S1-02435848000/437336	TM9X040A10MP11A
S1-02435848000/437336	TM9X060B12MP11A
S1-02435848000/437336	TM9X080B12MP11A
S1-02435848000/437336	TM9X080C16MP11A
S1-02435848000/437336	TM9X100C16MP11A

Motor code dates are found on the motors rating plate as shown below.

Suspect Control		Is the unit model number on suspect model list?	
(all of these items must be present)		Suspect Unit Models	
1. 1/2HP only. (circled in blue)		F6FP036H06T3X H	
2. Motor datecode from B11X to D12X		AHX48D3XH21 A	
(circled in red)		3500-9901	
Mag		MX16CN21 A	
gented AL X13		TM9X100C10WP11 A	
LECTRONIC PROTECTED		TM9X040A10MP11 A	
Atte Code J11X 6.8 Å IDI 61 A 1050 RPM	4.	Is the unit serial number indicate it was manufactured on suspect build date range?	
	W	1B1XXXXXX to W1H2XXXXXX	
	F	eb 2011 Aug 2012	
	M	odel Number TG8S080C16MP11A	
	Se	rial Number W1F2875763 der Number 005007591567	
		of 120	

Internal Control Component

The second issue involves Regal Beloit motors (unprogrammed) part numbers S1-02435850000/430482 & S1-02435705000/430484 that were produced between March 5, 2012 and April 20, 2012.

The issue with these motors involved internal control components in conjunction with the motor's firmware that can overheat and cause the motor to fail to start or shut down temporarily in high heat environments. There have been very few reports of this issue; however, air handlers installed in attics or exposed to high return air temperatures may experience this issue.

Products involved are listed below.

Unprogrammed Part Number	Unit Model Number
S1-02435850000/430482	AHE18B3XH21A
S1-02435850000/430482	AHE22B3XH21A
S1-02435850000/430482	AHE24B3XH21A
S1-02435850000/430482	AHE30B3XH21A
S1-02435850000/430482	AHX18B3XH21A
S1-02435850000/430482	AHX24B3XH21A
S1-02435850000/430482	AHX30B3XH21A
S1-02435850000/430482	AHX36C3XH21A
S1-02435850000/430482	MX12BN21A
S1-02435850000/430482	MX12DN21A
S1-02435705000/430484	AHE48D3XH21A
S1-02435705000/430484	AHE60D3XH21A
S1-02435705000/430484	AHX60D3XH21A
S1-02435705000/430484	MX20DN21A

Motor code dates are found on the motors rating plate as shown below.



Field Installed Units

For field installed units experiencing either of these issues which fall within the applicable motor date codes, this letter provides a fix-on-fail one hour labor allowance at the dealers registered DOA labor rate. File a standard warranty claim form and reference this YS letter for each unit to obtain credit. Motors should be held for 30 days beyond the date of the credit to allow for warranty auditing. Claims found non-compliant with the requirements defined in this letter will be rejected.

Distributor Inventory

For distributors wishing to inspect their inventory, this service letter will provide for inspection and replacement of any suspect motors that fall within the above date codes. We will reimburse your actual (fair and reasonable) labor cost to perform the inspection/replacements on the subject unit models. Send an Excel spreadsheet showing the model and serial numbers of unit(s) inspected/reworked along with the amount of time and any associated cost to <u>mark.w.freund@jci.com</u>. Make sure to reference this service letter number when filing warranty claims or submitting an actual cost invoice for this issue.

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