



Unitary Products Group
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SERVICE INFORMATION

DATE: September 11, 2007

YS-052-07

To: All York Distributors
All York Branches
All Field Service Supervisors

Subject: Field Reports Of Split System, Residential, Blue Fin Evaporator Coil Leaks

Within the past two weeks we have received Product Reports relating to refrigerant leaks inside the fin area of evaporator coils and air handlers. We immediately formed a response team consisting of members from Engineering, Operations, Quality, Warranty, & Tech Service.

Leaking coils were asked to be returned for leak analysis. To date 19 coils returned were analyzed by three different methods: under water pressurization, nitrogen pressure leak decay, and helium mass spectrometer testing. No refrigerant leaks were found, in six of the nineteen coils tested.

We have dissected the leaking coils returned and are performing several metallurgical tests of the leak area. In addition, compatibility tests are being repeated on all lubricants, and materials used in the coil manufacturing process. Coil tooling is being examined to insure that it conforms to design specifications. All manufacturing, and repair station process controls are being closely scrutinized. Coil Leak Response Team update meetings are held twice a week to discuss the current status of the coil leak investigation.

Our Warranty Analysts have collected, sorted and organized all known warranty claim information related to evaporator coil leaks, for the past several years. Failure data has been sorted by air handler, vs. add on coils, and also sorted by month manufactured vs. month failed. The good news is that current warranty claim statistical data shows a drop in both DOA and Non DOA reported coil leaks on a national level with the production change to the blue fin coil material. From this failure data, we are unable to determine any period of increased or abnormal pattern of refrigerant leak evaporator coil failures with either standard or blue fin coil materials. We are however continuing our thorough investigation into materials, tooling, & processes to further reduce any current reported refrigerant leaks.

It is important that any field reports of evaporator coil refrigerant leaks be reported to John Terry, via Product Report. John Terry will provide you with an address to return the coil (freight collect), for leak test analysis. During our leak investigation process, we will work with you on an individual failure basis to provide labor via Service Inquiry number to replace any leaking coil. We will keep you updated via future Service Letter on any changes implemented as a result of this investigation.

Sincerely,

Robert M. Napp
Sr. Manager, UPG Field Service
Johnson Controls

Cos Caronna
V. P. Residential Engineering
Johnson Controls