



## ***Ducted Systems Technical Services Service Letter***

Letter: **YS-008-2020**

Date: October 29, 2020

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, Warranty Managers  
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: **ECM outdoor fan motor – part reliability upgrade**

Product: YCG, TCG, TC7B, CC7B, RAC17L

Effective: **October 29, 2020**

Expires: **December 29, 2022**

The intention of this letter is to advise use of an alternate ECM outdoor fan motor service part in the above mentioned model families. Soon, equipment production will also switch to the alternate ECM motor. This new (alternate) motor was qualified and chosen as a product and service part enhancement due to a higher than normal outdoor motor failure rate on what is currently used. The new ECM motor has gone through all the normal testing required, as well as some additional testing methods to compare it to what is currently used. These additional tests were performed to ensure not only us but our customers that the new motor is superior to what is currently utilized.

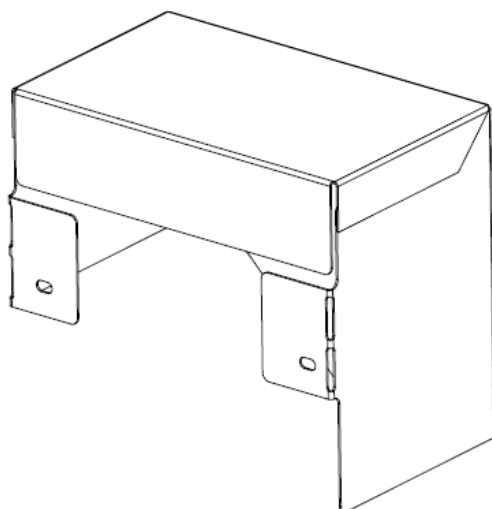
The ECM outdoor fan motor consists of a motor and programmed motor module. The current motor is only available as one part meaning the customer gets both the motor and programmed motor module when the motor is ordered. The outdoor fan motor itself is actually the same motor across the entire product line regardless of model capacity, however, the program on the motor module is different depending on model capacity.

CAPACITY	CURRENT PART NUMBER
18	S1-02436325000
24	S1-02436325000
30	S1-02436324000
36	S1-02436324000
42	S1-02436323000
48	S1-02436323000
60	S1-02436329000

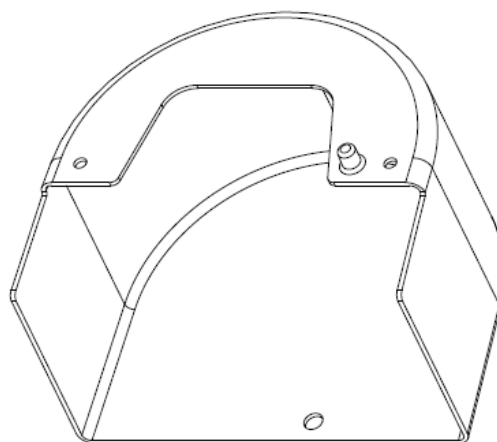
The new ECM fan motor is offered several different ways. There is a kit consisting of a motor and programmed motor module. The motor can be ordered as a separate part as well as the programmed module. **The complete kit is required if replacing one of the part numbers listed above.** Once a motor kit has been installed into one of the above listed equipment models, if a motor or module failure occurred, the only part that would need to be replaced is the part that failed. This strategy will cut down on the amount of parts stocked as well as less time performing an equipment repair. See below for new ECM motor kit, module, and motor part numbers.

CAPACITY	KIT PART NUMBER	MOTOR PART NUMBER	MODULE PART NUMBER
18	S1-32440880003	S1-02440880000	S1-02440883000
24	S1-32440880003	S1-02440880000	S1-02440883000
30	S1-32440880002	S1-02440880000	S1-02440882000
36	S1-32440880002	S1-02440880000	S1-02440882000
42	S1-32440880001	S1-02440880000	S1-02440881000
48	S1-32440880001	S1-02440880000	S1-02440881000
60	S1-32440880004	S1-02440880000	S1-02440884000

The ECM motor module is attached to the unit block off panel that is located below the unit control panel. It is protected from weather with a rain shield. One mode of module failure we discovered was moisture ingress into the ECM module. In some cases we found that the rain shield was installed upside down therefore no weather protection was provided by the rain shield. A new rain shield was designed and implemented into production in April of 2020. The new rain shield has a feature built into it that does not allow it to be installed incorrectly. The new rain shield is available as a service part however it is not backwards compatible with units that were not built with it nor is it ever needed as a service part. If a customer was to find the existing rain shield installed incorrectly, it can simply be placed in the correct position that will protect the ECM motor module. Images of the rain shields are shown below.



**Legacy rain shield**



**Current rain shield**

This service letter will allow one hour labor to be claimed for replacement of failed fan motor S1-02436323000, S1-02436324000, S1-02436325000, or S1-02436329000 on the above listed models. This letter is to be used on a **fix-on-fail** basis only. File a warranty claim using the service letter number. The warranty claim must include the invoice from the servicing dealer. If you have any questions on this feel free to call Ducted Systems Technical Services at 1-877-UPG-SERV and speak with a technical support representative or you may email us at [be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com](mailto:be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com)

  
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