

Letter: **ST-006-2020**

Date: March 24, 2020

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

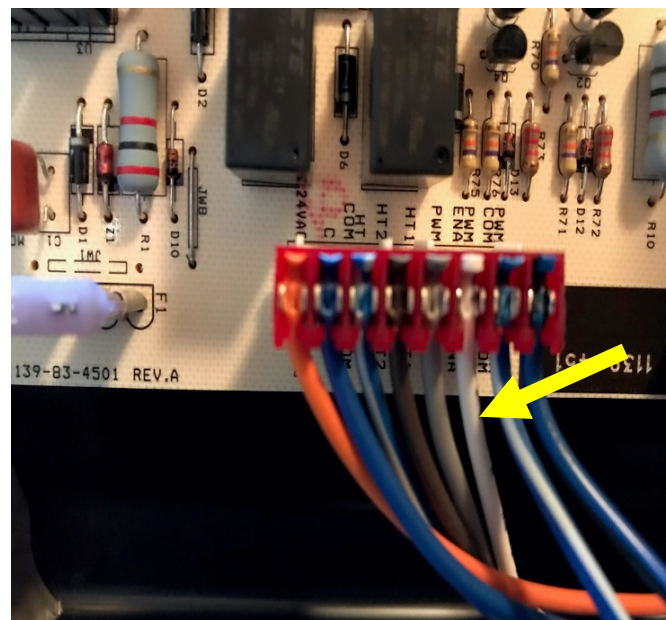
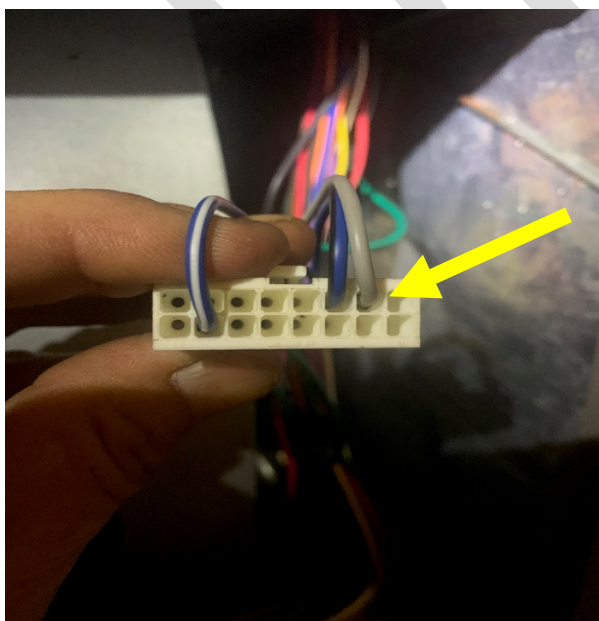
Subject: **Variable Speed Air Handler Wire Harness**

Product: **Residential Air Handlers models: AVC, AVV and MVC**

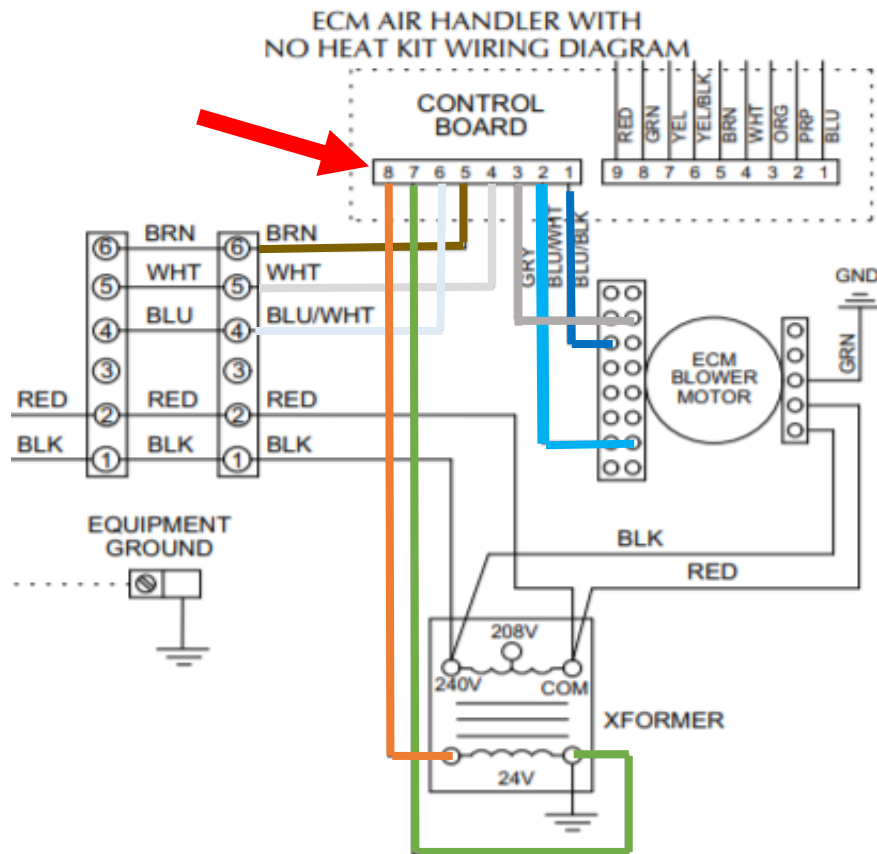
Summary: **This letter is to advise of a possible harness mis-wire found on the variable speed residential air handler wire harness that controls the ECM motor, Electric Heat, and Transformer.**

We have received very few reports on residential air handlers produced January 2019 through October 2019, where the variable speed blower motors are not ramping up to full capacity, even though the blower profile is set correctly. We have also found the variable speed blower motors not energizing or electric heat kits not energizing. These issues should be found upon commissioning the unit.

Through our investigations, we have discovered that the **Wire Harness** that provides PWM signal and VAC out of the control board to be mis-wired. We have found the mis-wire at the control board connection, mis-wired at the 16 pin male Molex plug connection going into the variable speed motor and the electric heat kit. The mis-wire harness is shown below.



The correct colored wiring of the harness is shown below.



If you encounter one of the subject air handlers with this issue, please replace the **Wire Harness** with part number **S1-02546389000**. This part can be obtained under the standard warranty process with 2 hours of labor claim.

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 can email us at be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com

Associate Product Technical Support Engineer
Residential Distributor Support
Ducted Systems Technical Services - Johnson Controls