



# Service Bulletin

**SR-070 Rev. 2**

Supersedes All Previous Revisions

**IMPORTANT SAFETY NOTICE**

DATE: October 27, 2016  
 TO: All Service and Parts Managers  
 SUBJECT: Inspection and Replacement of Disconnects (Part # BT1753510 & 0130A00091) on Inventory and Installed AWUF and ACNF Air Handlers

Goodman is requiring that the disconnect on all inventory and field-installed **AWUF and ACNF model air handlers** be inspected and replaced if needed for all units in the production ranges listed below:

Affected Models	Production Date Ranges	Serial Number Prefixes
AWUF model air handlers	November 2015 through October 2016	1511***** to 1610*****
ACNF model air handlers	January 2016 through October 2016	1601***** to 1610*****


For these units the date code of the disconnect should be verified and **if the date code of the disconnect is February 2016 or prior (date code on disconnect is in YYYY format: QCM14xx, QCM15xx, QCM1601 and QCM1602), the disconnect should be replaced.**

Also, Goodman is requiring that all service parts inventory of disconnects **Part # BT1753510 or 0130A00091 be replaced if the date code of the disconnect is February 2016 or prior (date code on disconnect is in YYYY format: QCM14xx, QCM15xx, QCM1601 and QCM1602).**

*Only disconnects where the date code begins with QCM are affected.*


Replacement disconnects must be ordered by the distributor from service parts to replace their returned inventory.

Please see below for instructions on how to find the date code on the disconnect and how to replace the disconnect on both installed and inventory units.



**WARNING**

HIGH VOLTAGE!  
 Disconnect ALL power before servicing.  
 Multiple power sources may be present.  
 Failure to do so may cause property damage,  
 personal injury or death.



***If servicing AWUF model air handlers with a serial number range between November 2015 through October 2016 (serial date code 1511\*\*\*\*\* to 1610\*\*\*\*\*), and ACNF models January 2016 through October 2016 (serial date code 1601\*\*\*\*\* to 1610\*\*\*\*\*), do not rely on the disconnect to remove all power from the unit. Disconnect incoming power supply at the circuit breaker or fuse panel supplying power to the unit.***

Procedure for inspecting and replacing disconnects:

Technical Services Department • 1810 Wilson Parkway • Fayetteville, TN 37334  
 Main: 888.593.9988 • Service Fax: 713.316.5541

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1. If installed, disconnect all power to the unit.
2. Remove disconnect handle from unit.
3. Remove access door from unit.
4. Visually inspect the disconnect. If it has a yellow label as shown in Figure 1, the disconnect is not affected and no replacement is required. This applies to AWUFs, ACNFs and service parts. Record the model number and serial number of the unit with a yellow label on the disconnect on the supplied spreadsheet claim form. Indicate "Yellow Sticker Disconnect" in the "Disconnect Info" column. Skip to step 9. If the yellow label is not present, proceed to step 5.
5. Remove screws that hold the disconnect housing to the control panel.
6. Inspect the label on the bottom of the disconnect housing (Figure 2).
7. Record the model number and serial number of the unit along with the date code of the disconnect.
8. If the date code of the disconnect is 1602 (February 2016) or prior (QCM14xx, QCM15xx, QCM1601 and QCM1602), replace the disconnect.
9. Replace the access door.
10. Replace the disconnect handle.
11. **Place a green dot next to the disconnect to indicate this unit has been inspected for future identification. We recommend you use a green sticker, paint pen or paint dabber.**
12. If the unit is installed, reconnect power and test for proper unit operation.
13. If you remove one disconnect with a date code of 1602 (February 2016) or prior (QCM14xx, QCM15xx, QCM1601 and QCM1602), send the one disconnect to Goodman at Special Projects, 18998 Kickapoo Road, Waller, TX 77484, at Goodman's cost. If you remove more than one disconnect, return 10 percent to Goodman (e.g., send 1 of every 10 disconnects, 2 of every 20, etc.). Those disconnects not returned to Goodman **must be permanently destroyed and disabled.**



Figure 1  
Disconnect with yellow label



Figure 2  
Bottom of disconnect housing showing the date code of the disconnect

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AWUF and ACNF units shipped after 10/21/2016 have been inspected and reworked, if required, and can be identified by the green dot on the traveler label (Figure 3) or next to the disconnect (Figure 2).



Figure 3

Location of green dot identifier on traveler label or next to disconnect

**Uninstalled/Inventory Units:** Goodman will pay a \$25 labor allowance for each unit in customer inventory that requires the inspection/replacement of a disconnect. To apply for labor on uninstalled units, complete the supplied warranty claim spreadsheet and email to [techservices@goodmanmfg.com](mailto:techservices@goodmanmfg.com). These will be reviewed and submitted to the Warranty Department for processing.

**+1 Units In Multi-Family Installation:** Goodman will pay a \$50 labor allowance for each unit installed in multi-family or apartment installations (where more than one unit is installed) that requires the inspection/replacement of a disconnect. To apply for labor, complete the supplied warranty claim spreadsheet and email to [techservices@goodmanmfg.com](mailto:techservices@goodmanmfg.com). The property name, address and apartment number must be included on the spreadsheet. These will be reviewed and submitted to the Warranty Department for processing.

**Single Unit In Single-Family or Multi-Family Installation:** Goodman will pay a \$75 labor allowance for a single unit installed in a stand-alone single family residence, or if there is a single unit in a multi-family or apartment installation that requires the inspection/replacement of a disconnect. Claims for \$75 labor **must** be filed on Warranty Express as **Service Bulletin SR-070 Rev. 2**, using Authorization Code number **8756**. **The claim for the part and claim for labor should be filed as one claim by submitting the claim using the “Dealers Warranty Express ID #”.** Please consult the Warranty Department if you need assistance with this process. The claim will be paid upon review by the Warranty Department.

Servicers should not charge the consumer for any additional cost of inspection/replacement.

For all claims if the disconnect has a yellow sticker as described in Step 4 above, the disconnect does not require replacement and you should list on the supplied spreadsheet claim form “Yellow Sticker Disconnect” in “Disconnect Info” column.

**Note: If additional Warranty Claim Spreadsheet forms are needed, please contact Technical Services by email [techservices@goodmanmfg.com](mailto:techservices@goodmanmfg.com) and we will provide the forms.**

The labor rates above apply only to the models and serial number ranges listed above. Disconnect replacement is only required on units with **Disconnect Part # BT1753510 or 0130A0091 if the date**

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**code of the disconnect is February 2016 or prior (date code on disconnect is in YYMM format: QCM14xx, QCM15xx, QCM1601 and QCM1602).**

**Note: All disconnects Part # BT1753510 or 0130A00091 sold as service part replacements and installed in the field, should be located and inspected and replaced if the date code of the disconnect is February 2016 or prior (date code on disconnect is in YYMM format: QCM14xx, QCM15xx, QCM1601 and QCM1602).**

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