

Letter: **ST-001-2020**

Date: January 3, 2020

To: All Ducted Systems Branch Service, Sales, and Training Managers
All Ducted Systems Distribution Service, Sales, and Training Managers
All Ducted Systems Branch and Distribution Source 1 Customers

Subject: **Modulating furnace pressure transducer – wiring harness connector**

Product: Source 1 generation upgrade kits – Pressure transducer wire harness connector.

Source 1 offers two different generation upgrade kits to be used on modulating furnaces. These kits were developed when the gas valve manufacturer obsoleted the 36E modulating gas valve used in our modulating furnace models. The two kit part numbers are shown below.

S1-37327916001 – GEN UPGRADE KIT, PSC MODULATING FURNACE

S1-37327916002 – GEN UPGRADE KIT, ECM MODULATING FURNACE

Specifically, these kits are for use on **all** 40” tall modulating furnace models and **1st generation** 33” tall modulating furnace models. Once a furnace has been upgraded to 2nd generation, another generation upgrade kit will **never** be required. 2nd generation 33” model furnaces **never** require a generation upgrade kit. Parts contained in the generation upgrade kits can be purchased separately. In 2009, 33” tall modulating furnace models were transitioned to 2nd generation models. 1st generation 33” modulating furnace model numbers end in “11.” Any 33” modulating furnace model numbers ending in “12C” or “13C” are already 2nd generation and never require a generation upgrade kit.

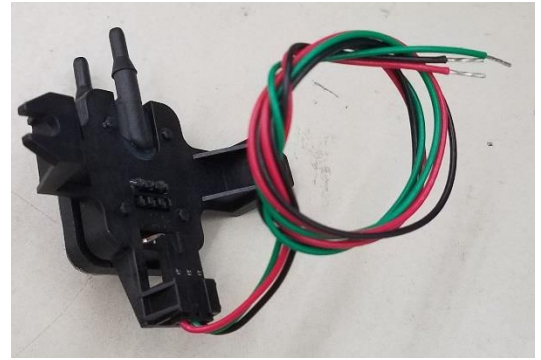
A generation upgrade kit contains the following items:

- Integrated furnace control board.
- Modulating gas valve – 2nd generation.
- Pressure transducer.
- Limit adapter harness.
- Valve adapter harness.
- Pressure transducer harness.
- Gas valve LP conversion jumper.
- Model ID plugs.
- Installation instructions.

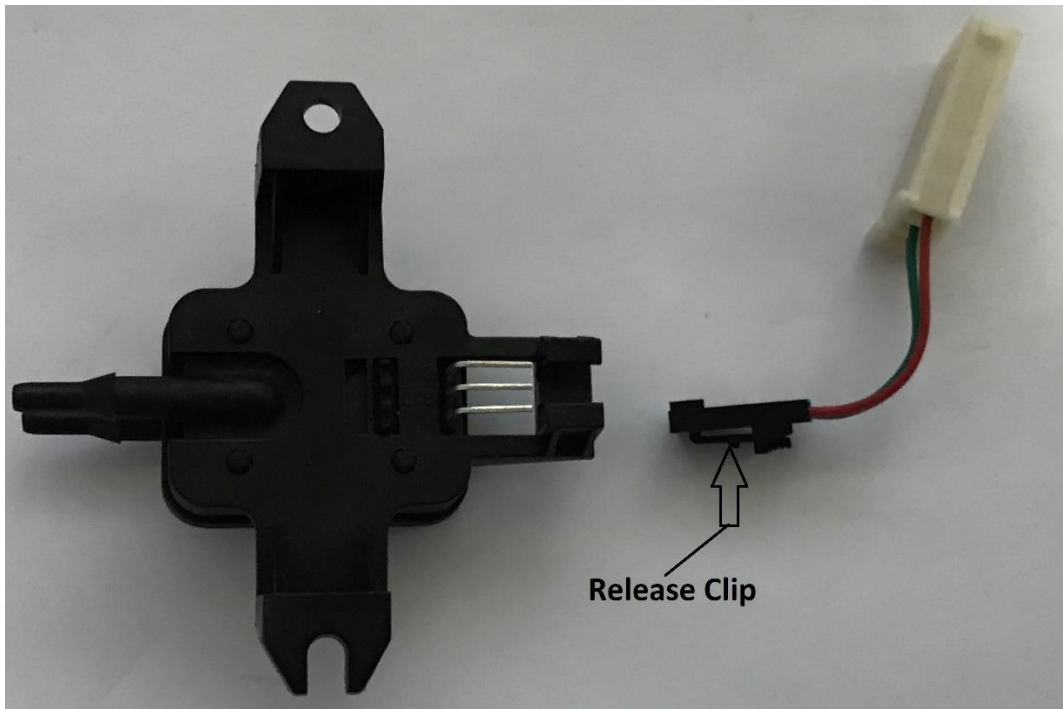


An image of the pressure transducer is shown to the right. The pressure transducer connects to the furnace wiring harness with the white molded plug toward the top of the image.

Recently, we received several reports of the pressure transducer included with the above two generation upgrade kits being received without the white molded plug. An image of this defect is shown in the image to the right.



The harness included with the pressure transducer shown in the image to the right can be removed from the transducer by depressing the release clip on the small black molded plug and pulling the plug away from the transducer. Shown in the image below is a transducer with the harness separated from it.



For a 1st generation 33" modulating furnace model:

If a customer receives one of these transducers that is missing the white molded plug, simply have the customer remove the small harness from the existing transducer and use it on the replacement transducer. It is advised not to cut and splice factory wiring using wire connectors – **re-use the existing harness.**

For a 40" modulating furnace model:

If a customer receives one of these transducers that is missing the white molded plug, the customer needs to acquire the correct pressure transducer S1-03109198000 that includes the white molded plug. It is advised not to cut and splice factory wiring.

The generation upgrade kits are supplied to us by an outside vendor. These kits are not assembled at Source 1. Working with information from the outside vendor, it is estimated that Source 1 shipped approximately 511 kits that are suspect to contain a transducer missing the white molded plug. Source 1 has quarantined the suspect kits still in inventory and will return these kits to the outside vendor for inspection and possible re-work. There is still good inventory on hand at Source 1, therefore shipments of either kit have not been interrupted.

Each Source 1 kit part number label located on the box of the kit contains a date code. An example of the date code is shown below. Note the date code located in the lower right hand corner of the label.



Source 1 asks that you inspect your inventory of generation upgrade kits. There are 3 suspect date codes associated with certain kit part numbers. Generation upgrade kit part numbers and associated date codes are shown below:

| | |
|----------------|----------------------|
| S1-37327916001 | Date code – 08/26/19 |
| S1-37327916002 | Date code – 08/27/19 |
| S1-37327916002 | Date code – 10/09/19 |

If your inventory contains any of the kits shown above with the related date codes shown above, the kits need to be opened and specifically, the pressure transducer needs to be checked to see if it contains the white molded plug. If the pressure transducer contains the white molded plug, the kit can be returned to your inventory for sale and use. If you find pressure transducer(s) that do **not** contain the white molded plug, contact Source 1 about this matter. Provide the number of transducers required to re-work your inventory of generation upgrade kits. Source 1 will process a no charge order for replacement pressure transducers. Make sure to refer to this service tips letter number when communicating with Source 1 on this matter. Do not return suspect generation upgrade kits to Source 1.

If you have any questions on this feel free to call our tech support team at 1-855-251-8267 or email York-TechSupport-NE@jci.com