



Service Bulletin

SR-048

DATE: July 2, 2010
TO: All Service and Parts Managers
SUBJECT: Shared Data in Communicating Split System Condensers and Heat Pumps

Goodman has discovered that a small percentage of split system condenser and heat pumps with model numbers beginning with ASXC, DSXC, ASZC and DSZC may not have been populated with the Shared Data during assembly.

This issue only affects these outdoor units when installed in a communicating system utilizing the CTK01 ComfortNet room thermostat. If you install one of these outdoor units in a communicating system and the CTK01 fails to identify the outdoor unit and the outdoor unit's Green and Yellow diagnostic LED's are both indicating 1 flash then the system is missing its shared data.

If you have this condition contact Goodman Technical Services at 888-593-9988 or via email at TechServices@goodmanmfg.com to obtain a data card for your unit. The shared data contains the model and serial number of the outdoor unit therefore it will be necessary to provide the outdoor unit Model and Serial number as well as the address of where the data card is to be shipped. Goodman will make every effort to provide the data card in the most expedient way possible.

Goodman has modified our manufacturing processes to ensure all units produced with serial numbers 1006xxxxxx and later contain shared data. Further all units prior to this serial number shipped from the Houston Logistics Center (HLC) after 5/11/2010 have been inspected to ensure these units contain shared data prior to shipping. All reworked units coming from the HLC will be marked with a blue dot.

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