



*American Standard*

# Confidential Service Bulletin

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## **Inducer Transition Failures (RCT00084) ADC/AUC, ADX/AUX, ADY/AUY, CDC/CUC, TDC/TUC, TDX/TUX, TDY/TUY Condensing Gas Furnaces**

ORDER No: FURN-SVC13A-EN

DATE: April 30, 2004

### **Introduction**

The purpose of this bulletin is to advise customers of the possibility of oil contaminated plastic parts assembled in condensing furnaces particularly RCT00084 and the allowances associated with this issue.

### **CAUTION:**

Units installed above "finished" construction that develop cracks in the transition may leak water, resulting in potential property damage. The corrections recommended in this bulletin are necessary to ensure the integrity of units in the distribution chain and installed units. These should be checked prior to start up and owner usage.

### **Discussion:**

The problem discussion, history and corrective action are described in General Service Bulletin FURN-SVB13A-EN.

### **Allowances:**

Claim allowed under the serial number range of 3211 through 3432.

**Material:** One RCT00084. Obtain parts locally and claim via Falcon using a retrofit material claim type. Reference this bulletin number in the Retrofit field.

**Labor:** Two hours labor at the normal street rate. Claim via the FRI routine or Falcon, as appropriate for your location.



## Precaution

To ensure the integrity of the replacement part make sure the inducer mounting plate is free from contaminates.

## Questions

Dealer Support Specialists and Field Service Representatives should contact the Field Operations Excellence Team in Tyler TX or Trenton, NJ with questions regarding this Service Bulletin.

Literature Order Number	FURN-SVC13A-EN
File Number	SV-UN-FURN-SVBC3A-EN -043004
Supersedes	New
Stocking Location	Electronic Only

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