

SERVICE BULLETIN



Air Conditioning & Heating



SP – 039

DATE: March 22, 2019
TO: All Service and Parts Managers
SUBJECT: GPC1436H41DD and GPG1436040M41AB Serial/Rating Label

The serial/rating label for the GPC1436H41DD and the GPG1436040M41AB residential package units built between April 11th, 2018 and December 11th, 2018 (serial number prefix 1804 through 1812) have incorrect Minimum Circuit Ampacity (MCA) and Max Fuse Size (MOP). The MCA values for the GPC1436H41DD and GPG1436040M41AB units listed below fall within the same minimum wire gauge for a copper conductor.

| GPC1436H41DD Serial Rating Label | Incorrect Value | Spec Sheet* | Correct Value |
|----------------------------------|-----------------|-------------|---------------|
| Minimum Circuit Ampacity (MCA) | 21 amp | 26.2 | 24.8 amp |
| Max. Fuse Size | 30 amp | 40 amp | 40 amp |

| GPG1436040M41AB Serial Rating Label | Incorrect Value | Correct Value |
|-------------------------------------|-----------------|---------------|
| Minimum Circuit Ampacity (MCA) | 21 amp | 23 amp |
| Max. Fuse Size | 30 amp | 35 amp |

*NOTE: The MCA correct value listed in the table above for the GPC1436H41DD is a calculated value for the motors in this unit, while the MCA value in the spec sheet represents the motor manufacturers' Rated Load Amp values for the motors. The MCA on units produced prior to this error and as listed in the spec sheets and other documentation will remain different than this calculated MCA.

| Models | Description | Serial # From | Date From | Serial # To | Date To |
|-----------------|--------------------------|---------------|-----------|-------------|------------|
| GPC1436H41DD | 14 SEER Cooling Pkg | 1804165082 | 4/11/2018 | 1812154656 | 12/11/2018 |
| GPG1436040M41AB | 14 SEER Gas/Electric Pkg | 1804401529 | 4/26/2018 | 1811121829 | 11/12/2018 |

The table above shows the serial range and date range for each of the models involved. Units built after this range will have the correct information on the label. Units within the suspect range shipped after 3/1/2019 have been reworked at the factory, have the correct electrical data and have a brown dot on the carton travel label (see picture).



T: 888-593-9988 | F: 713-316-5541

Produced by Goodman Business Unit Technical Services | 19001 Kermier Road | Waller, TX 77484

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Goodman is requesting all uninstalled units in distributor inventory be placed on hold until a replacement rating label is installed. Replacement rating labels can be obtained from Goodman Technical Services at TECHSERVICES@goodmanmfg.com.

Replacement rating plates will have the serial number and ETL logo sections removed so you will only be required to match the unit model to the label provided and affix the replacement rating label over the top of the existing label.

No corrective action is required for installed GPC1436H41DD or GPG1436040M41AB units with the incorrect values. If required to pass inspection Goodman can provide a replacement serial/rating label for any affected unit. Contact Technical Services at TECHSERVICES@goodmanmfg.com with the model and serial number of the affected unit.

If an installed unit experiences nuisance breaker trips, the incoming voltage should be checked to determine it is within the voltage ranges for a 208/230 volt unit and no wiring connections are loose or improperly installed. Refer to Service Manual RS6300012 or RS6300013 for the proper procedure for checking locked rotor voltage test.

For units in distributor inventory where the rating label is replaced, Goodman will provide \$25/unit labor for applying the replacement rating label. Do not file claims through Warranty Express, you must complete the Dist Rework Report Form provided, listing all units in inventory where the rating label is replaced. We request that this form be returned in digital format on the spreadsheet provided rather than scanned PDF's, faxed or handwritten copies. If desired we can provide a pre-populated spreadsheet with the models and serial numbers that were shipped to a specific distributor location. Contact TECHSERVICES@goodmanmfg.com if you prefer to have this pre-populated version.

If a replacement rating label is required on an installed model listed above Goodman will provide labor at the servicers Class "A" labor rate. In the unlikely event a circuit breaker replacement is required to correct nuisance breaker trips Goodman will provide labor at the servicer's Class "B" rate plus the cost of the circuit breaker if the invoice is provided. If the breaker is changed, please ensure that the appropriate wire size is used for that application per the NEC and any pertinent state and local codes. If the label and breaker are replaced on the same day the claim will be paid at rate "B" only.

Claims **must** be filed on Warranty Express as an Authorization type claim, using Authorization Code number **8789** for label replacement or Authorization Code number **8794** for circuit breaker replacement. **The claim for the part and labor should be filed as one claim, using the Dealer's account number.** For units that have **not** been installed in the field, a list with model and serial numbers should be sent to TECHSERVICES@goodmanmfg.com for labor reimbursement.

Please consult the Warranty Department if you need assistance with this process. The claim will be paid upon review by the Warranty Department. **Warranty Claims will be approved for equipment that is still covered under the terms of Standard Warranty.** All claims for this project must be submitted by December 31, 2020.

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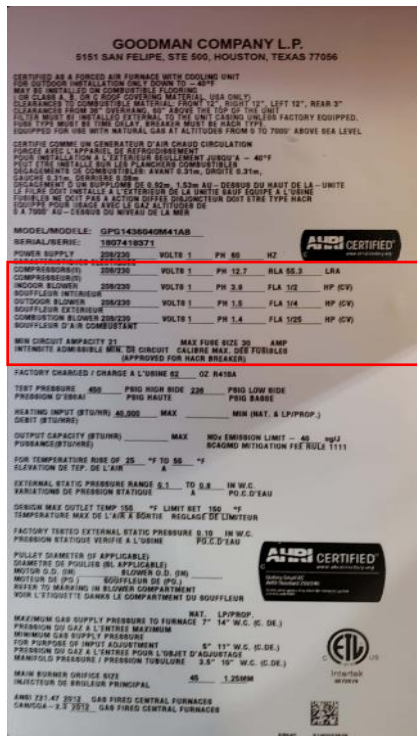


Figure 1: GPG1436040M41AB serial/rating label

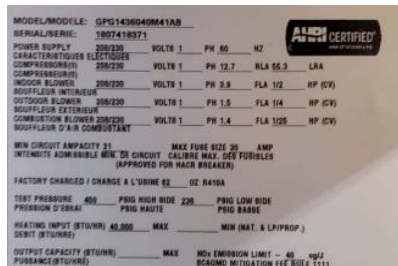


Figure 2: Model, Serial and Electrical information

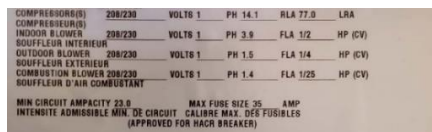


Figure 3: Replacement Label

The replacement label for the GPG1436040 units (Figure 3) is a small section of the complete label (Figure 1) and contains the correct electrical data. It should be installed below the smaller AHRI Certified logo.

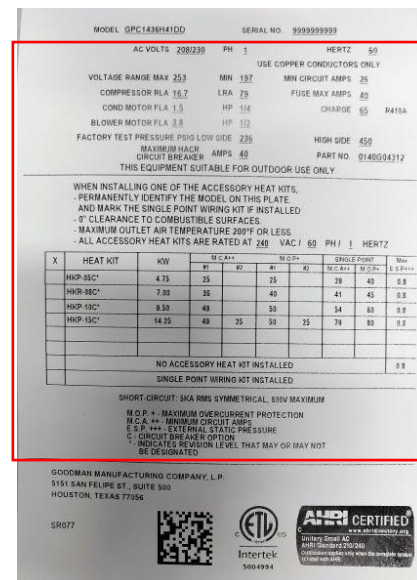


Figure 4: GPC1436H41DD serial/rating label

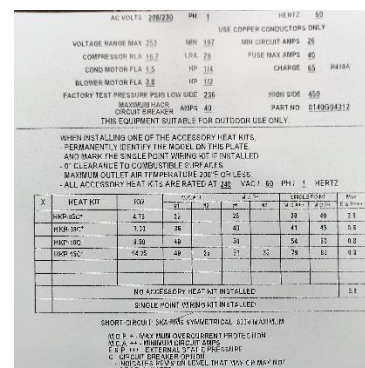


Figure 5: GPC1436H41DD replacement label

The replacement label for the GPC1436H41 units (Figure 5) is a portion of the complete label (Figure 4) and contains the calculated motor values and other electrical data. The replacement label should be installed just below the model and serial number of the existing label so they are not obscured.

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