



# Service Bulletin

## SA-023

DATE: September 10, 2014  
TO: All Service and Parts Managers  
SUBJECT: Sticking TXV's on 2 and 2-1/2 Ton Split System Evaporator Coils and 15 SEER Package Units

Recently we have received reports of sticking or restricted TXV's (thermostatic expansion valves) on AC and HP product in the 2 and 2-1/2 ton capacity range. Analysis of returned parts show dark sticky deposits on the pin and the body that are preventing the valve from functioning properly.

Chemical analysis suggests this material is, in part, chemically degraded POE oil (although we haven't yet identified the contaminant/degradation agent). We have had reports of this occurring with multiple brands of TXVs, and evaporator coil types. Therefore; we believe that the contamination originates elsewhere in the system and that the TXV is not the root cause of the problem.

In cases where the TXV has been determined to be sticking, we recommend replacing the TXV. We do not recommend trying to clean the TXV in the field. Field experience shows that after the stuck valve is replaced the failure mode rarely re-occurs. Once we have a final determination of issue, we will provide an updated service communication.

For any 2 and 2-1/2 ton systems with compressor bearing units produced with serial number prefixes of 1312 and later that show signs of a sticking TXV, Goodman will pay a Class "G" labor rate to replace the TXV and filter drier during the first year of operation based on date of installation. For Dealers without established extended warranty labor rates, the rate will be based on the standard extended warranty base rate. The correct TXV must be used as defined in the product parts catalog if factory installed or per the specification sheet if this is a field installed accessory TXV.

Claims must be filed on Warranty Express as an Authorization type claim, using Authorization Code number 8710. The claim for the part and labor should be filed as one claim, using the Dealer's account number. Refer to Warranty Express for part returns related to this bulletin.

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, 2015. As more information regarding this issue becomes available the qualifying serial range may be modified and will be communicated in an updated bulletin.

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