

Dear Valued Customer:

On June 27, 2024, Daikin released [Technical Service Bulletin C-GN-SP-0049 REV1](#) regarding a printed circuit boards (PCBs) software update for certain Amana® S-Series and Goodman SD heat pump outdoor models as identified in [Table 1](#).

As this bulletin has gone through the Consumer Product Safety Commission (CPSC) and you may be seeing it from other channels, we here at HVAC Distributors are summarizing the issue for our customers:

**The Issue:**

On the *side-discharge, small-chassis* (1½ thru 3 ton non-enhanced, 2 ton enhanced), *Heat Pump* models, a very specific set of circumstances can cause the unit to operate in heating mode when it is set for cooling. In order for this to occur, the HP would have to be running in cooling and experience a momentary power interruption. In this scenario there is a chance the reversing valve could default to the “heating” position, but continue to run as if it were cooling. Obviously, this would cause a rise in space temperature, which would keep the system running as it thinks it is cooling.

This is why it has gone through the CPSC – the possibility of overheating the space could be dangerous to some people.

**The Resolution:**

A software update allowing the PCB to verify mode has been released to address the issue. This update has been programmed onto both the service and line-installed boards as per the serials in the TSB. Installed equipment is addressed via an OTA update. This update will automatically be applied to any affected system where the communicating thermostat is connected to Wi-Fi. In the event a thermostat is not connected to Wi-Fi, it can be temporarily connected (even through a mobile hotspot) and an update can be forced as per instructions in the TSB. Please note – OTA updates do not permanently write the program to the PCB, but give control to the communicating thermostat. If the thermostat is replaced in the future, you must make certain it is updated to the latest firmware.

**Resources:**

[Click here for full details](#) regarding the Amana® S-Series, and Goodman SD Software Update.

As always, we are here to answer any questions you may still have after reading the TSB. Please address all questions via email to [moreinfo@hvacdist.com](mailto:moreinfo@hvacdist.com). If you are on-site, you are welcome to call into our technical support line at 717-653-6674 x5. **These options are only available to signed dealers of HVAC Distributors; questions from non-dealers and end-users will not receive a response.** Unfortunately, we cannot solve issues related to no Wi-Fi, no cellular signal, or other reason you are unable to connect to internet.

Thank you

Eric Kravitz – HVAC Distributors, Inc. Technical Support & Training Manager



# TECHNICAL SERVICE BULLETIN

## **TSB C-GN-SP-0049 REV1**

**Date:** June 27, 2024  
**To:** All Service, Parts Managers, Sales, Distribution, and Sales Representatives  
**From:** Technical Services Department  
**Subject:** **REVISION: Daikin FIT, Amana® Brand S-series, and Goodman SD Software Update**

**This is a revision to the previously distributed TSB C-GN-SP-0049 on April 10, 2024. This revision includes many updates and should therefore replace the previous version in its entirety.**

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This is an important Technical Service Bulletin to be carried out by trained and certified service technicians. The intent of this bulletin is to inform our customers of a printed circuit boards (PCBs) software update for certain Daikin *FIT*, Amana® brand S-series, and Goodman SD, heat pump outdoor models as identified in **Table 1** on the following page. The affected models will be receiving a software update to prevent the heat pump's four-way valve from defaulting to the heating position during cooling operation after a momentary power interruption.

The PCB will detect the position of the four-way valve shortly after power is restored to the unit. If the incorrect position is detected by the PCB, the system will enter its "off" cycle and then restart, along with sending a command to the four-way valve to shift it to correct position.

**This update should be made immediately and prior to further shipment to prevent a potential safety issue. When the system heats, despite the thermostat being in cooling mode, the temperature in the indoor conditioned space can rise and pose an overheating risk.**

**It is mandatory for all inventory of models listed in Table 1 below to have their PCB software updated prior to any further shipments.**

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**Table 1**

Affected Models – PCB Software Updates Required		
Daikin FIT	Amana Brand S-series	Goodman SD
DZ6VSA1810-AA	ASZS601810-AA	GSZS601810-AB
DZ6VSA1810-AB	ASZS601810-AB	GSZS602410-AB
DZ6VSA2410-AA	ASZS602410-AA	GSZS603010-AB
DZ6VSA2410-AB	ASZS602410-AB	GSZS603610-AB
DZ6VSA241E-AB	ASZS60241E-AB	
DZ6VSA3010-AA	ASZS603010-AA	
DZ6VSA3010-AB	ASZS603010-AB	
DZ6VSA3610-AA	ASZS603610-AA	
DZ6VSA3610-AB	ASZS603610-AB	

**PCB Inventory**

Daikin is currently reworking all service PCBs in the factory and is requesting all distributor service PCB inventory to be quarantined so Daikin can coordinate their return for rework. If you are a distributor and have any of these parts on hand, please contact your Customer Service Representative (CSR) for a Returned Material Authorization (RMA). Replacement PCBs must be ordered by the distributor to replace their returned inventory. Please see **Table 2** below showing the affected part numbers. **Table 2** also provides new, replacement part numbers for the reworked PCBs.

**Table 2**

Affected PCB Part Numbers and Service Replacement PCB Part Numbers					
Daikin FIT		Amana Brand S-series		Goodman SD	
Affected Part Number	Replacement Part Number	Affected Part Number	Replacement Part Number	Affected Part Number	Replacement Part Number
2545747	2561560	2545137	2561544	2545137	2561544
2545137	2561544	2545138	2561555	2545138	2561555
2545748	2561561				
2545138	2561555				

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### **No Updates Required**

Units with a “yellow” dot on the travel label, or with serial numbers listed below, have been reworked and will not require an update.

- Serial number **2404045992 or later** (1-1/2- and 2-ton, non-enhanced model)
- Serial number **2404031994 or later** (2-1/2- and 3-ton models)
- Serial number **2404030767 or later** (2-ton enhanced model)

### **For Distributors**

Please refer to the “No Updates Required” section above.

For products in inventory requiring rework, contact our technical services team at [technicalservicesdaikin@daikincomfort.com](mailto:technicalservicesdaikin@daikincomfort.com) to schedule the software update.

Daikin is offering \$25 per unit for reworking equipment in inventory. For labor reimbursement on units in inventory, complete the attached rework spreadsheet, add Authorization Code **8825**, and send to [warranty@daikincomfort.com](mailto:warranty@daikincomfort.com)

Please contact the Warranty Department if you need assistance with claim processing at [warranty@daikincomfort.com](mailto:warranty@daikincomfort.com).

If you have technical questions, please call 1-855-DAIKIN1, option 3, or e-mail [TechnicalServicesDaikin@daikincomfort.com](mailto:TechnicalServicesDaikin@daikincomfort.com).

### **For Contractors**

Please refer to the “No Updates Required” section above.

For **uninstalled products** in inventory requiring rework, please order a Service Replacement PCB as shown in **Table 3** on the following page.

Units with a “yellow” dot on the travel label, or with serial numbers listed below, have been reworked and will not require an update.

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**Table 3**

Affected Models - Service Replacement PCB Part Numbers					
Daikin FIT		Amana® Brand S-series		Goodman SD	
Model Number	Replacement Part Number	Model Number	Replacement Part Number	Model Number	Replacement Part Number
DZ6VSA1810-AA	2561560	ASZS601810-AA	2561544	GSZS601810-AB	2561544
DZ6VSA1810-AB	2561560	ASZS601810-AB	2561544	GSZS602410-AB	2561544
DZ6VSA2410-AA	2561544	ASZS602410-AA	2561544	GSZS603010-AB	2561555
DZ6VSA2410-AB	2561544	ASZS602410-AB	2561544	GSZS603610-AB	2561555
DZ6VSA241E-AB	2561566	ASZS60241E-AB	2561566		
DZ6VSA3010-AA	2561561	ASZS603010-AA	2561555		
DZ6VSA3010-AB	2561561	ASZS603010-AB	2561555		
DZ6VSA3610-AA	2561555	ASZS603610-AA	2561555		
DZ6VSA3610-AB	2561555	ASZS603610-AB	2561555		

Daikin is offering \$50 per unit for reworking equipment in inventory. For labor reimbursement on units in inventory, complete the attached rework spreadsheet, add Authorization Code **8826**, and send to [warranty@daikincomfort.com](mailto:warranty@daikincomfort.com)

Please contact the Warranty Department if you need assistance with claim processing at [warranty@daikincomfort.com](mailto:warranty@daikincomfort.com).

**Field installed** units that are connected to Wi-Fi will automatically receive an over the air (OTA) update through a connected communicating thermostat and will not need any further action.

- **Daikin ONE+ smart thermostat** software version 3.3.11 or later.
- **Daikin ONE touch smart thermostat** software version 3.3.11 or later.
- **Amana smart thermostat** software version 3.3.11 or later.
- **Goodman GTST connected thermostat** software version 3.3.12 or later.

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If the **field installed** unit is not connected to Wi-Fi, you will need to utilize the following steps below.

## **Step 1:**

For all Daikin, Amana & Goodman brands replace the outdoor service printed circuit board (PCB) see **Table 3** for the correct Service Replacement PCB part number. If the homeowner has a **Goodman GTST connected thermostat (GTST-CW-WH-A)** Step 2 is not required to be completed.

## **Step 2:**

Update the software on both Daikin & Amana only, using over the air (OTA) update, through the communicating thermostats listed below to latest software version using the process outlined below.

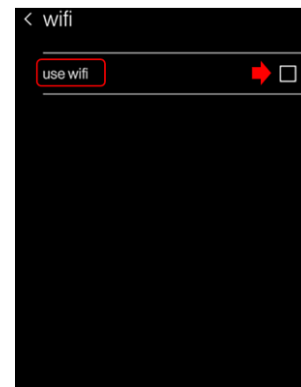
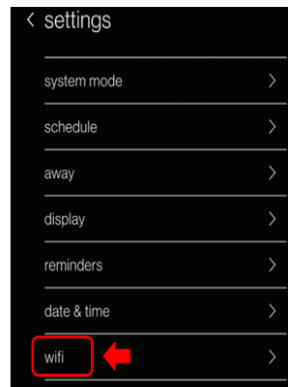
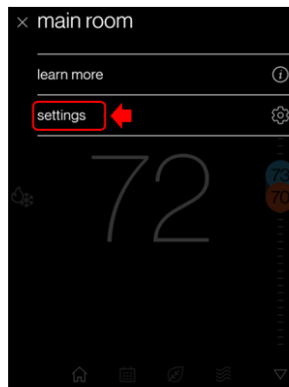
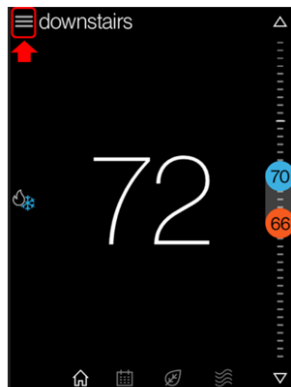
### **Daikin ONE+ (DTST-CWBSA-NI-A) and Daikin ONE Touch (DTST-TOU-A)**

1) Click the Three Lines at the top of the screen

2) Press Settings

3) Navigate to and select Wi-Fi.

4) Press the use Wi-Fi button a check mark should appear.



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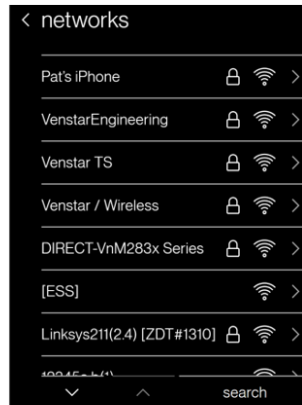


# TECHNICAL SERVICE BULLETIN

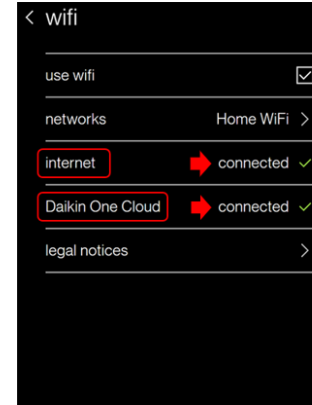
5) Press Networks to search for your Wi-Fi Network



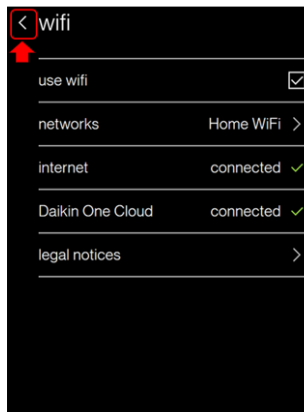
6) Select your mobile hotspot or homeowners Wi-Fi from the available list and enter the password for the network



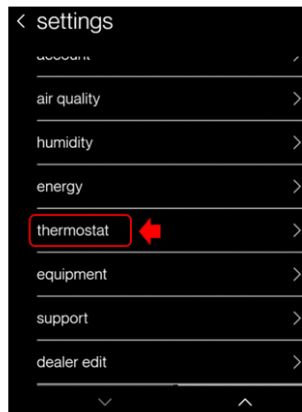
7) Ensure the thermostat is connected to the mobile hotspot or homeowners WiFi and the Daikin One Cloud.



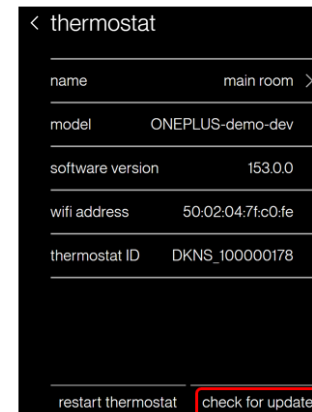
8) Press the back arrow at the top of the screen to return to the previous menu.



9) Navigate to and press Thermostat from the menu options.



10) Press the check for updates button



The thermostat will start installing the new software once found.

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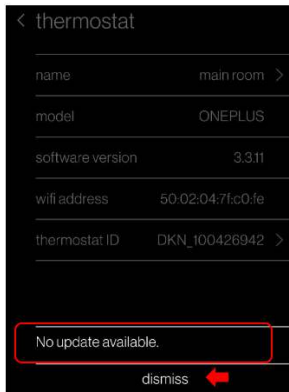
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# TECHNICAL SERVICE BULLETIN

(11) If no updates are available appears it is possible the update may have already been completed. Press dismiss and ensure the software version is 3.3.11 as shown in step (12)



(12) After the reboot is complete navigate to Thermostat again and ensure the software version is 3.3.11



Software Version will read 3.3.11

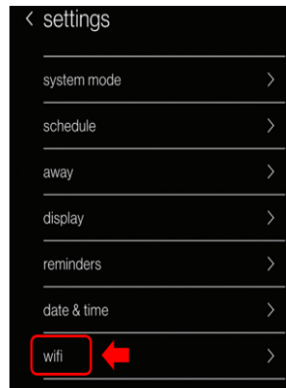
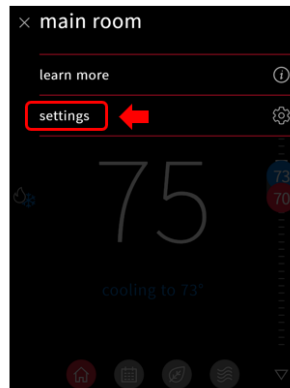
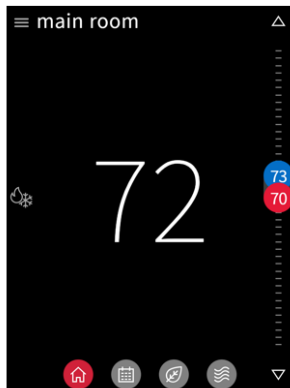
## Amana Smart Thermostat (ATST-CWE-BL-A):

1) Click the Three Lines at the top of the screen

2) Press Settings

3) Navigate to and select Wi-Fi.

4) Press the use Wi-Fi button a check mark should appear.



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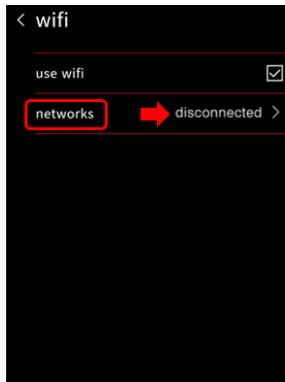
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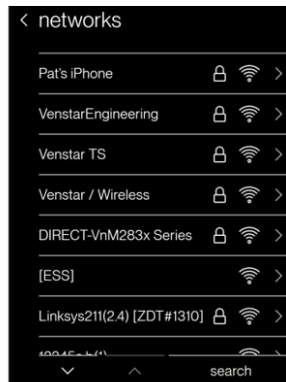


# TECHNICAL SERVICE BULLETIN

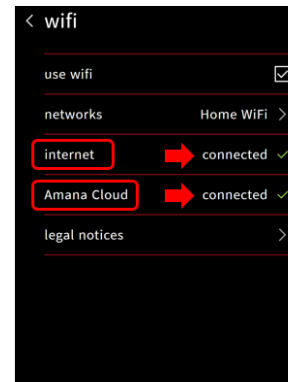
5) Press Networks to search for your Wi-Fi Network



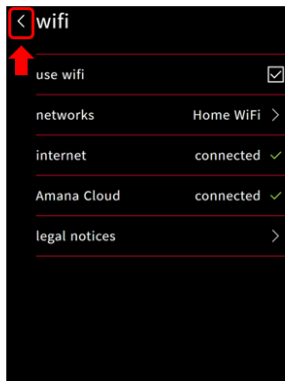
6) Select your mobile hotspot or homeowners Wi-Fi from the available list and enter the password for the network



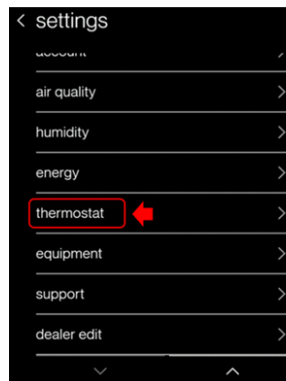
7) Ensure the thermostat is connected to the mobile hotspot or homeowners Wi-Fi and the Amana Cloud.



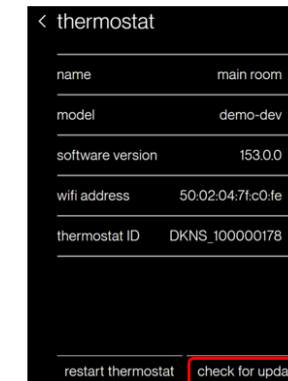
8) Press the back arrow at the top of the screen to return to the previous menu.



9) Navigate to and press Thermostat from the menu options.



10) Press the check for updates button



The thermostat will start installing the new software once found.

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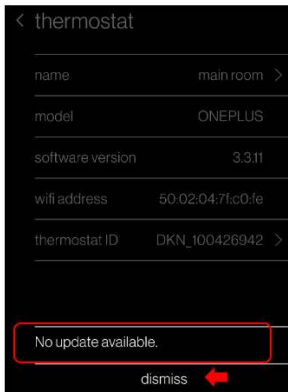
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(12) After the reboot is complete navigate to Thermostat again and ensure the software version is 3.3.11



Software Version will read 3.3.11

Daikin will provide labor at the servicer’s Class “A” labor rate for the units listed in **Table 1**. The labor will only apply to field installed units not connected to Wi-Fi.

Claims **must** be filed on Warranty Express as an Authorization type claim, using Authorization Code number **8826**. **The claim for the labor and parts should be filed at the same time using the Dealer’s account number.**

Please consult the Warranty Department if you need assistance with claim processing at [warranty@daikincomfort.com](mailto:warranty@daikincomfort.com).

If you have technical questions, please call 1-855-DAIKIN1, option 3, or e-mail [TechnicalServicesDaikin@daikincomfort.com](mailto:TechnicalServicesDaikin@daikincomfort.com).

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