



## TECHNICAL SERVICE BULLETIN

### **TSB C-GN-SP-0049 REV3**

**Date:** October 22, 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 REV2 on July 3, 2024. This revision updates the instructions for dealer uninstalled inventory. This revision also updates the instructions and warranty code for field installed units to 8827 for labor of \$150.00 per unit and only applies to field installed units not connected to Wi-Fi or installed with an EWC zoning panel.**

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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	2561554	2545137	2561554
2545137	2561554	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 register unit model number and serial number on [www.goodmanmfg.com/fit-recall](http://www.goodmanmfg.com/fit-recall) and follow further instructions from registration website.**

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	2561554	GSZS601810-AB	2561554
DZ6VSA1810-AB	2561560	ASZS601810-AB	2561554	GSZS602410-AB	2561554
DZ6VSA2410-AA	2561554	ASZS602410-AA	2561554	GSZS603010-AB	2561555
DZ6VSA2410-AB	2561554	ASZS602410-AB	2561554	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 connected to Wi-Fi may automatically receive an over-the-air (OTA) update through a connected communicating thermostat. Units with an EWC zoning panel will not be able to effectively receive the OTA update and will need to have the outdoor PCB replaced.** Homeowners must still register their model number and serial number on [www.goodmanmfg.com/fit-recall](http://www.goodmanmfg.com/fit-recall) to confirm the OTA has been completed and no further action needs to be taken.

- **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.

If the **field installed** unit is not connected to Wi-Fi, the homeowner must also register on [www.goodmanmfg.com/fit-recall](http://www.goodmanmfg.com/fit-recall) and follow the registration process.

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If the homeowner is unable to connect to Wi-Fi and update their thermostat via OTA, an outdoor service replacement PCB will be sent to their home. Also, if the homeowner has an EWC zoning panel, an outdoor service replacement PCB will be sent to their home. Contractors contacted by the homeowner to complete the replacement **must** utilize the following steps below.

### Step 1:

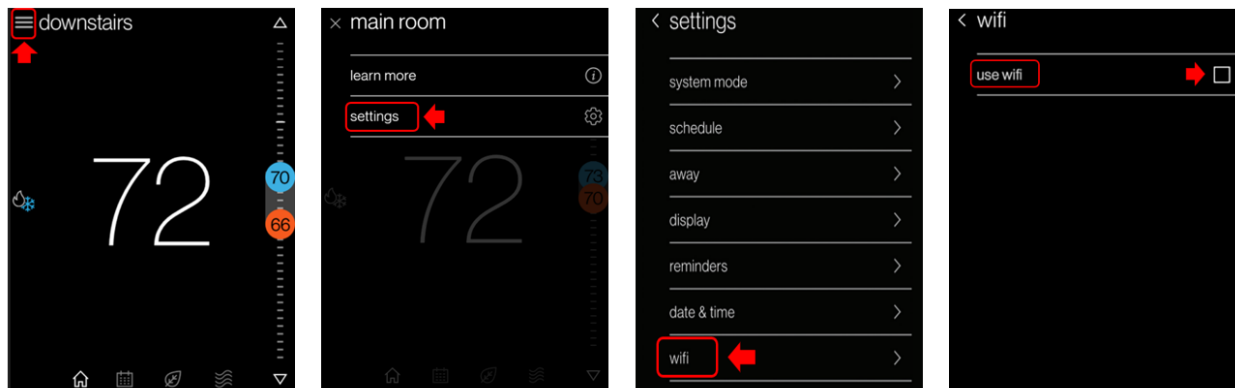
For all Daikin, Amana & Goodman brands replace the outdoor service printed circuit board (PCB) see **Table 3** to verify correct outdoor service replacement PCB part number was sent. If incorrect outdoor service replacement PCB was sent, please order correct outdoor service replacement PCB as per **Table 3**. 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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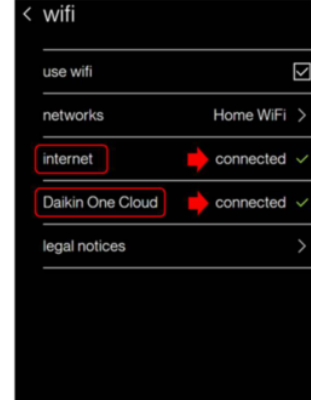
5) Press Networks to search for your Wi-Fi Network



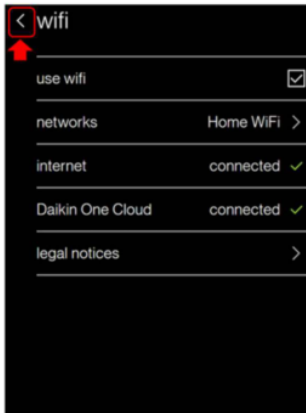
6) Select your mobile hotspot or homeowners Wi-Fi from the available list and enter the password for the network



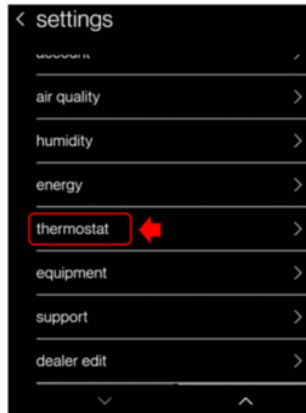
7) Ensure the thermostat is connected to the mobile hotspot or homeowners WiFi and the Daikin One Cloud. If thermostat does not connect to Daikin One Cloud, please proceed to steps 8-10



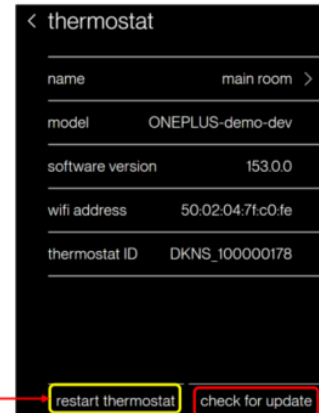
8) Press the back arrow at the top of the screen to return to the previous menu.



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.



If the thermostat did not connect to the Daikin One Cloud in step 7 click on restart thermostat. After reboot restart at step 7 and ensure thermostat is connected to the Daikin One Cloud.

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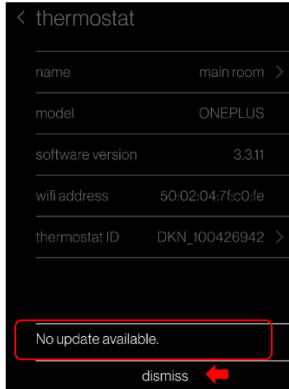
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(11) If no updates are available appears it is possible the update may have already been completed. Press dismiss and ensure the software version is 3.3.11 as shown in step (12)



(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

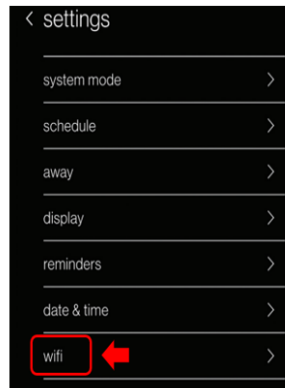
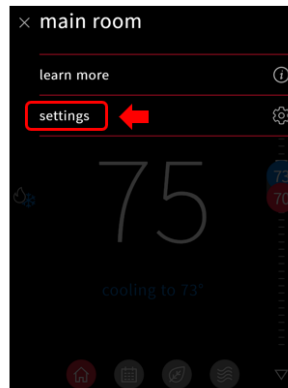
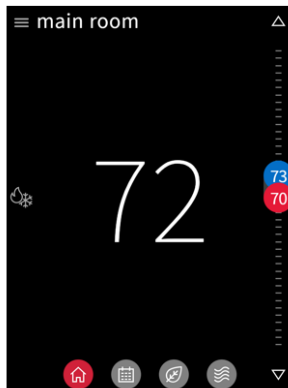
## Amana Smart Thermostat (ATST-CWE-BL-A):

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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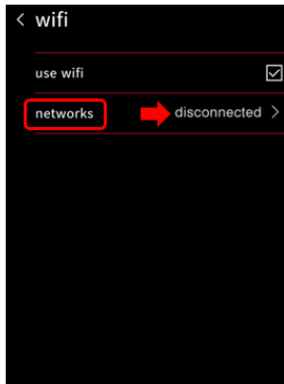
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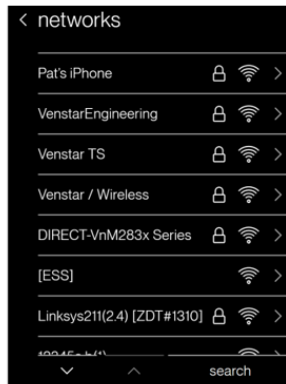


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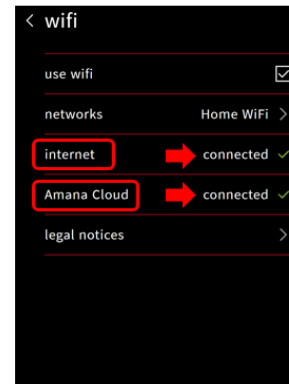
5) Press Networks to search for your Wi-Fi Network



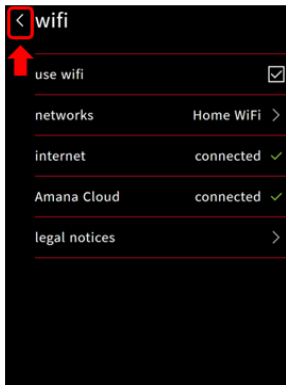
6) Select your mobile hotspot or homeowners Wi-Fi from the available list and enter the password for the network



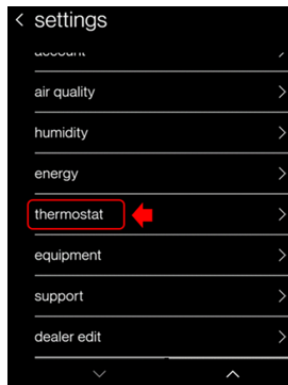
7) Ensure the thermostat is connected to the mobile hotspot or homeowners WiFi and the Amana Cloud. If thermostat does not connect to Amana Cloud, please proceed to steps 8-10



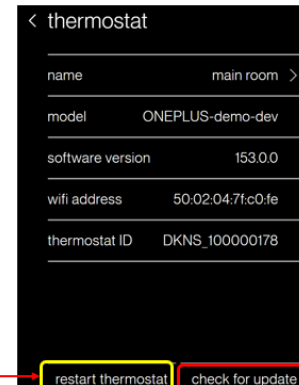
8) Press the back arrow at the top of the screen to return to the previous menu.



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.



If the thermostat did not connect to the Amana Cloud in step 7 click on restart thermostat. After reboot restart at step 7 and ensure thermostat is connected to the Amana Cloud.

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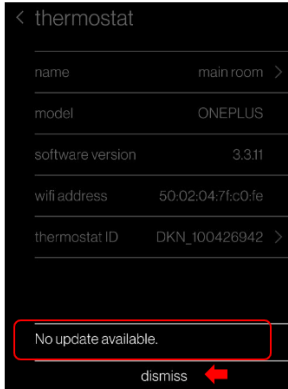
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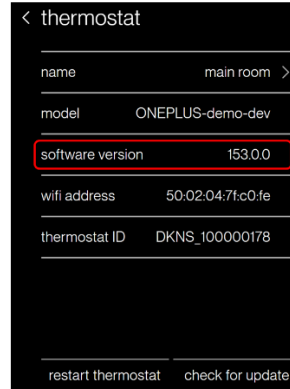


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(12) After the reboot is complete navigate to Thermostat again and ensure the software version is 3.3.11



Daikin will provide labor of \$150.00 per unit, listed in **Table 1**. The labor will only apply to field installed units not connected to Wi-Fi or installed with an EWC zoning panel.

Claims **must** be filed on Warranty Express as an Authorization type claim, using Authorization Code number **8827**. **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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