

# General Service Bulletin

## IFC (CNT07984) Losing Configuration Settings

### Models: S9X2-U and S9X2-D

Model Number	Affected Serial Number Range	Model Number	Affected Serial Number Range
S9X2B040U3PSBA	19243RBS3G - 19384RSU3G	S9X2B040D3PSBA	19243RXB3G - 19335PG83G
S9X2B060U4PSBA	19243RE83G - 19402TN23G	S9X2B060D3PSBA	19243RYW3G - 19333PRN3G
S9X2B080U4PSBA	19243RG03G - 193953YM3G	S9X2B080D4PSBA	19243R433G - 19346YDR3G
S9X2C080U5PSBA	19243RM13G - 19391YG43G	S9X2C100D5PSBA	19243SAX3G - 19393XTS3G
S9X2C100U5PSBA	19243RNW3G - 193957WU3G	S9X2D120D5PSBA	19243SD03G - 19306KUP3G
S9X2D120U5PSBA	19243RR83G - 193925XY3G		

**ORDER No: FURN-SVB063A-EN**

**DATE: December 2, 2019**

### Introduction

We have received field reports of the furnace models numbers listed above losing the system configuration settings in the Integrated Furnace Control (IFC) board after a high voltage power cycle. See page 3 for a complete list of affected model numbers. The IFC board will reset to factory default settings once high voltage is reapplied. Factory default settings may not be correct for the installed system. The primary function of the system will not be lost. However, default system settings could potentially impact operation in cooling mode more than operation in heating mode. This bulletin is a recommended action. The actions described in this bulletin are NOT being taken to address a safety concern.

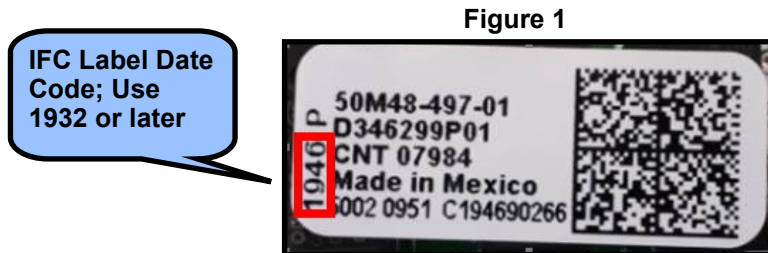
### Discussion

The supplier of the IFC board has determined the root cause to be an error in the configuration bit setting during the software programming phase of these IFC boards. This issue has been corrected in production. The affected boards have been limited to a specific date range that can be identified on the label of the IFC board. The identified date code range is (1918 - 1931). (See page 2 Figure 1) on how to identify the date code on the IFC label.

## Discussion, continued

For a complete list of affected furnace serial numbers, click on the paperclip below.

 [Complete List of Affected Furnaces](#)



## Corrective Action

The recommended corrective action is to replace the IFC board CNT07984 with the date of (1932 or later) in the affected furnaces. (See Figure 1) to identify the date code on the IFC label. This corrective actions includes both uninstalled and installed furnaces.

## Parts Ordering Information

Replacement IFC board CNT07984 should be ordered from your local Trane Parts Center, Independent Trane or American Standard distributor.

## Material Disposition

Parts should be disposed of based upon direction of your local parts distributor.

## Expiration Date

This bulletin will expire on June 30, 2020

## Questions

Distributor personnel contact your local Field Service Representative. FSRs should contact Technical Support in Tyler, TX

**Models:**

S9X2B040U3PSBA	S9X2B040D3PSBA
S9X2B060U4PSBA	S9X2B060D3PSBA
S9X2B080U4PSBA	S9X2B080D4PSBA
S9X2C080U5PSBA	S9X2C100D5PSBA
S9X2C100U5PSBA	S9X2D120D5PSBA
S9X2D120U5PSBA	

<b>Literature Order Number</b>	<b>FURN-SVB063A-EN</b>
<b>File Number</b>	<b>FURN-SVB063A-EN</b>
<b>Supersedes</b>	<b>New</b>
<b>Stocking Location</b>	<b>Electronic Only</b>
<p><b>Ingersoll Rand has a policy of continuous product data and product improvement and reserves the right to change design and specifications without notice. Only qualified technicians should perform the installation and servicing of equipment referred to in this bulletin.</b></p>	