

**TO: Residential Distributors  
From: Technical Service Department  
Date: December 04, 2009  
Re: Modulating Gas Furnace Issue (FG7MQ, PGC2MQ FURNACES)**

**NORDYNE is aware of an issue with the Modulating Furnace gas valve. The valve in some cases may not respond as expected to inputs from the control system. The suspect gas valves were produced in late 2008 and have a date code of 0850 (50<sup>th</sup> week of 2008) or before. The date code can be found on the rating label of the gas valve. Nordyne is working with White Rodgers to investigate the issue.**

**In the mean time, Nordyne is requesting that all modulating gas furnaces in your stock produced prior to May 1, 2009 (0904 and earlier) be held in your inventory and not sold until a final resolution can be developed. We are also requesting that you provide the serial numbers for all modulating furnaces in your inventory produced prior to May 1, 2009 (0904 and earlier) to Doug Priestley ([priestleyd@nordyne.com](mailto:priestleyd@nordyne.com) or 1-800-422-4328 ext.7448).**

**Very shortly, Nordyne will communicate a resolution to this issue as well as instructions for what to do with existing inventory and guidance, if any, for any actions required on installed furnaces.**

**If you have any questions please contact Nordyne Technical service Department at 1-800-422-4328 ext.2**

**Nordyne  
Technical Service**