

**To: Residential Distributors and Dealers**

**From: Technical Service Department**

**Date: December 21, 2009**

**Re: Field Installed Modulating Gas Furnaces (FG7MQ, PGC2MQ FURNACES)**

In reference to TB09-163 and TB09-164, **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.

**Any field installed (FG7MQ, PGC2MQ FURNACES) with a Serial number 0904 and earlier unit, must have the valve replaced.** 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.

New gas valves (624703) should be ordered through the NORDYNE parts department and the gas valve should be returned to:

**NORDYNE  
8000 Phoenix Parkway  
O'Fallon, Mo. 63366  
Attn: Doug Priestley**

File the appropriate warranty paper work and when the valve is received, with the Furnace serial number, NORDYNE will pay the cost of the valve and \$150.00 in labor to change the valve.

If Nordyne receives a valve that does not fall in the above date codes; the claim will be rejected and the valve will be returned to the distributor.

If you have any question please contact Doug Priestley at (1-800-422-4328 ext. 7448) or [priestleyd@nordyne.com](mailto:priestleyd@nordyne.com).

Thank you  
Nordyne Technical Service