

Product Information Notice

Models: 8733952441: BVA-48WN1-M20 (IDS 4-ton Air Handler)
8733952442: BVA-60WN1-M20 (IDS 5-ton Air Handler)

Subject: IDS BVA 2.0 Motor Software Update: Motor Pulsing Back and Forth



BOSCH



All work must be performed by a licensed or qualified contractor.

Summary

A motor software issue has been identified on a specific quantity of air handlers produced between November 2019 and April 2020. The issue causes the blower motor in the air handler to pulse back and forth while in standby mode. While the noise created by the pulsing can be considered a nuisance, this issue has no effect on the safety or performance of the unit in normal heating or cooling scenarios.

Affected Serial Numbers

How to tell if your unit is affected:

Table 1 below represents the starting and ending serial number by date code and counter number for affected air handlers. An affected unit will fall between the numbers listed in the table.

Serial Number Example:

399A-960-000062-8733952441

Date code

Counter number

Model	Start Serial Number	End Serial Number
BVA-48WN1-M20	399A-960-000062-8733952441	399A-960-000077-8733952441
	399A-037-000125-8733952441	399A-037-000329-8733952441
	399A-038-000055-8733952441	399A-038-000069-8733952441
	399A-039-000245-8733952441	399A-039-000324-8733952441
BVA-60WN1-M20	399A-959-000001-8733952442	399A-959-000012-8733952442
	399A-037-000001-8733952442	399A-037-000040-8733952442
	399A-037-000107-8733952442	399A-037-000176-8733952442
	399A-037-000240-8733952442	399A-037-000243-8733952442
	399A-038-000001-8733952442	399A-038-000025-8733952442

Table 1



Figure 1 IDS BVA2.0

Resolution

For installed units:

There are two possible field resolutions.

- The recommended repair is to replace the motor module (Bosch p/n 8733955042).
- If the module is unavailable, the entire blower motor can be exchanged (Bosch p/n 8733953243).

Work instructions for part replacements can be found at

<https://www.bosch-thermotechnology.us/us/en/residential/service/technical-support/service-bulletins/>

The replacement part can be ordered through normal distribution channels and reimbursed via the standard warranty process or can be sent free of charge by contacting Bosch technical support at 1-800-283-3787. A labor allowance up to \$150 is also available for the replacement activity.

For uninstalled units:

Customers have the option to:

- Return their units in exchange for a new unit with correct motor software or
- Replace the module OR motor and submit for warranty reimbursement

Return claims can be made at www.boschprohvac.com

Labor claims can be submitted via www.boschprohvac.com or via email warranty_returns@us.bosch.com