

# SERVICE BULLETIN

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**Number:** SMB21-0008

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**Revision:**

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**Title:**

NSS and NLA Unavailable Parts Claiming Process

**Dept.:** Residential Quality

**Author:** Matthew Freers

**Category:** Informational

**PRODUCT CATEGORY:**

Ductless

**MODELS AFFECTED:**

<b>Carrier</b>	<b>Bryant</b>	<b>Payne/Midea/ICP</b>
40MAQ	619PEQ	DHMSH
40MHH	619FEQ	DACMA
40GRQ	619REQ	DAQMA
40MBQ	619PHA	DHQMA
40MFQ	619KEQ	DHCMA
38MFQ	538KEQ	
38MAQ		
38MFC		
38MGQ		
38GRQ		
40MKC		
40MKQ		
38MVQ		
38MVC		

**SERIAL NUMBERS:**

All valid serial numbers with warranty entitlement

4411V00001 – Current

V114400001 – Current

**SITUATION:**

There are situations where parts may not be available and a replacement unit may be required to perform warranty repairs.

**SOLUTION:**

This bulletin should be used when parts are identified either NSS (Not-Sold-Separately) or NLA (No-Longer-Available).

**Factory Action**

A unit replacement policy is being provided to distribution with the claiming process for situations that involve NSS or NLA parts.

**Distributor Action**

Distributors should use this policy for the claiming of unit replacements in Service Bench® when a unit replacement was needed as the result of a part that is identified as NSS or NLA.

**Field Action**

No field action is required as a result of this bulletin.

**Replacement Components**

Components that are NSS and NLA will be identified in parts management systems.

**POLICY:**

Claims for this SMB should be filed in Service Bench® as a Unit Replacement.

<b>Policy Number</b>	<b>Labor Policy</b>	<b>Materials</b>	<b>Description</b>
NSS21001	None	See "Replacement Components" section	Unit replacement that has resulted from a part being NSS
NLA21001	None	See "Replacement Components" section	Unit replacement that has resulted from a part being NLA

The Policy Number must be entered on the claim in the Bulletin Number Field. The Policy Number may only be used once per serial number. Claims greater than \$1,000 must be saved prior to submission and the claim needs to be sent to your TSM (Technical Service Manager) for review. Your TSM will need to add approval notes to the claim to allow the claim to process. Claims greater than \$1,000 without TSM approval may be rejected.

**RELATED NOTICES:**

NONE

***Warning: Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.***

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