



Technical Service Department

Technical Service Bulletin

1-800-432-8373



FV Sensor SP20172/ Low Resistance

REASON:

Units with production dates between weeks 14 and 39 (April 1-September 23,2019) MAY feature a resistance level that is below the minimum set point of the gas valve. This results in valve lock-out that can only be corrected via installation of a sensor with a minimum resistance level at or above 13k Ω and resetting the gas valve upon installation of replacement sensor per document AP15048-1.

SERVICE ACTION REQUIRED:

If given an FV sensor error for any FV sensor (SP20172):

Disconnect the wires from the gas valve to the flammable vapor sensor

1. Set your multi-meter to the correct resistance Ω setting
2. Insert your meter leads into the backside of the Molex connector reduce risk of compromising the Molex connector end, which connects to the gas valve.
3. If the resistance reading is below 13K Ω for both flammable sensor and wiring harness, proceed to test sensor only.
4. Reset gas valve after replacing sensor (See document AP15048-1 for GCV reset procedure)
5. Remove flammable vapor sensor from the plastic bracket on the base ring of the water heater and disconnect both wires from the sensor.
6. Place your multimeter leads on the sensor terminals and take resistance readings of sensor alone. If sensor reads below 13K Ω , replace sensor

NOTE: When checking resistance of the sensor, check with wires attached to sensor with sensor unplugged from the valve. If you get an invalid reading, then check across sensor only.

- If wires and sensor check are valid, then proceed to GCV reset procedure (See document AP15048-1 for GCV reset procedure) Sensor is not defective.
- If wire harness or sensor checks are invalid, then replace appropriate/corresponding part.

