

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC2026-0007

Date: 3/24/2026

Title: Gas Furnace Bluetooth Module Removal

Product Category: Residential Gas Furnaces

Products Affected

Infinity Furnaces- 59MN7C, 59TN7A, 59TN6C, 59CU95B, 58TN1B, 58TN0B, 58CU0B,
Evolution Furnaces - 987MC, 987TA, 986TD, 935CB, 881TB, 880TB, 830CB

Situation

Due to extremely limited utilization, Carrier has discontinued the inclusion of Bluetooth® modules on communicating gas furnaces. Carrier will also be discontinuing support for Bluetooth connection through the Service Tech App for existing gas furnaces that currently have Bluetooth modules installed.

Solution

As of March 18th, the manufacturing assembly process of the subject units will no longer include a Bluetooth module.

A planned Service Tech App update to include new furnace control recipe versions to disable the furnace control Bluetooth input is expected to be released to the field in the week of April 15th

A new Super Plug, containing the updated recipes to disable the Bluetooth connection is expected to be released to the field in the fourth quarter of 2026.

Field Required Actions:

All units manufactured without the Bluetooth module will receive updated recipe versions during manufacturing, disabling the Bluetooth connection input on the furnace control. No field action is required for these units.

Bluetooth Disabled on Existing Units with Bluetooth Module

After the April 15th Service Tech App update, upon connecting to the furnace control through Bluetooth or through the NFC connection, the user will receive a prompt indicating a recipe update is available. When the recipe update is accepted and installed, the Bluetooth connection will be disabled, and Bluetooth functionality will no longer be available.

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing, and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.

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Bluetooth Faults on Units manufactured Without Bluetooth Module

With the delayed release of the Service Tech App and a revised Super Plug, there are circumstances, outlined below, in which a Bluetooth fault (17.1) will be displayed on the furnace control.

1. Should a furnace control failure occur on a furnace manufactured without a Bluetooth module, if the replacement control is commissioned with an existing Super Plug (before the expected Q4 update release) or the Service Tech App (before the April 15th update), the furnace control will be loaded with the existing version of the run recipe, enabling the Bluetooth connection. Without a Bluetooth module installed, the furnace control will display a fault code 17.1. This fault will be displayed on the furnace control anytime power is applied until the updated recipe (with Bluetooth disabled) is loaded into the furnace control. The display of this fault will NOT cause changes to or issues with the functional operation of the furnace.