



Gateway – Furnace air flow and overheating

Description

Customer's complaining of poor air flow along with hot or warm counter tops in the kitchen.
With excess heat build up in furnace compartment.

The cause is poor return air flow into the furnace compartment causing the compartment to heat above acceptable temperature ranges for the furnace to operate properly.

VIN Range Effected

5SFSG4120DE264319 THRU 5SFSG4128EE278180
2013 and 2014 Gateway 3650BH

Inspection & Repair

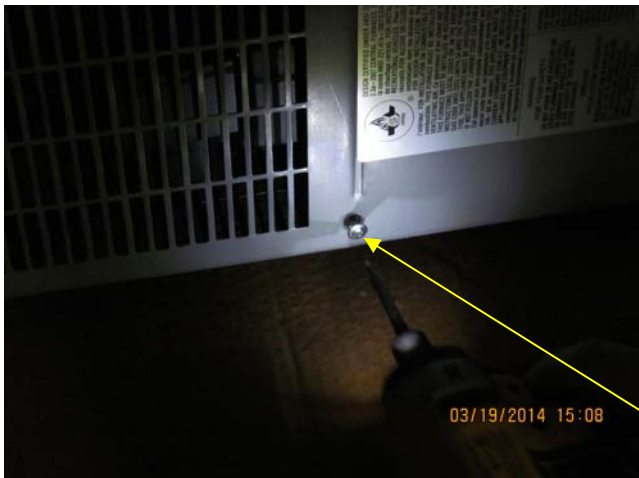
- 1) Remove current air grill and block off panel directly above furnace grill.



Remove the block off panel.

Remove fresh air grill

2) Check furnace and confirm that support leg is in place.



Support leg – should be on bottom, if no leg is present remove screw and attach L-bracket to prevent furnace movement.



- 3) Check furnace and confirm that bottom discharge block off plate is installed. You can feel bottom of the furnace to check the location/installation of block off panel.



Block off panel on
bottom of furnace.

Feel in this location to
confirm panel is in
place.



- 4) Check ducting at each register (bunk room, @ kitchen base, bath, front bedroom) to see if there is excessive length-pull as tight as possible and re-connect.



Starting at the furnace, disconnect each duct and pull all excess through floor, cut and reinstall on furnace.



Starting in the bunk room pull floor register and pull all excess duct up through floor, cut off excess and reinstall floor register.

Repeat this process for each floor register (kitchen, upper bath and bedroom)
NOTE: you may have to open access panel in pass through compartment to pull all access duct for upper deck.



- 5) Add a fifth duct (remove knockout on top of furnace and run flex duct to rear under pantry & lavatory in half bath out to living room toward dinette).



- Add duct to top of furnace.
- Cut opening for register in wall

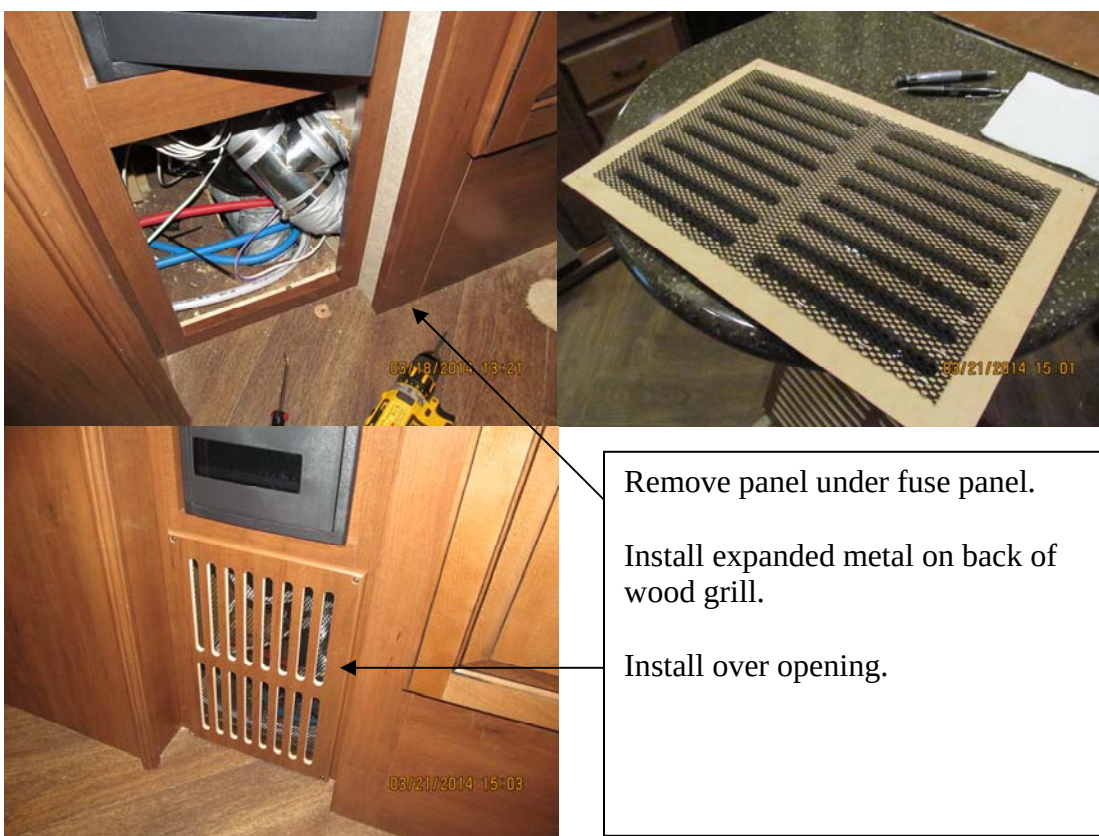


- Run duct from furnace through wall under the bath lavatory and through wall into living room.
- Install register.

- 6) Remove panel above current return air door and replace with 22 x 22 grill (add expanded metal to back of grill) install over old area and openings below kitchen drawer.



- 7) Remove panel below panel box and replace with 12 x 18 grill (add expanded metal to back of grill, and install grill over opening.





Parts

1 - 22 x 22 door grill with expanded metal	xxxxxx
1 - 12 x 18 door grill with expanded metal	xxxxxx
1 - Rotary grill	xxxxxx
___ Ft 4" round ducting	xxxxxx

Warranty

Once completed file warranty claim using warranty code 98.01.14 for 0.0 hours

**Please refer all questions and authorization requests to Heartland Dealer Services
Department 877-262-8032**