

Dometic Blizzard AC water migration into return air cavity

Description

Blizzard Whisper Quiet Dometic AC units on the Landmark, Big Horn & Big Country Models. It has been determined that there are mounting holes that are not used, These holes will need to be plugged to prevent condensation or water from entering the AC ducting on the interior of the RV. Additional holes will also need to be added to the pan to allow all the water to drain from the pan.

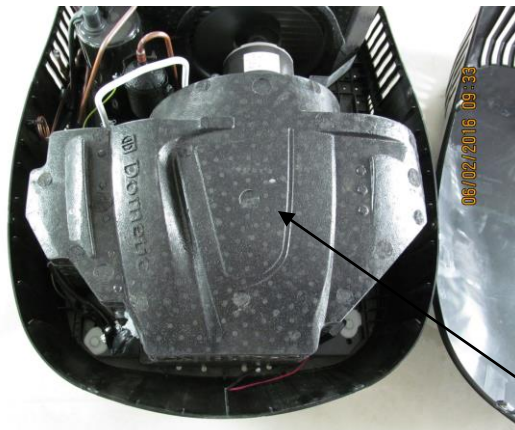
VIN Range Effected

5SFBG4325GE [REDACTED] to 5SFBG3428HE [REDACTED]

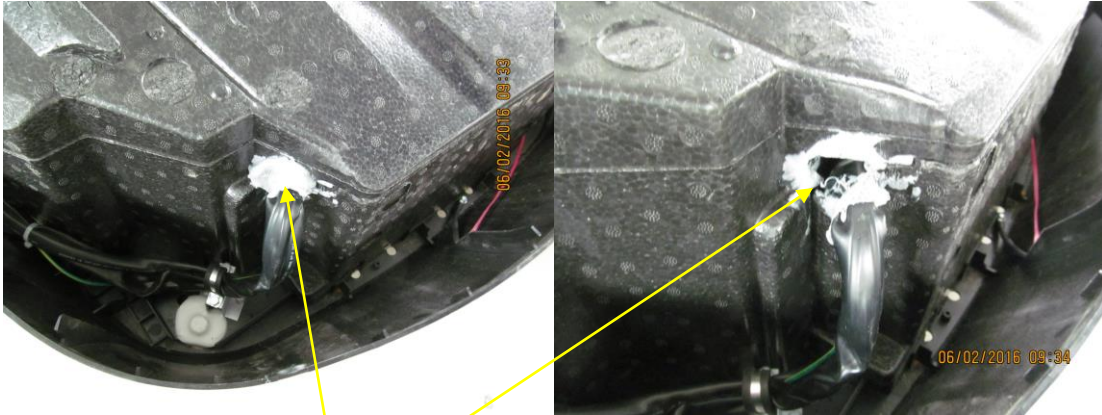
Inspection & Repair



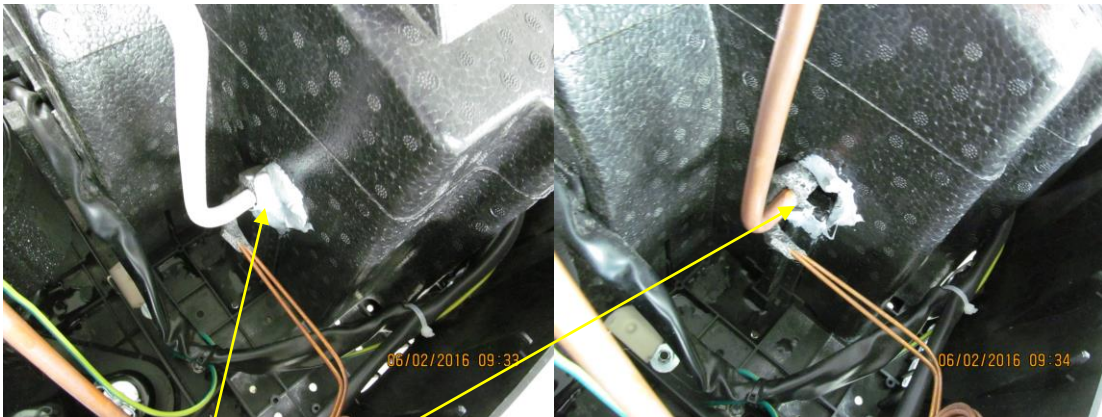
1. Remove the AC shroud. Remove the screws around the edge with a Philips or hex head screw driver. And set aside.



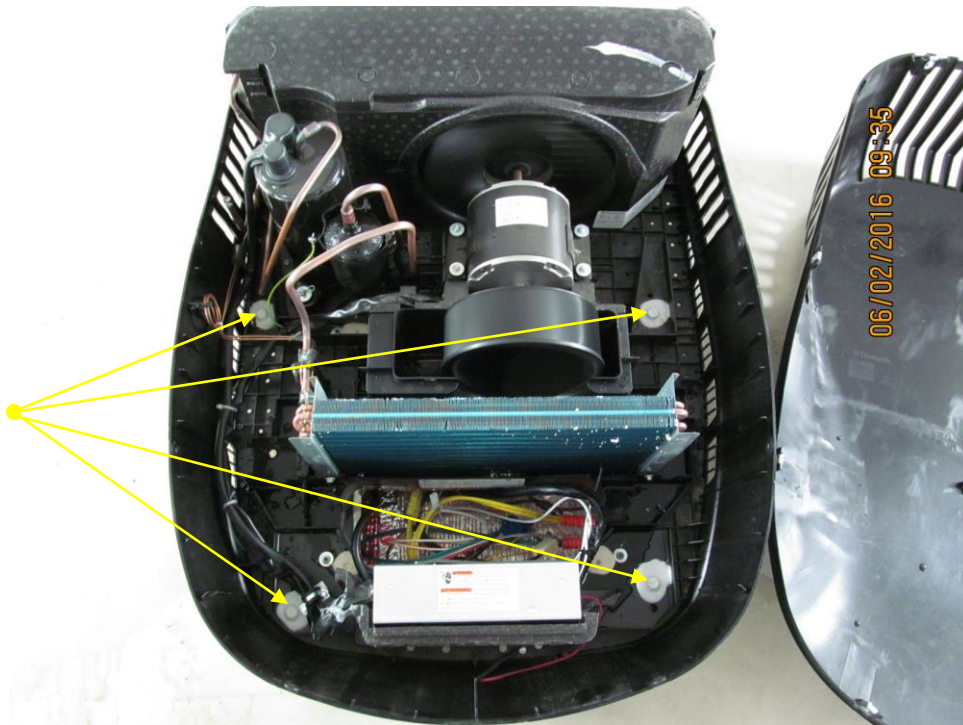
2. Remove the Styrofoam cover. To do this you will need to carefully remove the putty from around the electrical and Freon tube. You will need to keep this putty to be re-used.



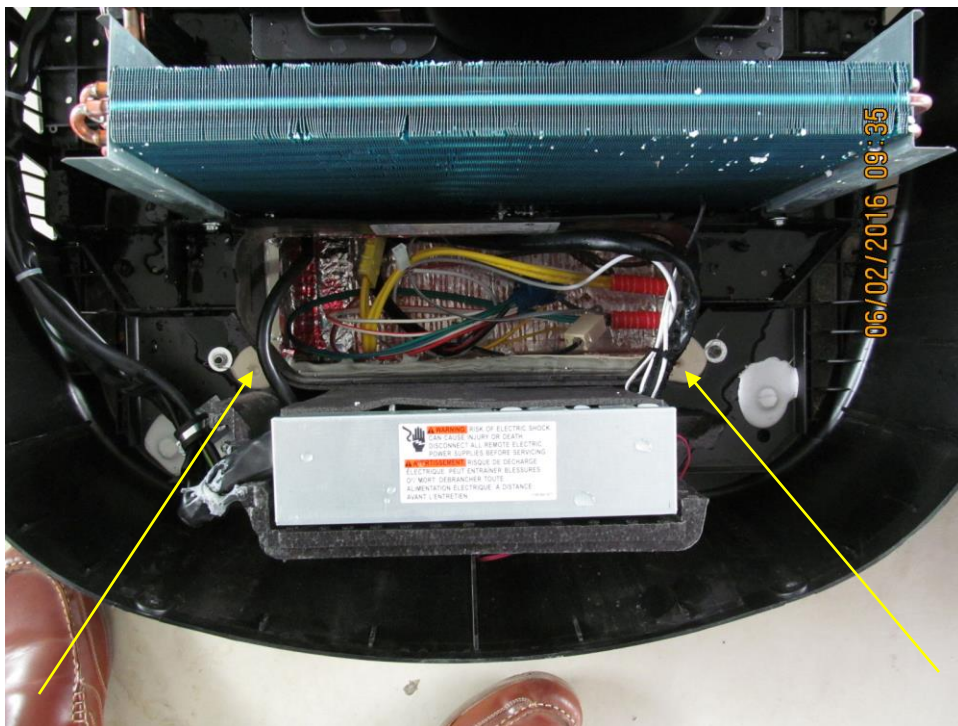
Electrical connection before and after.



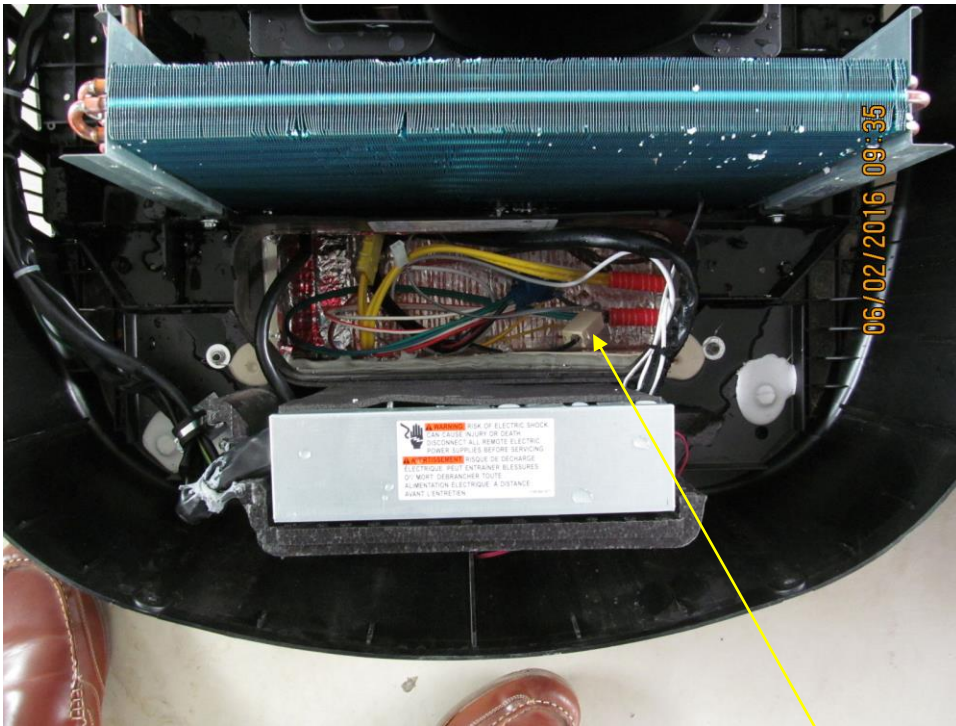
Freon tube before and after.



3. Pull the Styrofoam straight up and off to expose the interior of the AC unit. You will want to verify that the 4 mounting bolts have been sealed.



4. These are the holes that will need to be plugged with a Silicone caulk. (**Do not use a self-leveling caulk**).



5. Check the electrical connection on the data cable for corrosion. If corroded you will need to replace the connector and data ends. If parts are needed please contact Heartland RV parts department.

6. Drill out the Red and Blue indicated holes.

- Place a metal or wood backing plate underneath the AC base plate to prevent damage to roof material.
- Drill ¼” and ½” holes as shown in diagrams 1 through 4
 - Light Gray and Triangles (△) indicate ¼” holes
 - Dark Gray and Stars (☆) indicate ½” holes
- Vacuum plastic cutting debris
- Replace foam cover

Image 1 – Overview of pan and hole locations

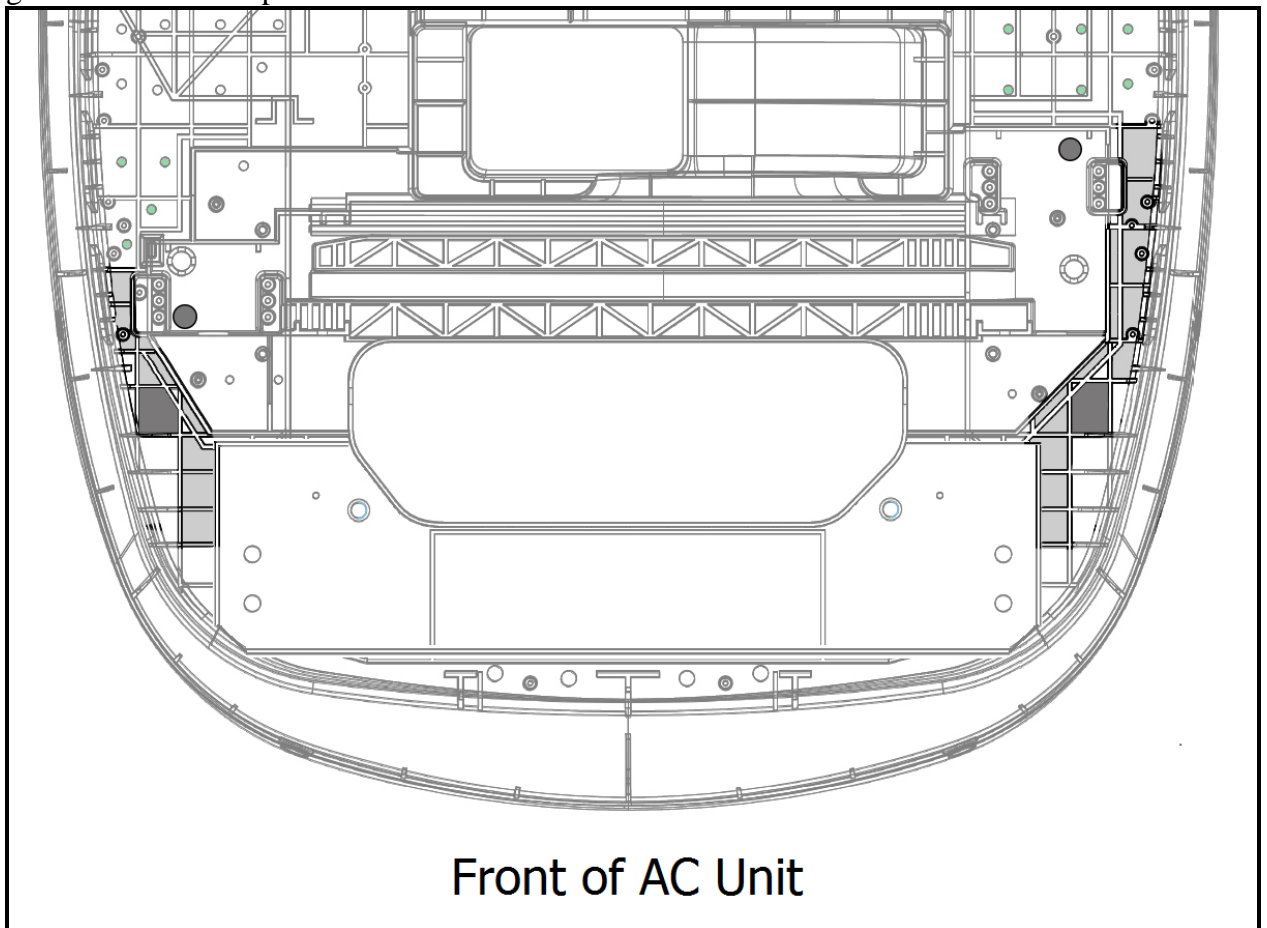


Diagram 1 – Driver Side Hole Locations

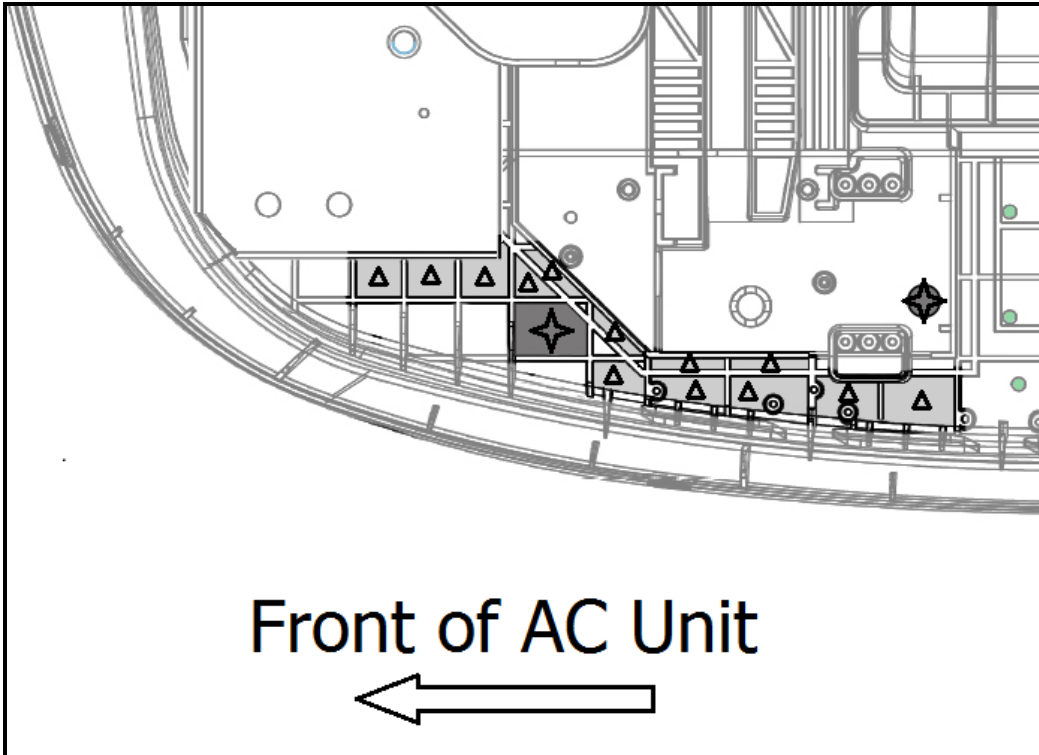
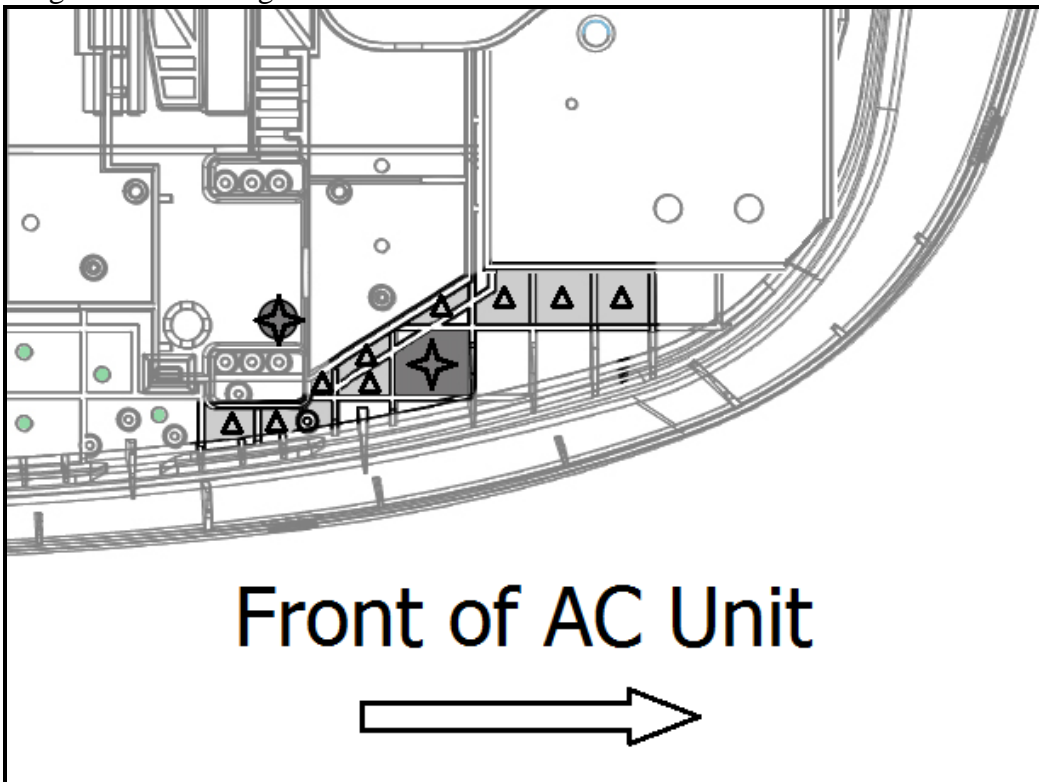
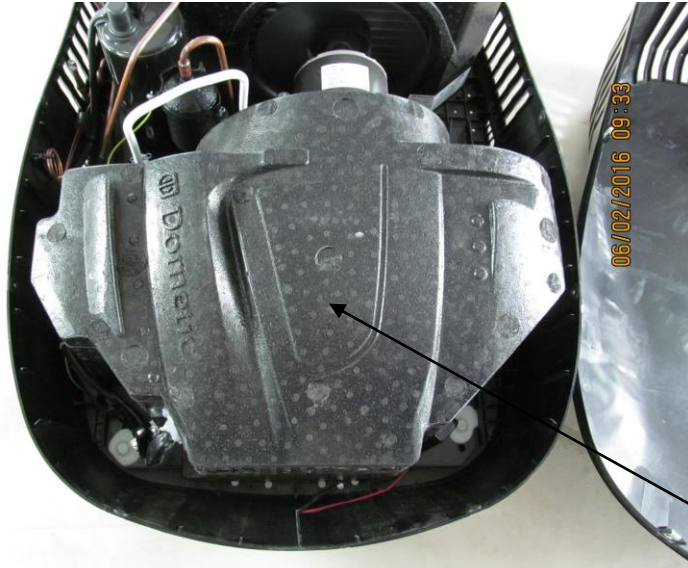


Diagram 2 – Passenger Side Hole Locations





6. After you have plugged the extra mount holes and drilled the holes reinsert the Styrofoam cover.



7. Take the putty that you removed and kept, flatten out in your hand and reseal the electrical and Freon lines.



8. Reinstall the shroud.



Parts

Silicone caulk

Tools

Drill, 1/4" drill bit, 1/2" drill bit, Philips screw driver/bit, hex head screw driver/bit, metal plate

Warranty

Once completed file warranty claim using warranty code 98.01.19 A for 1.50 hour.

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