

Dometic Gateway

The information and instructions in a Keystone Service Bulletin (KSB) are intended to inform RV dealership Service Managers/Technicians of situations that may occur with some Recreational vehicles so dealership personnel can perform proper and efficient service. KSB's are intended to be used by trained RV technicians with the knowledge, tools and equipment to do the job properly and safely, not "do-it-yourselfers".

This process describes the repair where under certain conditions outside of 40°F to 100°F ambient temperature, the Dometic Gateway may not communicate with the temperature controls to allow the IN-Command HVAC to work. The following procedure describes how to change the affected Dometic Gateway.

Parts Required: 1 – for each Air Conditioner - KRV # 615675- A/C - Gateway - w/Cable - CC RV-C - 20' - New (*This part may be ordered in bulk without a VIN*)

Tools Required: - Screw gun

When performing this KSB, please make certain that appropriate Personal Protective Equipment (PPE) is used.

The remedy is to find the black gateway box mounted in the A/C and replace it by unplugging the harnesses from the old gateway and plugging them into the new gateway.

REPAIR INSTRUCTIONS

Step 1

Locate the trailer on a level, flat, hard surface. Chock the wheels.

Step 2

Each air conditioning (A/C) unit will have a gateway control box. KRV installs the gateway in close proximity to the A/C control box. If the A/C has a lower return air assembly installed, the return vent can be removed to find the gateway on top of the control box. If the A/C has no lower unit, the shroud will need to be removed from the roof to find the gateway mounted close to the control box.

Step 3

Document the model and serial number of each affected air conditioner. Proceed to the attached Dometic service bulletin (3317168.000).



CLIMATE CONTROL AIR CONDITIONER

EN

CC RV-C Gateway
Service Bulletin

Please read these instructions carefully.

USA & Canada

Service Office
Dometic Corporation
1120 North Main Street
Elkhart, IN 46514

**Service Center &
Dealer Locations**

Visit:
www.dometic.com

Model	Original Kit Numbers	Replacement Kit Numbers
Any AC Using Single Zone Climate Controls	3316945.020 3316945.040	3316945.021 3316945.041

- **Symptom:** The air conditioner and/or furnace is non-operational.
- **Cause:** The air conditioner and/or furnace does not receive the proper signal from the CC RV-C Gateway.
- **Remedy:** Perform the bypass procedure outlined in this document.

Dometic has identified a **nuisance issue (not safety-related)** that can occur in the original CC RV-C Gateway (kit number 3316945.020 and 3316945.040), at ambient temperatures of over 100 °F or below 40 °F (38 °C or below 4 °C). This issue has the potential to occur when the air conditioner and/or furnace does not receive the proper signal from the CC RV-C Gateway.

At the ambient temperature range identified above, the air conditioner and/or furnace can experience this nuisance issue, and will **not** respond to the user input at the RV digital control panel used for the entire Recreational Vehicle. This lack of response leaves the air conditioner and/or furnace in a completely inoperative mode (the AC and/or furnace). This is a safe condition and does not represent a safety hazard for the end user or for service personnel.

Dometic will permanently correct this operational error by releasing a CC RV-C Gateway with the proper firmware necessary to increase the operational temperature range of the AC and/or furnace to between -40 °F and 212 °F (-40 °C and 100 °C). The temporary fix for this issue is to initiate the following bypass procedure that allows operation of the AC and/or furnace system:

1. Enter the desired command at the RV digital control panel.
2. Turn off the power to the CC RV-C Gateway for a minimum of 15 seconds, and then turn the power back on.
3. The AC and/or furnace should begin operation and bring the RV ambient temperatures within the range of 40 °F to 100 °F (4 °C to 38 °C). As long as the ambient temperatures of the RV remain in this range, the air conditioner and/or furnace will operate normally.

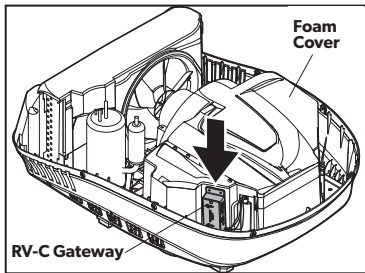
REPLACING THE RV-C GATEWAY

The replacement kit numbers are 3316945.021 and 3316945.041. The fault code is 299 – 80, and the flat rate is 0.50 hour for the 1st AC, and 0.25 hour for each additional AC.

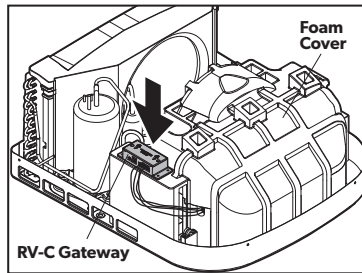
Complete the following steps to replace the CC RV-C Gateway:

1. Locate the CC RV-C Gateway near the AC, through the Plenum, or remove the AC shroud.
2. Remove the two strips of foam mounting tape.
3. Unplug the harness from the CC RV-C Gateway and remove the CC RV-C Gateway.
4. Verify the replacement CC RV-C Gateway box shows the correct replacement part#’s (see page 1).
5. Attach the harness to the new CC RV-C Gateway.
6. Apply two strips of foam mounting tape to the replacement CC RV-C Gateway and position in the AC (see suggested mounting locations below).

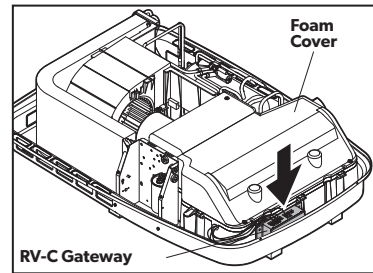
Blizzard NXT



Brisk II



Penguin II



Step 4

Document the model and serial number of each affected air conditioner. Proceed to warranty reimbursement instructions.

WARRANTY REIMBURSEMENT**REPAIR**

Submit the claim with model and serial of each air conditioner on Key Express using **Flat Rate Code # 7300842B**

In the Complaint section note: KSB # 181206

In the Cause section note: Gateway has incorrect programming

In the Correction section note: Model#

Serial#

Replaced Gateway.

The amount of time authorized for this repair is **.5 hour for first A/C and .25 for each additional A/C**.

PARTS DISPOSITION

No return parts

Please call the appropriate team:

Luxury – 866-273-1450

Premium – 866-273-1454

Toy Haulers – 866-273-1452