

The issue:

I picked up the Tofino this afternoon, drove it to my house (approximately 70 miles/ 113 Km away). Having read in the manual that I should turn off the 12 Volt switch if the van will be stored for longer than 48 hours, I turned that switch off. I later went back in the van, turned the switch on to use the lights and found that neither the living room lights or the reading lights will work. I also found that the water pump does not activate (when I was at the dealership, it made a noise when activated). I also found that the LP/CO detector light does not turn on when I flip the 12 V switch to the "on" position.

I tried turning the switch on and off at varied times (waiting longer while it was off to turn it on again, waiting 3 minutes after turning it on). None of these attempts provided positive results.

The loft and porch lights work perfectly which is causing confusion since only half of the lights are working.

After working with Spyder we were able to determine their control board is malfunctioning. They are going to send a replacement to my address. During our conversation, unless I misunderstood you said that Pleasure-Way would pay for the replacement of the board. Please let me know what information you need so that this is possible!

Pleasure-Way: Thank you for the information. Yes, please have the RV dealer call us for pre-authorization and we will just pay them with a company credit card. This will be an hour job.