

2-Aug-20

2020 Plateau

P. WATER HEATER WON'T LIGHT

C. BAD CONNECTION

R. INSPECT. FOUND LOOSE WIRE AR CONN TO FAN PLUG AT TRUMA W/H. FOUND BLUE WIRE NOT SEATED. REPAIRED WIRING & TEST.

12-Aug-20

2020 Ontour

Concern: Customer States the Truma furnace/water heater is not working.

Cause: Found the when the control panel was installed the wire connection was loose and the panel was installed with the screws over tightened causing a flex on the display board.

Solution: Remove the screw securing the display board. Secure wire connection and reinstall display board making sure not to over tighten screws. Test operation.