

Xantrex emailed:

Subject: RE: Xantrex Freedom XC 2000 Inverter warranty for a 2020 Ontour 2.

Can you confirm a couple of items for me:

Model and serial number of the inverter. From the age of the coach, it is likely a 817-2080. Can you confirm?

FREEDOM XC 2000 INVERTER

Has the customer inspected the AC fused and / or GFCI receptacles for tripping? **As per customer the dealer tech checked the GFCIs and they work when on 12v house batteries. They don't work when on generator and shore power.**

We do not get many TXsw failures on these inverters and a tripped GFCI would explain the symptoms. (unless the recepts work under battery only, but that was not included in the communication).

Dealer emailed:

REPLACE INVERTER, CUSTOMER HAD MFG SEND PART DIRECTLY TO HIM. Removed wire cover and the first thing I noticed was a ground wire for the 110 was too short and floating it was arcing and melted the release tab it broke when releasing the wires installed new inverter and tested