

2021 Ascent

- a) problem: replace vario heat system.
cause: problem diaged by truma
(1) r37520-01 truma varioheat comfort
(1) freight shipping & handling

repair: received new unit and installed. kept getting code e 16 h and shuts down. looked up and had something to do with the exhaust. called truma
and talked to chris and he said I should have been sent a new exhaust kit as well. ordered new exhaust kit from truma and they sent both the exhaust and a new unit as well, while trying to remove the hose, found that the new clamps did not fit through the hole in the side of the coach. **had to route out the hole to make room**, installed the hose and tried system 3 times and received the same code all three times. called truma and talked to chris again. he said that it was likely a bad vario heat system. removed the 1st replacement and installed the 2nd one that was sent on accident. re installed all vent brackets and secured all of the hoses and electrical components and tested. unit now operates as designed with no faults.
ordered new interior vent louver due to damaging the old one when the unit was replaced.

The time approved to help is 2.5 hours max. (1.0 for R/R of furnace + 1.0 for routing hole to make room for clamp + 0.5 diagnose) and the Authorization# **09042101 J** for the work.