

# Airstream Service Bulletin

Bulletin Number: TSB 193  
Product Line: 2023 Globetrotter  
Subject: Coleman AC Controller

Operation code: **TTSBR8904079**

Labor rate will be: .75 of an hour.

It has come to our attention that in certain scenarios the heat pump may turn on, along with the furnace, when the furnace is selected on the thermostat.

If the unit has two A/C units the control box will need to be changed out on both A/C units.

Please contact the Airstream Customer Service Department at 877-344-1076 ext. 7491 or at [support@airstream.com](mailto:support@airstream.com), if parts are needed and they will be sent at no charge.

## RANGE OF VEHICLES INVOLVED:

Airstreams built between: **March 8, 2022 - August 10, 2022**

Serial number range: **561759 - 564288**

**Note:** Because our VINs do not run in a continuous series, there will be units in the VIN range which will not be affected by this Service Bulletin.

## Equipment needed:

Drill Driver



Phillips Bit



3/8" Drive Socket



Pliers



## Parts Needed:

Coleman Mach Airxcel Controller

Airstream part # 690760

Coleman part # 9630A751

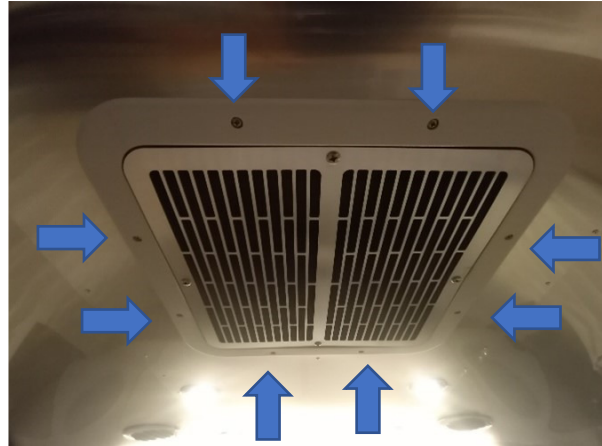


The control box can be replaced from either the top or bottom of the AC. The following instructions will walk through both ways of replacing the control box.

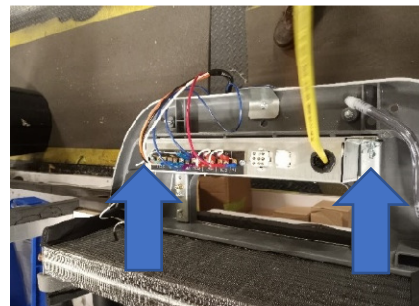
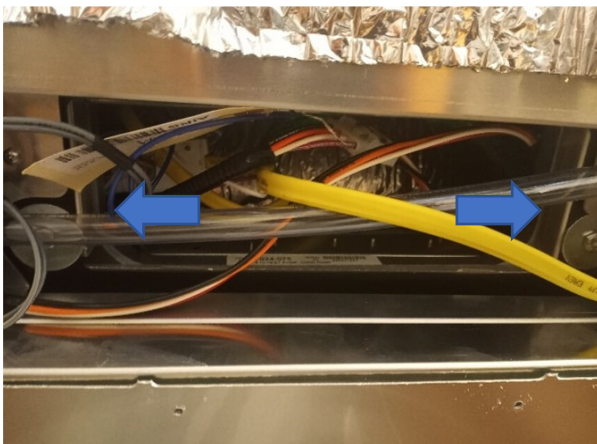
**Option 1: Changing the control box from the inside.**

**WARNING: Unplug unit from shore power. Turn off the circuit breakers to all AC units.**

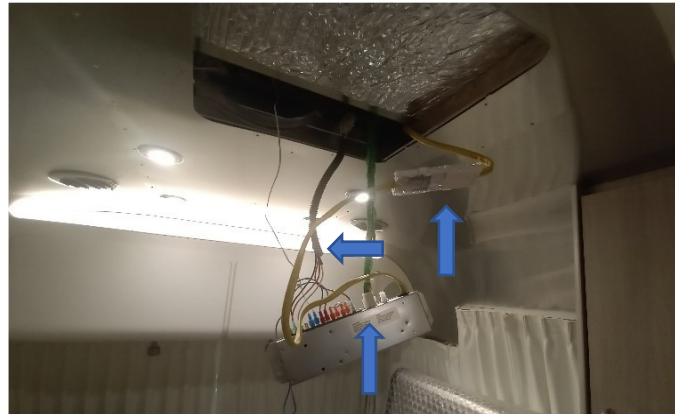
Start by removing the inside grill, by taking out the eight Phillips screws in the outer ring of the grill holder. This will provide access to the control box.



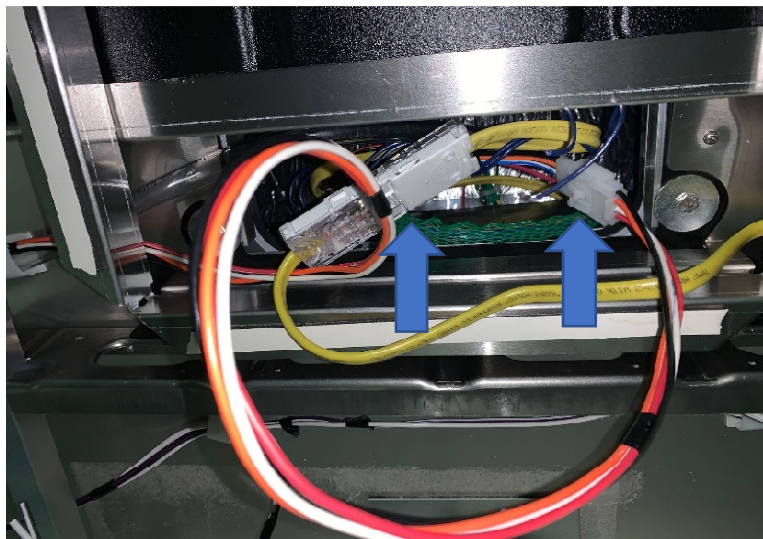
To remove the control box, the two pinch nuts must be removed. The nuts are located on a stud to the right and left of the control box, above the support rails. To disconnect, the nuts must be pinched together and pulled. To get a better grip or loosen, the nuts can be spun counterclockwise. Pressing forward on the control box itself may also make it easier to remove the nuts. These will be easier to access from above, but can be removed from below.



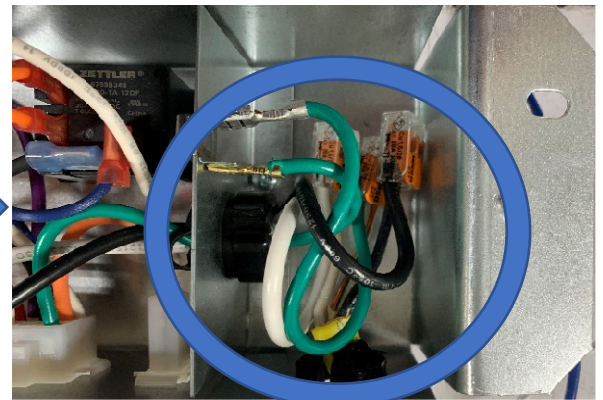
Once the nuts are removed, the control box can now be detached from the studs by pulling towards the rear. Once free of the studs, the control box can be removed from the AC. Due to the tight space, angle the left side up and guide the right side of the box out first.



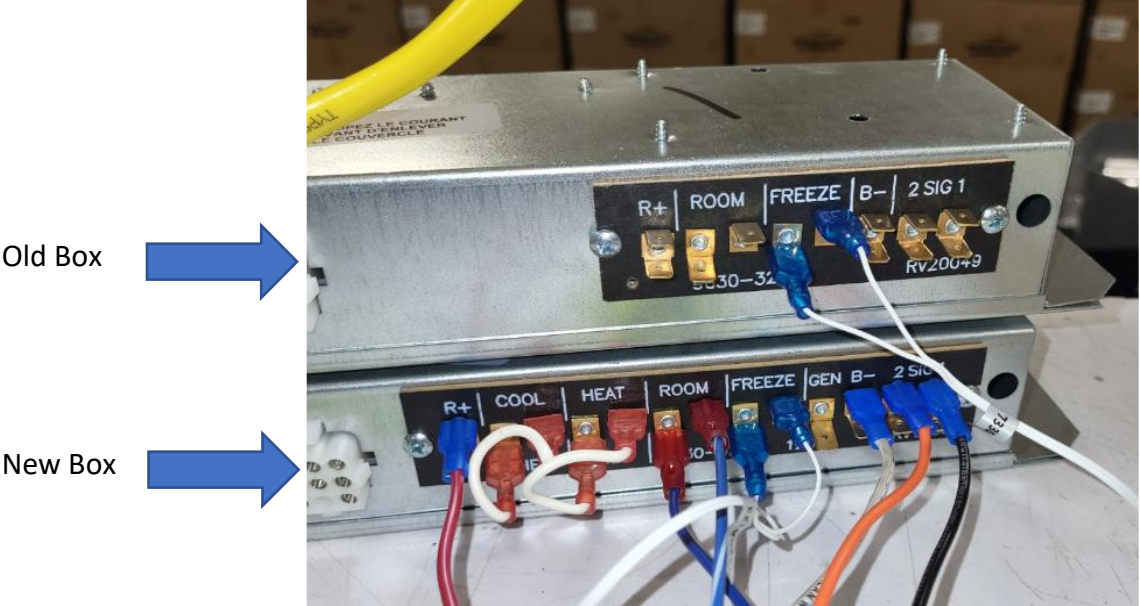
With the control box removed, disconnect the AC power connector. Disconnect the white harness plug and the large cable bundle (wrapped in green sleeving). Disconnect all spade connectors. Note: blue wires on "Room" terminals may, or may not, be present and are not used in front/single AC applications.



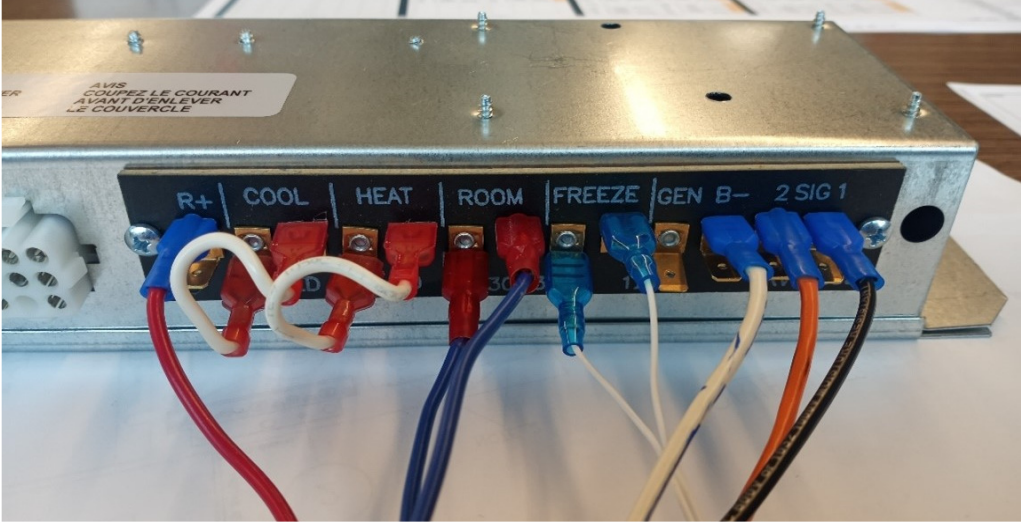
The unit may now be placed on a bench to remove the Romex cable. To detach the Romex, remove 2 Phillips screws on the cover. Then, remove the Wago connectors and feed the Romex out of the cable restraint.



On a new control box, install the Romex cable, as per the old unit, using a new cable restraint. Match the wires, color for color, and replace the cover and screws. The two white jumper wires, for the cool and heat spades, will already be installed on the new control box. Install all the spade connectors, as per the old unit. Plug in the control cable (green sleeved) and the AC power connector. The new control box should now appear as the old one did and is ready to be install in reverse order. Reinstall the pinch nuts and AC cover, again guarding against slippage and/or breakage.

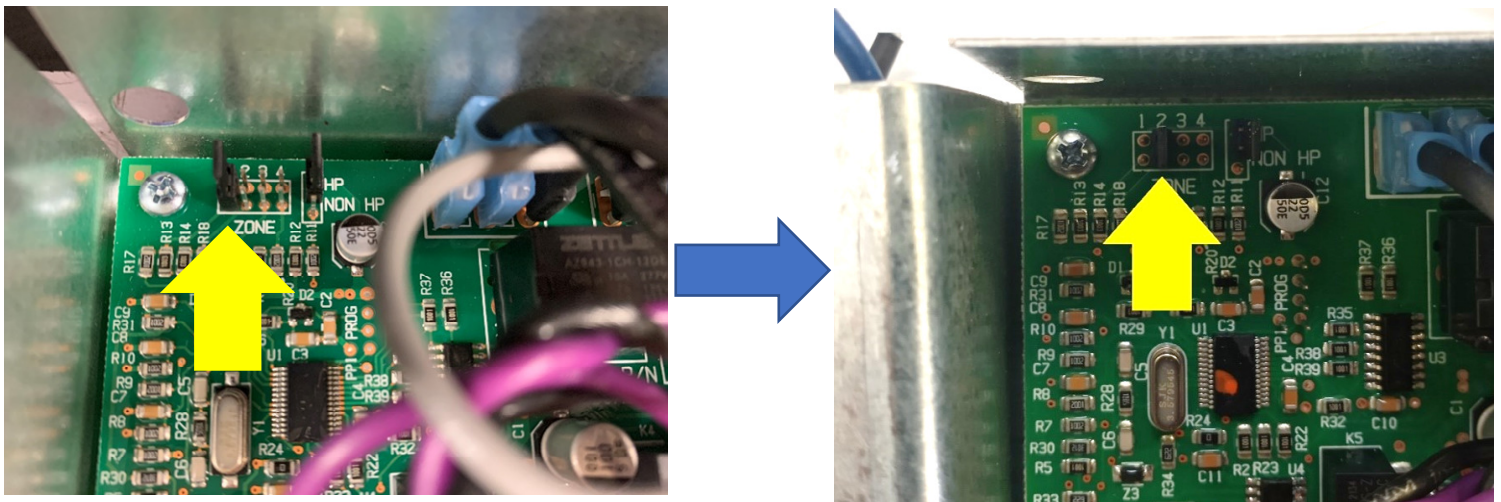


The wires should be connected, like the picture below, if the control box is to a rear AC. The two blue wires for "room" will not be connected for a front or single AC unit.



## Rear AC Control Box Change

With a new control box, install the Romex cable, as per the old unit, using a new cable restraint. Match the wires, color for color. **Before replacing the cover, change the jumper setting from "Zone 1" to "Zone 2."** Reinstall the control box cover and screws. Install all spade connectors, as per the old unit. Plug in the control cable (green sleeved) and the AC power connector. Install the new control box in reverse order. Reinstall the pinch nuts and AC cover. When finished, test the AC, furnace, and heat pump operation.



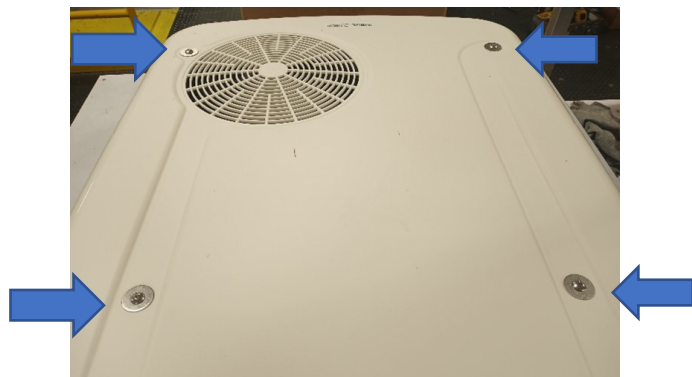
### Option 2: Changing the control box from the rooftop

**WARNING: Unplug unit from shore power. Turn off the circuit breakers to all AC units.**

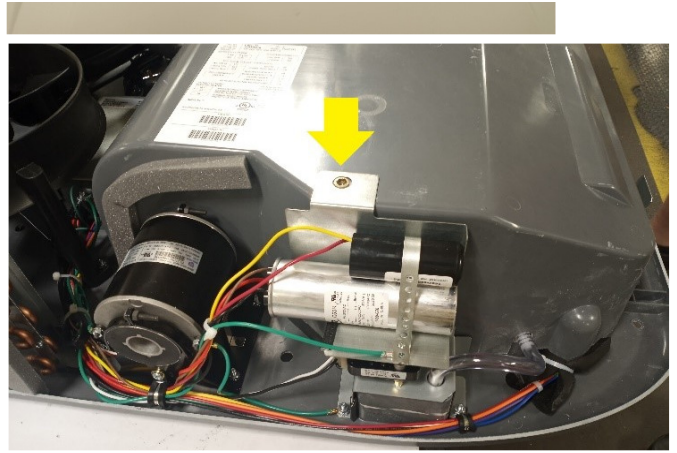
**Ensure all applicable PPE is used, i.e., harness, fall protection, bump caps, etc.**

If changing the control box from inside the unit proves difficult or undesirable, it can be changed from the rooftop. Changing the control box from the roof is very similar, as the wiring and jumper switch settings are the same, only the actual removal/installation will be different.

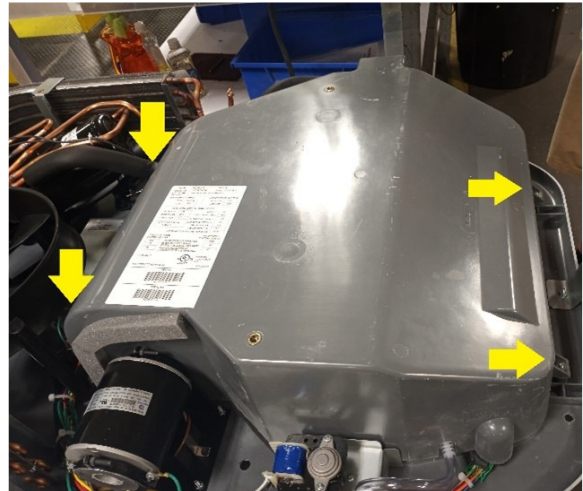
Begin by removing the 4 Phillips screws in the AC shroud.



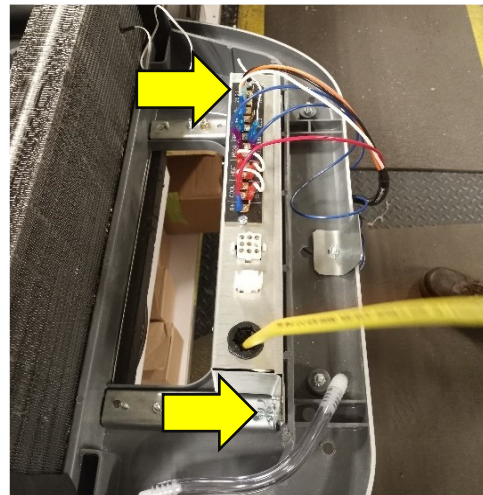
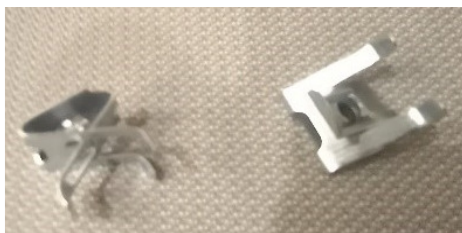
Carefully, remove and lay the starting capacitor and bracket to the side. Make sure to keep the wire terminals from making contact with any metal.



Remove the 4 plenum retaining nuts (3/8" drive socket) and the plenum, to access the control box.



Detach the control box by removing the pinch nuts on both ends.



Follow the instructions above, on swapping out the wires from the old box to the new box and setting the jumper, if it's a second/rear AC unit.

Reinstall the control box and reconnect the harnesses. Reinstall the plenum, start capacitor, and AC shroud. When finished, test the AC, furnace, and heat pump.