2023 Ontour

The coach had G12 offline, J4 constant outputs offline on fault screen, and no output functions of G12. Voltage present at G12 was 14.4v as the coach was on shore power. No NET LED on G12 module. Attempted cold start on G12 and was not successful.
board defective, potential CAN transceiver failure.

Remove and replace G12 board and apply updates sent by Spyder. 1.0 labor

2022 Plateau

THE G-12 PANEL IS OFF LINE AND HAS AFFECTED THE 12 VOLT POWER, called and spoke with pleasure way. After a series of tests led by pleasure way, it was determined that the spyder board is defective. A new board was ordered. Replaced with new G12 board and tested. All is working as designed (labor 2.00) 2.0 approved.

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