

# Airstream Service Bulletin

Bulletin Number: 198

Product Line: **Model Year 2023 & 2024 Basecamp 16', 20' & REI**

Subject: **Suburban Water Heater Misfire**

**Operation Code: TTSBR8918079**

**Labor Rate: .50 Hrs.**

Airstream has found that some **Basecamps with the Suburban IW60 water heater, which have been upgraded to Lithium batteries**, may experience a failure in the water heater firing, due to spikes in voltage. If you have a Suburban water heater that fails to light but does so when power to the water heater is cycled, please conduct the following procedure to correct the issue. This failure typically occurs directly after disconnecting the battery but could happen at other times. If a complete power cycle allows the water heater to function properly, installing a DC/DC converter (part number 514386) to regulate the voltage output to a normal 12-volt range will eliminate any spikes.

If contacted by a retail customer with the issue described above, please refer to the following detailed instructions to complete the necessary repairs.

## **Range of Vehicles Involved:**

Airstream Basecamp units built between: **January 1, 2023 – August 7, 2023**

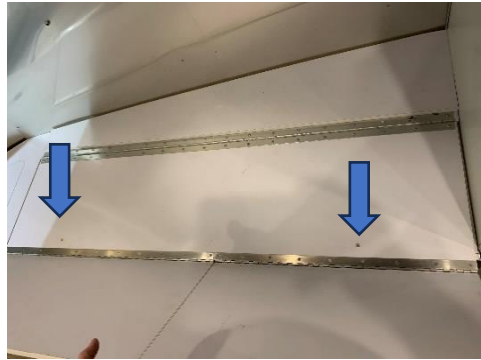
Serial number list of *potentially affected units*: **208009 – 208948**

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

Please contact Airstream Customer Service at **877-344-1076 ext. 7401**, or [support@airstream.com](mailto:support@airstream.com) if parts are needed and they will be sent at no charge.

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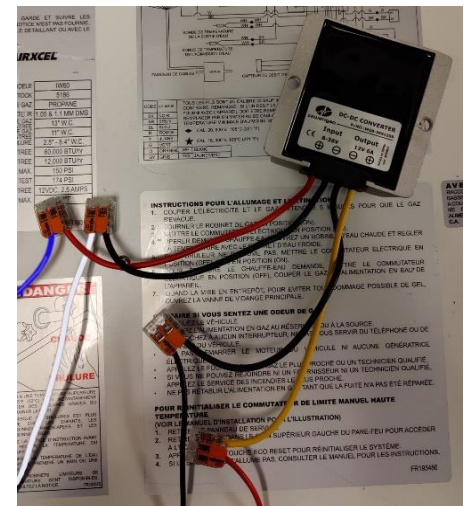
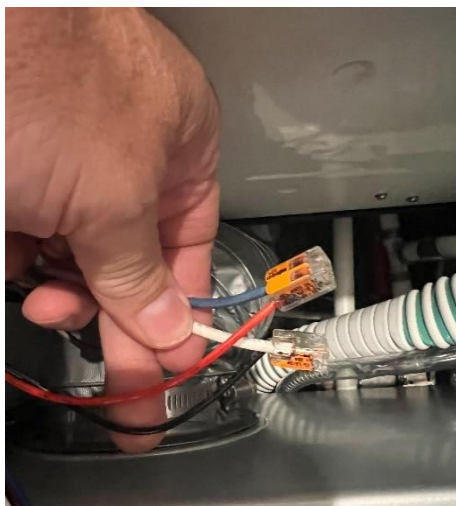
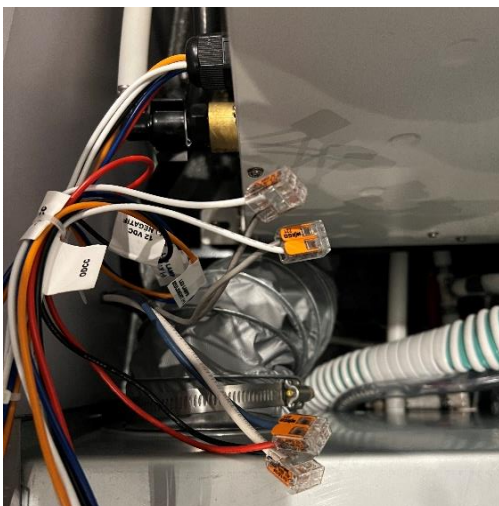
To access the Suburban water heater, remove the road side bench seat cushions. Unfold the bed top to access, and remove, two screws that attach the top to the bench.



With the battery disconnect turned off, locate the positive blue wire and negative white wire for the furnace.

Install the DC/DC converter (part number 514386) by connecting the following wires:

1. Connect the blue power wire to the input red wire.
2. Connect the white ground wire to the input black wire.
3. Connect the red wire to the output yellow wire.
4. Connect the black wire to the output black wire.



Using two, #8 3/8" screws (part number 320078), attach the DC/DC converter to the inside of the bench seat. Close the top and reinstall the screws to attach the top to the base. Turn the battery disconnect back on and cycle the water heater to test.

