

September 19, 2022

TB-220919

Subject:

8/10/16 Cuft 12V refrigerator performance and warranty overview

Models Covered:

All 12V refrigerators produced within the following model families:

- FCR08DCDTA
- FCR08DCGTA
- FCR10DCDTA
- FCR10DCGTA
- FCR16DCASA
- GRF10DB
- GRF16DB

Issue Overview:

Irregular cooling performance has been reported on the identified refrigerators. The refrigerator compressor has been found to stop working and requires a “hard reset” by disconnecting power to reset cooling operation. On occasion, disconnecting power does not reset operation and the refrigerator requires service replacement of the control boards.

Root Cause:

The issue has been traced back to storage when the appliance or coach is not in use, the refrigerators are not being turned off completely. If the refrigerator is not physically turned off it unintentionally continues to operate while in storage causing the appliance to overwork in extreme conditions, beyond it’s intended design. The refrigerator control then detects an erroneous operating parameter/condition and locks the systems out to protect itself until power is reset. However, some sensitive electronic components are damaged from the elevated heat and the control boards require service replacement.

Containment:

The refrigerator is designed with an on/off switch process to ensure the refrigerator is reliably turned off. There is no containment action required, however educating customers on how to turn the refrigerator on/off will help prevent the issue from occurring during storage.

Please communicate the following to customers:

If the coach/appliance is in storage (closed up/not in use) the refrigerator should always be turned off using the controls of the refrigerator. Furrion does not consider the battery disconnect sufficient for ensuring the refrigerator is off, physically turning off the refrigerator is required per the below instructions:

FCR16DCASA/GRF16DBGS:

- hold down the “function” key on the display for 5 sec’s. -- will appear where the temperature is displayed, and the internal lights will be off when the door is opened.
- Keep the doors open for air circulation to keep the cavity dry.
- Press “function” key for 5 sec’s to turn on. Temperature will display.

FCR08DCGTA/FCR10DCGTA/GRF10DB:

- Turn the thermostat knob to “off” (pointing straight down),
- Keep the doors open for air circulation to keep the cavity dry. A door locker is provided to keep the door propped open and locked.
- The interior lights will turn off after 3 minutes if the doors are left open
If the lights do not turn off after 3 minutes, disconnect the battery

Note: for extended storage, I.E. winterization, The battery should also be removed and maintained properly

Servicing:

Should a customer have issues regarding the appliance “not cooling”, it is important to troubleshoot and understand:

- Is there power to the refrigerator (cavity lights on, Display lights on)
- Is it truly not cooling, run refrigerator for 24Hr (do cavities seem to reach a cold temperature)
- Is the compressor running? (compressor vibration detected, more than 4 amps measured)
- How was the appliance being used when it stopped cooling? (normal daily use, or storage)
- How was the refrigerator turned off? (battery disconnect, or at the refrigerator)

If the refrigerator compressor is not operating, try servicing by disconnecting power. It is important to confirm the following:

1. Shore power, or any external 120V supply is disconnected
2. All battery negative terminals are disconnected
3. Cavity lights and display lights do not illuminate when opening/closing the refrigerator doors.

Re-apply power to finish the reset process. Confirm the compressor is running and let it run for a 24hr period to ensure cavities are reaching temperature.

Additional Servicing:

If the issue does not seem resolved, please contact Customer Service directly by calling +1 (800) 789-3341 or email suport@furrion.com

Warranty Coverage:

The refrigerators are covered under a 2-year warranty. The warranty does not cover diagnostic and power cycling of the appliance. The warranty terms will cover parts and labor should additional servicing be required beyond cycling power.