

2020 Ascent

1. CUSTOMER STATES ERROR CODE ON Touch Panel-- Tested system and found unit has DC current monitor offline error code. The DCM3 is in rear of unit above batteries and it's the control module that monitors battery voltage and DC amps. I tested and found DCM3 has 13.2v DC going into board. The board should have a green LED light illuminated on boards when it's operating correctly but LED is off currently. I contacted Pleasure-Way tech support, and we performed reset procedure for DCM3. After reset was performed the error code came back. We then determined the DCM3 module is defective and will need to be replaced- Remove rear power sofa to gain access to DCM3 control module. Disconnect defective DCM3 and install new replacement module. Reinstall couch and rest system for proper operation. Labor-1.5 hours 1.50 approved.

Order replacement DCM3 control module

Complete