

***** INCOMPLETE INFORMATION WILL NOT BE ACCEPTED *****

COMPLETE THE FORM BELOW AND SUBMIT TO DEALERSERVICE@THEFORD.COM!

Step 1. ACTIVATE BACKUP OPERATING SYSTEM (BOS).

1. Turn to highest temp setting.
2. Unplug thermistor at light connection.
3. RUN REFRIGERATOR FOR SIX HOURS. Anything less than SIX hours can produce inaccurate results!

Step 2. PROVIDE DEALER CONTACT INFORMATION.

Customer Type: OEM: DEALER:

Dealer Acct. # _____ Dealer Phone # _____

Dealer/Serv. Center: _____

Address: _____

City: _____ State: _____

Zip Code: _____

Contact Email: _____

Contact Name: _____

Step 3. PROVIDE CUSTOMER INFORMATION.

Customer Name: _____

Address: _____

City: _____ State: _____

Zip Code: _____ Customer Phone # _____

Refrigerator Serial # _____

Purchase Date: _____ Vehicle Mfg.: _____

Model Name: _____

Vehicle Model Year: _____ Vehicle VIN # _____

Step 4. DESCRIBE INSTALLATION ENVIRONMENT.

1. What is the ambient temp outside of the RV? _____
2. What is the ambient temp inside the RV? _____
3. Was the air conditioning on while testing? YES: NO:
4. Is there a baffle installed? YES: NO:
5. Baffle Material: Aluminum: Wood: Other: _____
6. Exhaust Vent Type: Side: Roof:
7. Are there any vent obstructions (Examples: Bug Screen, Tape, etc.)? YES: NO:
8. If YES describe obstruction: _____

Step 5. PROVIDE BACKUP OPERATING SYSTEM (BOS) RESULTS.

1. Has the refrigerator run in BOS mode for at least six hours?
IF NO, STOP UNTIL THAT STEP IS COMPLETE!
2. TEMPS in FRZ: _____ FF: _____
3. AC Heating Element AMP Draw: _____
4. Ohm Reading: _____ AC Voltage: _____
Fan(s) Running? YES: NO:
5. Any frost or moisture on vertical tube coming out top of absorber tank? YES: NO:
6. Are there water droplets on ceiling of fresh food compartment? YES: NO:
7. Any signs of soft spots, water stains/streaks on back of unit? YES: NO: