

Fw: FWH09AFA Concern Case #: 6846252 thread::NwPRc5TTeue5iFhzjVI7MR8::

From jayson stebbins <ilm350r13@yahoo.com>
Date Mon 6/8/2026 9:27 AM
To Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>

1 attachment (1 MB)
TI-514 Furrion Tankless Water Heater E5.pdf;

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----- Forwarded Message -----

From: "EmailToCase" <customerservice@lci1.com>
To: "ilm350r13@yahoo.com" <ilm350r13@yahoo.com>
Sent: Mon, Jun 8, 2026 at 10:19 AM
Subject: RE: FWH09AFA Concern Case #: 6846252 thread::NwPRc5TTeue5iFhzjVI7MR8::

Good day, Jayson,
Case:6846252

Thank you for contacting Lippert customer support. I will need to collect some additional information in order to determine the next step in the case. Please reply to this email with the information requested below.

- VIN of the RV: 5ZT3CH2B1RA331015
- Year, Make, and Model of the RV: 2024 Chaperal 367BH
- Floorplan and Date of Manufacturer of RV: 10-3-2023,
- Photo of model/serial tag of the product: Attached
- Date of purchase: 8-16-2025
- Proof of purchase (If purchased after market):
- Original owners of the RV: (Y/N) yes
- Completed diagnostics or photos of affected areas: E5 testing: Done

This troubleshooting will require 2 people, and cannot be performed by yourself.

1: Person 1 will need to be at the water heater, person 2 will need to be at the sink/shower/faucet.

2: Make sure all faucets are closed, so no water is running. Person 1 will shut the water heater off for 30 seconds at the switch by switching to "O" position.

3: After the time elapses turn the water heater back on by switching to the "I" position.

4: Person 1 will instruct person 2 to turn the hot water on at any sink/faucet.