

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

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

Step 1. PROVIDE DEALER CONTACT INFORMATION.

Customer Type: OEM: ☐ DEALER: ☐

Dealer Acct # _____ Dealer Phone # _____

Dealer/Serv. Center: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Contact Name: _____

Contact E-mail: _____

Step 2. 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 3. DISPLAY ERROR CODES.

Are there any error codes on the display?

YES: ☐ Refer to the Service Manual "Power Module Self-Test Diagnostics" section.

NO: ☐ Go to next step.

Step 4. COMPRESSOR ERROR CODES.

Are there any compressor power module error codes?

YES: ☐ Refer to the Service Manual "COMPRESSOR Power Module Self-Test Diagnostics" section.

NO: ☐ Go to next step.

Step 5. CHECK COMMON CAUSE OF LOW COOLING.

Before removing refrigerator from enclosure, check for common causes of low cooling. Unless noted, 'YES' answers should be corrected and retested. 'NO' answers – continue to next question or step.

- Are door seals leaking or damaged? YES: ☐ NO: ☐
- Overpacking causing restricted airflow in front or back of compartment? YES: ☐ NO: ☐
- Is the evaporator fan working? (If yes, move to next step.) YES: ☐ NO: ☐
- Are the refrigerator settings at least as high as the default settings? (4-freezer; 3-fresh foods). (If yes, move to next step.) YES: ☐ NO: ☐

Step 6. REMOVE REFRIGERATOR FROM ENCLOSURE.

- Check the following. Unless noted, 'YES' answers should be corrected and retested. 'NO' answers – continue to next question or step.
Are there airflow restrictions in the enclosure? YES: ☐ NO: ☐
- Are there heat sources introducing heat to the refrigerator's vent space? (e.g., heater ductwork) YES: ☐ NO: ☐
- Are the condenser coils restricted by foreign objects? YES: ☐ NO: ☐
- Are all wiring connections to the compressor power module and control board correct and secured? (If yes, move to next step.) YES: ☐ NO: ☐
- Are all wires free of fraying, damage, and pinching? (If yes, move to next step.) YES: ☐ NO: ☐

Step 7. CONNECT REFRIGERATOR TO INDEPENDENT 12V: Run for 3 Hours.

Make sure these conditions are met before running the test. Then WAIT UNTIL THREE HOURS IS COMPLETE to continue to Step 8!

- Compartments are at least set to the high default settings (4-freezer; 3-fresh food) ☐
- Refrigerator must be in DAY mode setting. ☐
- No obstructions to condenser coils. ☐
- No obstructions to airflow in the compartment. ☐

Step 8. CHECK REFRIGERATION PERFORMANCE DURING OPERATION.

Check the conditions below during operation:

- Is the power source maintaining voltage above 10.5VDC? YES: ☐ NO: ☐
- Is the compressor running? YES: ☐ NO: ☐
- Is the condenser fan running? YES: ☐ NO: ☐
- Does the compressor overheat (too hot to be touched)? YES: ☐ NO: ☐
- Temperature in the freezer? _____
- Temperature in the fresh food compartment? _____