

Model: PD9360

Serial Number: A24045W6264380

Return Goods Authorization: 2419

Claim: 310134

Denied due to excessive input voltage-input voltage exceeded 150 VAC

Denied due to water damage-evidence of the converter being wet

Denied due to no problem found-passes all tests- The fan on the converter was broken upon arrival, we replaced it and the converter worked as should and there was no problem found during testing.

Denied due to warranty expired/explained-

Denied due to customer damage/explained-

If you have questions, please contact our sales rep, Roger Eby, 574 215 5252 or Service Department 269 781 4241

Converter Service Tra [redacted] rm



Unit Serial # A24045W6264380

RGA NUMBER 2419

Change RGA or Serial

CLAIM #

Model # PD9360

Save and Close

Replacement_Serial

Date of Purchase: 05/13/25

Date_Warranty_Expires 05/13/27

Date of entry: 3/3/2026

Days Remaining 23

Line or Field F

Date Due: 04/03/26

Warranty Approved

PDI Fault: No

Returned to vendor

Warranty Denied

CHG CD 1X

Date Received:

Field Destroy

Returned from: Grand Design

Additional Customer Information

Return Reason:

Service Diagnosis: Replaced Fan, NPF

COF: NPF

Light Load Voltages ~0-3 AMP

Voltage Storage 13.1

Voltage Normal 13.5

Voltage Boost 14.3

Voltage LiFePO4 14.3

If adjusted, result

Final vout currentset:

Final iout currentset:

Maximum output

Volts at Imax:

amps at Imax

Final Check List

- Fuses
- AC Cord
- TCMS
- 90 - 135 VA
- Hi Pot
- Shut_Down
- Fan_Operates

As Receive

Vout currentset

Iout currentset:

Imax_out

V Imax_out:

Date Final Test 3/17/26

TECH Drew D

IMAGES POP-UP

actions_subform_2026

Comments

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Output Good, Fan broken on arrival, replaced.