

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN																			
DATE ISSUED		MODEL YEAR(S) AFFECTED		MODEL(S) AFFECTED		TSB #													
6/4/08		2003 - 2008		All motorized equipped with Norcold refer		344													
BRAND						TYPE													
All	<input type="checkbox"/>	American Star	<input type="checkbox"/>	Mountain Aire	<input checked="" type="checkbox"/>	All	<input type="checkbox"/>	T T	<input type="checkbox"/>										
Cypress	<input type="checkbox"/>	Dutch Star	<input checked="" type="checkbox"/>	Kountry Aire	<input checked="" type="checkbox"/>	F W	<input type="checkbox"/>	C A	<input checked="" type="checkbox"/>										
Northern Star	<input checked="" type="checkbox"/>	Bay Star	<input checked="" type="checkbox"/>	Essex	<input checked="" type="checkbox"/>	D P	<input checked="" type="checkbox"/>	D B	<input checked="" type="checkbox"/>										
Scottsdale	<input checked="" type="checkbox"/>	King Aire	<input checked="" type="checkbox"/>	Canyon Star	<input checked="" type="checkbox"/>														
All Star ME	<input checked="" type="checkbox"/>	Ventana	<input checked="" type="checkbox"/>	Grand Star	<input checked="" type="checkbox"/>														
<table border="0"><tr><td><input type="checkbox"/> Air Conditioning & Heating</td><td><input type="checkbox"/> Electrical Components</td></tr><tr><td><input checked="" type="checkbox"/> Appliances & Accessories</td><td><input type="checkbox"/> Exterior Components</td></tr><tr><td><input type="checkbox"/> Cabinets & Furniture</td><td><input type="checkbox"/> Interior Components</td></tr><tr><td><input type="checkbox"/> Chassis Components</td><td><input type="checkbox"/> Plumbing & Bath Components</td></tr><tr><td><input type="checkbox"/> Construction Components</td><td><input type="checkbox"/> Windows, Awnings, Vents, & Doors</td></tr></table>										<input type="checkbox"/> Air Conditioning & Heating	<input type="checkbox"/> Electrical Components	<input checked="" type="checkbox"/> Appliances & Accessories	<input type="checkbox"/> Exterior Components	<input type="checkbox"/> Cabinets & Furniture	<input type="checkbox"/> Interior Components	<input type="checkbox"/> Chassis Components	<input type="checkbox"/> Plumbing & Bath Components	<input type="checkbox"/> Construction Components	<input type="checkbox"/> Windows, Awnings, Vents, & Doors
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DESCRIPTION OF PROBLEM																			
<p>Norcold has changed Cooling Unit Heating Element vendors; as a result, there is a new style electric heating element that must be used in certain new cooling units. This bulletin provides information on that heating element.</p>																			
RECOMMENDED SOLUTION																			
<p>Review the attached manufacturers Service Bulletin; pay close attention to how to determine the differences in the old style and the new style heating elements. Review the entire Service Bulletin prior to performing any diagnosis or repairs, or before ordering any parts.</p> <p>Any questions should be addressed to Norcold.</p>																			



Service Bulletin

Cooling Unit Heater Change

All Gas Absorption Model Series Refrigerators

Beginning March 2008, Norcold began using a new supplier for their gas absorption cooling unit heaters. Although this change will affect all cooling units, (i.e., current production, recall, warranty replacement, and service packs) not all refrigerator models will be affected initially. Those models currently affected are listed below, under *Cooling Unit Serial Number Breaks by Model*. All others will be added to this bulletin as they are implemented.

What are the differences between the new and previously used heaters?

- Size - the new heater diameter is smaller (9.6mm) than the previously used heaters (10.9mm).
- Over molding - the new heaters have a black plastic over molding at the end of the heater where the wires enter the heater body. (Figure 1) The heater part number is molded into the over molding.



Caution: Be careful not to place a new-style heater into an old-style cooling unit, or performance could be compromised. (Although the previously used heater (10.9 mm dia.) will not fit into a new-style cooling unit, a new style heater (9.6 mm dia.) will fit into an old-style cooling unit.) Norcold will continue to offer the previously used heaters for field replacements.



Attention: You must also order a new-style heater when placing an order for a replacement cooling unit for a 3-way model refrigerator. In the past, when replacing a cooling unit for 3-way models, the technician was instructed to remove the DC heater from the faulty cooling unit so it could be used with the replacement cooling unit. The previously used heaters **will not fit** in the new cooling units.

Cooling Unit Serial Number Breaks by Model

N6-96-916-66-616-46: cooling units with a serial number of 11231024 or greater received the new heater.

N1095-N8-98-918-68-48-618: cooling units with a serial number of 11232008 or greater received the new heater.

1200-1210: cooling units with a serial number of 11231146 or greater received the new heater.

3163: cooling units with a serial number of 11200051 or greater received the new heater.

Technical Support

Please contact Norcold Service (Technical Assistance) at 1-800-444-7210 for help in determining what heater or system pack is required for your application. Before calling, please have the following information:

- Refrigerator model
- Cooling unit serial number

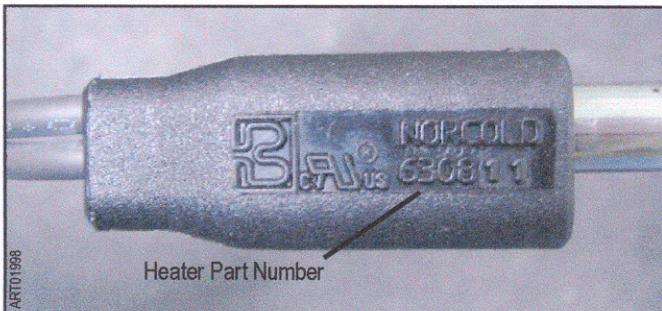


Figure 1. Over Molding