



**Atwood Mobile Products**

1120 North Main Street • Elkhart, IN 46514-3203

PHONE: 574-264-2131 FAX: 574-206-9713

INTERNET: <http://www.atwoodmobile.com>

## Service Bulletin

Date: July 21, 2014

RE: Atwood Helium Refrigerators

Dear Dealer,

This letter is being sent to you as a SERVICE BULLETIN to alert you of a possible service concern on the Atwood Helium Refrigerators.

### What Should You Do?


Please follow these steps:

- Symptom - Refrigerator cools when running on LP gas but not on AC.
  
- Upon review of information available and initial testing, it has been determined that one of two factors can lead to the Atwood refrigerator not cooling properly when supplied with AC power:
  - Factor #1 - Control Board
    - In isolated cases, the resistors used on current refrigerator control boards have been found to render the refrigerator unable to sense the availability of AC power, thus resulting in the symptom above. Atwood has identified a more robust resistor and is working to update all control boards. This enhancement will be completed the week of July 28, 2014.
  
  - Factor #2 - AC Heater Element
    - If the AC heater element shows no current or significantly lower than 2.7 amps when tested, it will result in the symptom above. Atwood is now requesting failed elements be returned from dealers, and is working with supplier for a detailed defect analysis.

- Preliminary Checks
  - Is there 110v power being received from the coach receptacle?
  - Is the AC fuse on the control board of the refrigerator still good (not blown)?
  - If the answer to either of the above questions is “NO” please fix appropriate issue and retry. If the answer is “YES” please see resolutions below.
  
- Field Resolution
  - Replace Control Board if in AC Mode...
    - Display panel is showing “CHECK AC” light, and 110v is present at board inputs.
    - Or, display panel is working properly, and 110v is NOT present at board outputs.
  
  - Replace AC Heater Element if in AC Mode...
    - Display panel is working properly, 110v is present at board outputs, and no current is found through the AC heater element.

If you need to contact us for any reason please feel free to contact the Atwood Technical Service can be reached at 800-869-3118 or email us at [service@atwoodmobile.com](mailto:service@atwoodmobile.com)

Sincerely,



Judy Schutz  
Customer Service Manager  
Atwood Mobile Products LLC

This manual has been provided courtesy of  
My RV Works, Inc.

[www.myrvworks.com](http://www.myrvworks.com)



You can find more RV service manuals here:

[www.myrvworks.com/manuals](http://www.myrvworks.com/manuals)

Over the years of running a mobile RV repair service, having a dedicated place to access service manuals for all the different appliances and components found on RVs was something that I always had a desire to create.

I hope this resource makes your RV repairs easier, as it has mine, but please be careful and follow proper safety practices when attempting to repair your own RV.

If in doubt, please consult with a professional RV technician!



DARREN KOEPP - OWNER, MY RV WORKS, INC.

*All service manuals provided on [www.myrvworks.com](http://www.myrvworks.com) are believed to be released for distribution and/or in the public domain.*