
Service Management Guide

Table of Contents

Introduction	v
Acknowledgements	vi
Certification and Training Resources	ix
How to Use this Guide.....	xvii
Important Safety Guidelines and Legal Cautions.....	xix
Estimating.....	xxiii
 Work Unit 1: PRE-DELIVERY INSPECTION (PDI)	 1
A New Units	1
B Previously-Owned Units	3
C Customer Showout.....	4
 Work Unit 2: ACCESSORY INSTALLATION	 5
A Appliances.....	5
B Automotive.....	5
C Carriers, Racks and Storage	6
D Detectors and Safety	6
E Doors, Locks and Latches	7
F Jacks and Leveling	7
G Lighting	8
H Towing	8
I Ventilation.....	8
 Work Unit 3: AWNINGS	 9
A Patio Awning and Fabric Roller Tube Assembly	9
B Patio Awning, Hardware.....	10
C Bag Awning	10
D Boxed Awnings.....	11
E Slideout Covers	11
F Window and Door Awning	11
G Awning Options	12
 Work Unit 4: PROPANE SYSTEM	 13
A Containers and Appurtenances.....	13
B LP System and Testing	14
 Work Unit 5: ELECTRICAL	 15
A Alternating or House Current (A/C) Equipment, A/C to D/C.....	15
B Direct Current or Battery Powered (D/C) Equipment	16
i. Battery and Charging	16
ii. Homs, Air	17
iii. Lighting, D/C, Exterior	17
iv. Lighting, D/C, Interior	19
v. Monitor Panels, Range Hoods	19
vi. Solar, Panels/Chargers.....	20
vii. Switches/Connectors/Wiring	20

Service Management Guide

Work Unit 6:	WATER SYSTEMS, FRESH AND WASTE	21
A	Fresh Water	22
B	Waste Water	22
C	Winterizing and Winterizing Equipment, Fresh and Waste Water	25
Work Unit 7:	HITCH INSTALLATION (and Related Operations).....	26
Work Unit 8:	WIRING	27
Work Unit 9:	TOW PACKAGES (4 down Dinghy-towing behind motorhome) ...	28
A	Base Plate, Tow Bar and Related Operations.....	28
B	Brake System, Install	28
C	Electrical and Wiring	29
D	Towing Adapters	29
Work Unit 10:	RUNNING GEAR AND CHASSIS	31
A	Travel Trailer.....	31
B	Motorized, Automotive A/C	33
Work Unit 11:	LEVELING JACKS	35
Work Unit 12:	SLIDEOUTS.....	37
A	Slideout Basic Repair and Adjustment	37
B	Slideout Mechanism Repair, Electric.....	38
C	Slideout Mechanism Repair, Hydraulic.....	38
Work Unit 13:	ROOF AIR CONDITIONERS (Carrier, Gree and Advent Units)	40
Work Unit 14:	DOMETIC A/C – BRISK AIR AND BRISK AIR QUICK COOL HEAT PUMP	42
Work Unit 15:	DOMETIC A/C – BASEMENT, COOL HEAT PUMP	45
Work Unit 16:	DOMETIC A/C – PENGUIN (Low Profile)	47
Work Unit 17:	RV PRODUCTS (COLEMAN-MACH) ROOF TOP SERIES A/C AND HEAT PUMP	50
Work Unit 18:	RV PRODUCTS (COLEMAN-MACH) BASEMENT MODEL	52
Work Unit 19:	FURNACES	54
A	Atwood Hydroflame.....	54
i.	Model 85, II and III	54
ii.	Model DC89, I, II, and II	56
iii.	Model AC89, I, II, and III	58
iv.	Model 8012, I and II / Model 79, I and II	60
B	Suburban Forced Air (SF and NT Models)	62

Service Management Guide

Work Unit 20: GAS RANGE AND OVEN	63
Work Unit 21: REFRIGERATORS (Absorption Type) General/Common Repair Operations	65
Work Unit 22: REFRIGERATORS – DOMETIC-RM, S, NDR Manual, AES, and AMES.....	67
Work Unit 23: REFRIGERATORS (NORCOLD)	69
A Models 6052, 6053, 652, 653 Models 6162, 6163, 6182, 6183, 662, 663, 682, 683	69
B Models 442, 443	70
C Models 1082	70
D Models 962, 963, 982, 983, 9162, 9163, 9182, 9183	71
E Models 322, 323	71
F Models 3163	72
G Models N260, N260.3	73
H Models N300, N300.3	73
I Models 1200LR, 1200LRIM	74
J Models N620, N620.3, N641, N641.3, N820, N821.3, N841, N841.3.....	75
K Models 982IM, 983IM, 962IM, 963IM, N641IM, N641.3IM, N841IM, N841.3IM – New Models N6v, N8v, NX61, NX64, NX81, NX84, NXA64, NXA84	76
L Models 682IM, 683IM, 662IM, 663IM	76
M Models 464, 463, 482, 483	77
N Models 1082 (Freestanding Refrigerator).....	77
O Models DE44, DE461, DE540, DE541, DE560, DE561 Models DE0040, DE0041, DE0051, DE0061	78
P Models DC230A, DC254A, DC340D, DC351D, DC440, DC451, DE250G, DE251E, DE350D, DE351D, DE390D, DE400D, DE451	79
Q Models MRFT315D, MRFT330D, MRFT340D, MRFT415 MRFT440, MRFT460, MRFT615C, MRFT630C, MRFT640, MRFT660A.....	79
R Models MRFT360, MRFT660	80
S New Models NR740, NR751 (Replaces DE740, DE751)	80
T New Models N3104 (Replaces N400)	80
U New Models N3150 (Replaces N145)	81
Work Unit 24: WATER HEATERS.....	82
A All Make Units	82
B Atwood	83
C Suburban	83
Work Unit 25: STAND ALONE ICE MAKERS	84

Service Management Guide

Work Unit 26:	VEHICLE EXTERIOR AND STRUCTURAL	85
(Structural and Sidewall Skin).....		
A	Frame Structure, Sidewall, Wood or Aluminum Frame	85
B	Laminated Assembly, Sidewall, Metal, Fiberglass Reinforced Plastic (FRP) or Fiberglass Skin/Siding Repairs	86
C	Refinishing, Sidewall, Paint.....	87
D	Roofs.....	87
	Roof Key Fast Formulas	88
Work Unit 27:	EXTERIOR, APPURTENANCES	89
A	Accessories.....	89
B	Bumpers.....	90
C	Doors, Access and Compartment.....	91
D	Doors, Entry	92
E	Entry, Steps	93
F	Hybrid Trailer	94
G	Lighting.....	95
H	Moldings, Trim and Corner Caps.....	96
I	Venting	97
J	Wheel Housings and Wheel/Fender Skirts.....	98
K	Windows and Windshields	99
Work Unit 28:	HIGH OUTPUT (FAN-TASTIC) VENT REPAIRS	100
Work Unit 29:	INTERIOR	101
A	Cabinetry and Doors	101
B	Flooring	102
C	Furniture and Soft Trim	103
D	Miscellaneous	104
E	Paneling, Moldings and Ceiling Fabric	104
Work Unit 30:	RADIO AND TV	105
A	Radio and Audio	105
B	TV and Antenna	106
Work Unit 31:	SATELLITE SYSTEMS	107
APPENDIX A	SERVICE DEPARTMENT OPERATIONS PERSONNEL AND TOOL LISTS	108
APPENDIX B	SAMPLE PDI FORM	113
APPENDIX C	CHECKLISTS: WATER HEATER SERVICE..... A-C SERVICE	116
	BEARING/BRAKE/UNDERCARRIAGE SAFETY INSPECTION.....	117
	WATER SYSTEMS SERVICE.....	119
		121