



# Dealer Service Bulletin

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SECTION: Appliances

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### MODELS

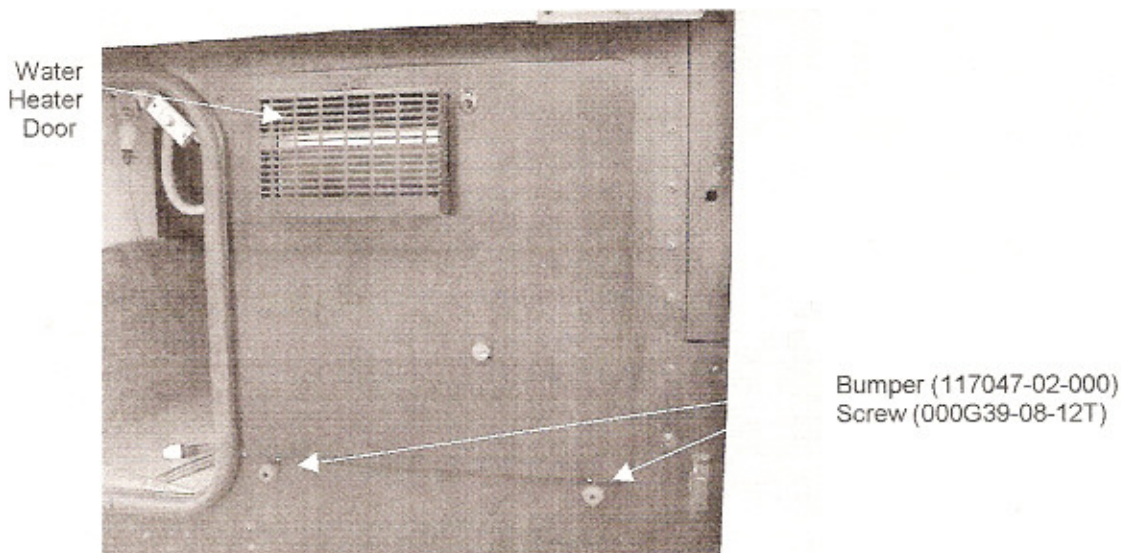
**AFFECTED:** Models Equipped with an Atwood 10-gallon Electronic Ignition Water Heater

**SUBJECT:** Atwood 10-gallon Water Heater Troubleshooting Guide

**PLEASE FORWARD THIS INFORMATION TO YOUR RV SERVICE MANAGER.**

Atwood has provided the attached troubleshooting guide which should be followed whenever diagnosing a problem with the Atwood 10-gallon Electronic Ignition Water Heater.

The water heater must have the proper spacing available to obtain the necessary airflow for operation. The spacing must have a minimum of 1/2" space between the inside of the baggage door and the surface of the seal plane (the surface upon which the water heater flange is mounted). To obtain this minimum spacing please refer to the diagram below. You can order the spacers using part number 117047-02-000. The screws are part number 000G39-08-12T. You will need a quantity of 2 each per water heater.



We recommend you keep this bulletin in your service library for future reference. This bulletin is for information only.

Steven R. Evenson  
Director of Parts and Service

**IMPORTANT THAT ALL PARTS AND SERVICE PERSONNEL READ AND INITIAL**

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**ATWOOD LP WATER HEATERS**  
**Baggage Compartments Installation**  
**TROUBLE SHOOTING ADDENDUM**

5/20/03

The installation of any water heater in a baggage compartment presents special conditions relative to the location of the water heater, the enclosed nature of the installation itself, and the variations in the actual installation related to spacing, clearance and the amount of combustion air required for proper operation.

Under certain conditions you may encounter the following symptoms:

- Water Heater aspiration leading to intermittent operation or non-operation.
- Open (non-functioning) Thermal Cut Off.

If you encounter these symptoms with an Atwood 10-gallon water heater installed in a baggage compartment please follow these steps.

In all cases the first step should be to follow Atwood's Electronic Ignition Water Heater Trouble Shooting Guide. The following is meant to be a supplement to established troubleshooting guides. Some of the key steps to follow when checking the water heater are:

1. Set the inlet **Gas Pressure** at 11 inches water column with two or more gas appliances running. 11 inches water column is required to the solenoid valve for proper operation.
2. Check the **Voltage**. A minimum of 10.5 VDC is necessary for the Solenoid to operate.
3. Check for obstructions in the **Main Burner**, clear if obstructed.
4. Check the **Alignment** of the gas solenoid valve and main burner. They should be in a straight line. If out of alignment, correct.
5. Check the **Flue Tube** for obstructions and clear if necessary.

6. Check to see the **Flame Spreader** is at 90° and correct as needed.
7. Check the **Orifice** to determine it is sized correctly. It should be #62. Remove and inspect for obstructions.
8. Be sure the **Air Shutter** is wide open. If not correct.
9. Inspect the **Thermal Cut Off**. It should be installed so that one end is connected to the left terminal of the Thermostat forming a 90° angle to the left (toward the left side of the water heater if you are facing it). The pellet tip of the thermal cut off should be dark green for this particular baggage compartment installation. The Atwood service part number for this item is MPD 93866.
10. Verify that the **Flue Box Extension** protrudes a minimum of 1/4" from the outside surface of the baggage door.

Finally check to see that proper spacing is available to obtain the necessary airflow to operate the water heater.

The spacing must have a **minimum of 1/2 inch** of space between the inside of the baggage door and the surface of the seal plane (the surface upon which the water heater flange is mounted). To obtain this minimum spacing please refer to the attached Winnebago bulletin for part numbers for the spacers and proper installation instructions.

**IN MOST CASES THE SYMPTOMS WILL BE SOLVED BY:**

- Following the water heater trouble shooting guides.
- Changing the Thermal Cut Off to one with a green pellet tip.
- Installing the Spacers to maintain the 1/2" clearance measurement.