

Norcold Problems Timeline - Model 1211 IMT - Serial # 13285569 - 2012 Winnebago Adventurer

3/6/16:	
Woke up and fridge not cooling, fins not cold. No error message flashing or alarm sounding. Was plugged in to 50 amp shore power. See below for results of diagnostics tests done.	What I did: <ul style="list-style-type: none"> • Turned on/off; made sure RV is level; Switched to propane. • Checked Progressive Electric Management System for errors (none)
Suggestions: Marcus Brown (RVIA tech): Check small black box mounted outside. This is the recall box on new fridges. If light on, power to the fridge controls cut.	Red light is not lit.
Have you smelled any ammonia or other foul smells?	No smells or evidence of leaking inside or out.
3/7/16:	
Mohave RV Repair (Dan): I had turned off fridge overnight. He said turn back on, let run for an hour, then unplug thermistor (white wires from underneath light plate to fins). This test to bypasses control board to see if cooling unit is the issue and bypasses electronics and says that the 100 elements and condensor are good.	Unplugged thermistor at 10:00 am, turned temperature to highest setting. By 3:30 pm, there was ice made and obviously the freezer was working. Fins inside refrigerator were cold. It may be a bad thermistor. By 5:00, thermometer was registering within the refrigerator range.
3/8/16:	
After being on bypass all night, fridge was cooling great and thermometer reading inside the fridge was in the safe freezer zone.	Thermometer kept showing temp inside fridge was in freezer zone. Dan tested parts with meters, etc. and checked both outside panels (upper & lower). Found nothing wrong.
Dan reconnected thermistor.	After that, it seemed to be working fine.
3/10/16:	
All seemed to be working fine, but thermometer was still reading in freezer territory. Dan replaced thermistor even though it had tested ok.	Since no parts had tested bad, I wondered if by my unconnecting thermistor and Dan reconnecting it, maybe there had been a loose connection that was fixed by this process?
3/11/16:	
Temps still running in 20s, but nothing in fridge was freezing. Replaced thermistor again in case the other was bad. Moved it down on fin a little bit since it seemed to be running too cold. Dan confirmed that board had checked out good.	Since nothing was freezing, we figured thermometer was bad. Got new one; shows running in low 40s now. After a couple of days, it was still showing a bit in the danger zone (40-45 degrees) sometimes. Dan said ok to move thermistor back up the fin a little, but where it is shouldn't be a problem.
3/14/16:	
Left for boondocking at Lake Mead (therefore, was running on propane).	Thermometer still kept reading a little warm, but it was hard to read and food felt ok and freezer was freezing and making ice. I took picture of fins on 3/16 because there was ice buildup, but all seemed to still be working.
3/20/16:	
Woke up to same problem - not cooling and ice starting to defrost. Outside temps had been in the high 80s.	Turned generator on - moved to Auto setting from propane (running on A/C) - put on highest cooling temp (9). Moved thermistor back up to its original position. Checked outside - red light is not on. No ammonia smell or yellow powder. Tried running on bypass again - no luck, so replugged thermistor.
3/21/16:	
Back to RV park; hooked up to 50 amps.	Not cooling - all completely defrosted and warm. Ran on bypass overnight, still not cooling in morning.
3/22/16:	
10 am: Took off bypass to get fin reading (74).	11:00 am - Can hear fan running periodically, but still doesn't seem to be cooling. Outside: black coils not warm, but black cylinder and part wrapped in foil are.
3/23/16:	
Talked to Sarah at Norcold; emailed timeline; copied Mohave RV to have them call in with ref. # 926016.	Registered as owner and corrected serial number I had wrong.

3/24/16:	
Per Courtney at Mohave, OK to turn off fridge.	I was concerned that door was hot and afraid of fire. Sent pics of residue on bottom of fridge and in drip tray.
<p>Per email to Courtney from Thetford, (Ref # 926174), "In order for us to determine what the issue is, the customer must bring the unit in and be prepared to leave it overnight for proper testing. I would recommend that it be run overnight in backup mode and then one of the two following forms be filled out."</p> <p>Forms: Norcold Roof Vent Sheet and Norcold Side Vent Sheet.</p> <p>Courtney said may have to be left longer than 24 hours and suggested I get a hotel room.</p>	<p>My response: I just verified that what Thetford calls running in backup mode overnight is the same thing I did the first night (that Dan called bypass). It started working that night in that mode and the thermistor was replaced twice (on the 10th and 11th). However, when it stopped working again on the 20th, I tried running it on bypass again that night with no luck at all. I tried the same thing again on the 21st hooked up to shore power and again no cooling at all. It ran for two nights after that in regular mode with no cooling. This is my fulltime home and office where I make my living. It may be easy for Thetford and you to say to just bring it in and leave it. But it is not a simple thing at all for me to contemplate moving all the equipment needed to continue my work into a hotel. Especially while they do the same test that has been done before or that could be done while I'm here. As for testing the other parts, I don't understand why that can't be done here. Everything I own in the world is in this small space and I'm just not going to leave it open and unattended and that shouldn't be hard to understand.</p>
3/25/16:	
Since Norcold wanted the same test done yet again, last night followed the same steps as originally done on the 7th - it had been turned off all day yesterday. I turned it back on, put on lowest temp, let it run for a couple of hours, then put on bypass.	By 8:00 this morning, I heard an ice cube dropping into tray. Temp inside fridge is 45 degrees. Is the magic formula it being off for a while first, then turned back on and put on bypass? ?
<p>1:30 - Per Paula, plug in thermistor again. Temp inside fridge per thermometer: 41 Diagnostics fin temp says 80 4:30 - Freezer obviously defrosting and thermometer rose to 50. Turned off again.</p>	See if temp maintains in 4 hours. If not, turn off again. They will come out tomorrow. Need to pull fridge and inspect box. Will work with extended warranty company to get approval. Could be blockage.
3/26/16:	
Jake came out and pulled the fridge out to inspect the box (top and sides) for soft spots, damage or holes. None found.	Needs new cooling unit. Paula will check to see if I can get Amish made one through extended warranty.

Diagnostics tests: (3/6/16)

Press/hold Mode and Set Temp buttons at same time. Press the Mode button to go through displays

2 = only LED should be lit

3 = Fin temperature = 67

4 = Stored Fault History. From sections that are lit (looks like backward 7), it means:

AC mode selected but AC voltage not available.

Fresh food compartment door open for more than two minutes.

Burner failed to light/relight.

DC voltage high

5 = Stored Fault History - nothing there

6 = clears fault history (I didn't do this)

7 = Power Board Inputs - (little 7) - lit ones mean:

Fresh food compartment light is off and door is closed.

Thermistor sensing temperature.

8 = Power Board Outputs - (little 7) lit ones mean:

AC relay is closed.

DC power to divider heater.

9 = DC Voltage Input = Looks like the middle line lit. (10.5 to 15.4 volts DC)

0 = AC Voltage Input = Looks like middle line lit (108 to 132 volts AC)