



# CLIMATE CONTROL AIR CONDITIONER

EN

## CC RV-C Gateway Service Bulletin

Please read these instructions carefully.

### USA & Canada

Service Office  
Dometic Corporation  
1120 North Main Street  
Elkhart, IN 46514

### Service Center & Dealer Locations

Visit:  
[www.dometic.com](http://www.dometic.com)

Model	Original Kit Numbers	Replacement Kit Numbers
Any AC Using Single Zone Climate Controls	3316945.020 3316945.040	3316945.021 3316945.041

- **Symptom:** The air conditioner and/or furnace is non-operational.
- **Cause:** The air conditioner and/or furnace does not receive the proper signal from the CC RV-C Gateway.
- **Remedy:** Perform the bypass procedure outlined in this document.

Dometic has identified a **nuisance issue (not safety-related)** that can occur in the original CC RV-C Gateway (kit number 3316945.020 and 3316945.040), at ambient temperatures of over 100 °F or below 40 °F (38 °C or below 4 °C). This issue has the potential to occur when the air conditioner and/or furnace does not receive the proper signal from the CC RV-C Gateway.

At the ambient temperature range identified above, the air conditioner and/or furnace can experience this nuisance issue, and will **not** respond to the user input at the RV digital control panel used for the entire Recreational Vehicle. This lack of response leaves the air conditioner and/or furnace in a completely inoperative mode (the AC and/or furnace). This is a safe condition and does not represent a safety hazard for the end user or for service personnel.

Dometic will permanently correct this operational error by releasing a CC RV-C Gateway with the proper firmware necessary to increase the operational temperature range of the AC and/or furnace to between -40 °F and 212 °F (-40 °C and 100 °C). The temporary fix for this issue is to initiate the following bypass procedure that allows operation of the AC and/or furnace system:

1. Enter the desired command at the RV digital control panel.
2. Turn off the power to the CC RV-C Gateway for a minimum of 15 seconds, and then turn the power back on.
3. The AC and/or furnace should begin operation and bring the RV ambient temperatures within the range of 40 °F to 100 °F (4 °C to 38 °C). As long as the ambient temperatures of the RV remain in this range, the air conditioner and/or furnace will operate normally.

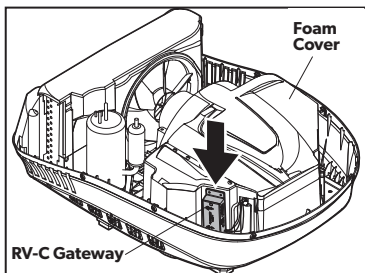
## REPLACING THE RV-C GATEWAY

The replacement kit numbers are 3316945.021 and 3316945.041. The fault code is 299 – 80, and the flat rate is 0.50 hour for the 1<sup>st</sup> AC, and 0.25 hour for each additional AC.

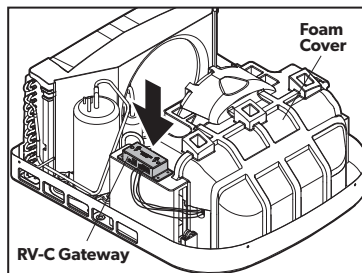
Complete the following steps to replace the CC RV-C Gateway:

1. Locate the CC RV-C Gateway near the AC, through the Plenum, or remove the AC shroud.
2. Remove the two strips of foam mounting tape.
3. Unplug the harness from the CC RV-C Gateway and remove the CC RV-C Gateway.
4. Verify the replacement CC RV-C Gateway box shows the correct replacement part#’s (see page 1).
5. Attach the harness to the new CC RV-C Gateway.
6. Apply two strips of foam mounting tape to the replacement CC RV-C Gateway and position in the AC (see suggested mounting locations below).

**Blizzard NXT**



**Brisk II**



**Penguin II**

