



Suburban
Manufacturing Company

Dayton, Tennessee -- Elkhart, Indiana

TECHNICAL SERVICES INFORMATION

Water Heaters, All Models

In Warranty Tank Leak
Inspection Procedures

TSI: RV97374 DATE: 11/15/97

SERVICE BULLETIN

To: Suburban Distributors
 Service Centers
 OEM's

Our factory inspections show a number of water heaters being returned that do not have a tank leak. Please follow the recommended procedures listed below should you have a suspected tank leak.

1. Inspect the water heater area around and underneath the water heater.
2. Check the hot and cold water line connections at the rear of the water heater. Make sure these connections are not leaking.
3. Remove the outside door and check the water heater control pan and frame area for proper sealing and caulking to the vehicle, insuring that rain water is not entering around the control pan or frame.
4. If you are unable to find a likely leak source, remove the water heater, cut the straps, and remove the foam jacket from around the water heater. Please be aware moisture/water may be present from condensation depending on the environment conditions.
5. Pressure test the empty water heater tank with 60 psi air pressure maximum. That is, install & tighten a 1/2" pipe plug in the cold water connection, and attach the air and test gauge to the hot water outlet connection, check to be sure the T&P valve is fully closed and the anode rod/drain plug is tightened.
6. When pressurized to 60 psi, apply a leak check solution or soap solution to the tank seam and spud weld, or those areas showing rust. If the tank is leaking, bubbles will appear at the leak. If found, please mark the leak with a paint stick, indicating the exact location and return the water heater following normal warranty procedures.

Thank you for your cooperation in this matter. This will insure no tanks are returned unless a leak is present. This will minimize any misunderstanding regarding warranty status.

If you have any questions or need additional information, please do not hesitate to contact our factory service department at 423-775-2131, extension 2.

Neal Stultz
National Service Manager