10 November 2023

Dear %custfullname%

This month’s newsletters content is a result of discussions we have had with customers over the past month or so and we felt it good to share some of this information with everyone.

**Mains Power Connections**

Over the last few weeks, we have come across a few instances where the mains connection to the caravan and motorhome was not pushed fully onto the socket. In all cases it looked ok at a quick glance BUT it wasn’t. When this happens, you will have 230V available inside but some of your mains operated appliances may play up or give unusual error messages. The problem is at the conductors in the plug and socket which are making poor contact. This leads to heating and if left can cause the plastic to melt fusing the plug in place. The absolute worst case is a fire. On the last one we saw we had to use a hammer to knock the plug out and then replace the plug and socket.

The simple solution is to push the plug in as hard as you can and then try to remove it without releasing the cap. If it doesn’t move out, then the plug is inserted correctly.

**Website additions**

On the UCC Motorhomes website under the Service & Support tab there is an explanation about LPG vaporisation ass it applies to LPG bottles. It is a good explanation of what happens and the key factors that influence the rate of vaporisation.

A contributor on the Dethleffs Owners Facebook Group (Bruce Philpott) has given permission to reprint an article he posted titled Fiat Comfortmatic Gearbox Problems. The title is not quite correct, it explains very clearly how the system works and what the common issues are and what causes them. If you have one of these transmissions I recommend you take some time to have a read.

**DPF filters**

We wrote about the DPF filter in your motorhome back in September. Since then it has been brought to my attention another thing to be aware of.

There is the possibility of diesel getting back into the crankcase from incomplete DPF Regeneration cycles leading to a fault of too much oil in the engine. Too much oil is almost as bad as not enough oil and can cause some serious damage to your engine.

**Pre-Christmas workshop bookings**

With only 6 weeks left till the Christmas Closedown our workshop is getting quite busy. If you have been putting off getting some work done to your caravan or motorhome please don’t leave it till the last minute. We are aware of some workshops that are no longer taking any more work on till the new year.

**Lithium battery and LPG BBQ clarification**

You may have read in Social Media forums about new rules regarding the installation of Lithium batteries into exterior fire-resistant enclosures. This has come from Australia and currently there is no intention to try to make this happen in NZ. There is also a lot of confusion about the different types of Lithium battery, Lithium Ion (Li+) and Lithium Iron Phosphate (LiFePO4). All commonly available Lithium batteries for the RV industry are LiFePO4 and come with inbuild battery management systems (BMS). They are considerably safer than the earlier Li+ batteries, the BMS looks after charging and the condition of the individual cells. The things that can cause a problem with a LiFePO4 battery is physical damage to the battery, overcharging and heat.

The LPG Technical Regulator in Australia has determined that a portable BBQ when connected directly to the caravan or motorhome LPG system becomes a part of that system and must meet the requirements of a Caravan or Motorhome LPG system. In the case of a BBQ this is flame failure protection which most BBQ’s don’t have. It is irrelevant that the BBQ is used outside of the vehicle. To use the BBQ in Australia you need to use a separate LPG bottle outside of the vehicle.

As far as NZ goes, there is no change.

**Magnetic door retainers**

At long last the magnetic door retainers we told you about a few months ago have arrived back into stock. All those who requested a back order will have been contacted. If it is something you want to upgrade to please contact us on 03 349 7747, option 2 or [service@uccmotorhomes.co.nz](mailto:service@uccmotorhomes.co.nz).

**Parts, accessories, and general advice**

If you need some advice about parts accessories or just some general advice, please don’t hesitate to give the Service Team a call or email. [service@uccmotorhomes.co.nz](mailto:service@uccmotorhomes.co.nz) or 03 349 7747 option 2.

Kind regards

The Team @ UCC Motorhomes and Caravans

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