

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
BUILDING 11
423 N MAIN ST
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 10-12222016-0288

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

<<DATE>>

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2017 Rockwood and Flagstaff recreational vehicles. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

A software error in the iRV Tank Monitoring System is allowing the monitoring system to display an inaccurate level of the Fresh Water, Black Water, Grey and/or Galley Water holding tanks.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free repair. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of the issue and provide the TSB number (located at the top of this page) to the dealership. It is also helpful to give the dealership a copy of this letter when you take your vehicle in for the repair.

You may visit www.forestriverinc.com to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .50 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

DEALERS: WHAT SHOULD YOU DO?

See the attached service instructions. The Software Module can service an unlimited number brain boxes (black boxes). However, ensure that you identify the serial number of the Brain Box (Black Box) - it will begin with **1606 or 1608**. When ordering the remedy Software Module from Rockwood/Flagstaff Parts and Service, it is important to indicate which remedy software module is required. Instructions to identify the correct version of the Brain Box (Black Box) is listed within the attached remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CUSTOMER SERVICE	(574) 642-5164	kmosher@forestriverinc.com
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Repair Codes:

Pictures are required for the remedy and/or inspection after installation.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
10-12222016-0288	UPGRADE iRV SOFTWARE	20-009912	.50 HRS.

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?

If you have already paid for a repair that is within the scope of this service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please send the service invoice to the following address:

Rockwood/Flagstaff
Forest River, Inc.
Attn: WARRANTY MANAGER
201 West Elm Street
Millersburg, IN 46543

Sincerely,

Forest River, Inc.
Engineer

Office of Corporate Compliance

REMEDY INSTRUCTIONS – iRV TANK MONITOR ENSURING THE HOLDING TANK SENSORS ARE READING CORRECTLY

STEP 1: ENSURE ALL TANKS ARE EMPTY

Make sure all your tanks are empty. You will have at least:

- 1- Fresh Water Tank (source of water)
- 1- Black Water Tank (waste)
- 1- Grey Water Tank (shower)
- 1- Galley Tank (lavatory sink, kitchen sink)



Tools Needed:

- Small standard (flat) head screwdriver
- Cordless screw gun with square and Philips bits
- Shore cord with both adapters
- Set of master keys for trailer
- iRV Monitor Panel update boxes
- Rags to clean up any mess in trailer
- Battery power pack

REMEDY INSTRUCTIONS – iRV TANK MONITOR

WHERE IS MY iRV MONITOR BOX?

Location of iRV Monitor Panel Brain:

Travel Trailers

- 8310SS - 831RKBSS: bathroom linen closet
- 8311WS – 831BHWSS: behind microwave
- 8312SS – 831BHDS: behind microwave
- 8324BS – 832FLBS: under kitchen sink
- 8325SS – 831RESS: bathroom linen closet
- 8326BHS – 832BHDS: behind microwave
- 8327SS – 832BHIKWS: behind radio
- 8328BS – 8320KBS: bathroom linen closet
- 8329SS – 832IKBS: bathroom linen closet
- 8335BSS – 832CLBSS: behind fireplace



Fifth Wheels

- 8244BS – 8524RLBS: behind the microwave
- 8280WS – 8528RKWS: under bathroom sink
- 8288WSA – 8528CKWSA: bath linen closet
- 8289WS – 8529RLWS: under bathroom sink
- 8295WS – 8529BRWS: under bathroom sink
- 8298WS - 8529RLWS: under bathroom sink
- 8301WS – 8528BHOK: under bathroom sink
- 8299BS – 8529IKBS: bathroom linen closet

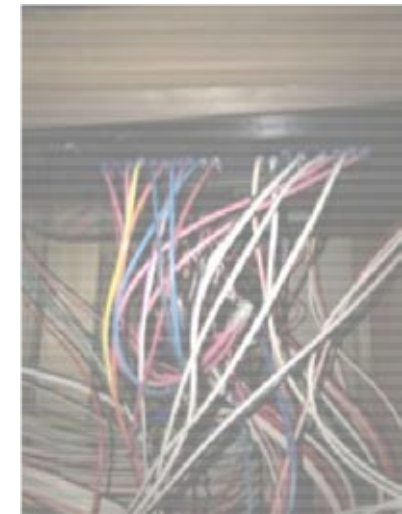


Windjammer/V-lite

- 3001W – 30WRLS: behind microwave
- 3006WK – 30WTBSK: behind microwave 3008W –
- 30WFKSS: living room end table
- 3025W – 30WIKSS: kit pantry top shelf left side
- 3029W – 30WRLIKS: under bathroom sink



*iRV BLACK BOX



MOUNTED iRV BLACK BOX
IN A 3029W-30WRLIKS
LOCATION: UNDER SINK

REMEDY INSTRUCTIONS - iRV TANK MONITOR

SOFTWARE UPDATE FOR RSB66

STEP 2: SOFTWARE UPDATE

V1.25H BRAIN BOX (BLACK BOX) SOFTWARE UPGRADE WITH SERIAL NUMBER STARTING WITH 1606XXX - FIRST BATCH UPGRADE

V2.1H BRAIN BOX (BLACK BOX) SOFTWARE UPGRADE WITH SERIAL NUMBER STARTING WITH 1608XXX - SECOND BATCH UPGRADE

A. Plug the AC adapter into an 110V-120V outlet, then plug it into the Program Module;

B. The arrow on the 10 Pin Connector should point towards you while you plug it into the RSB66 (black box) unit;

C. A Blue Light and a Red Light (on the module right) should power-on, indicating steps A and B are completed;

D. Short Press the white button;

E. A Red Light, below the Blue Light, will power-on indicating the Software Upgrade has begun;

F. When the module omits an audible chirp and the Red Light below the Blue Light turns off, the Monitor Panel brain box (black box) has updated with the required software.



REMEDY INSTRUCTIONS – iRV TANK MONITOR

VERIFICATION TO ENSURE THE SENSORS ARE CORRECTLY INDICATING THE TANK LEVELS

* Once the control panel reads empty, the software update is complete. Now you may proceed;

STEP 3: BEGIN TO FILL TANKS TO FULL

Fresh Tank: Fill through Potable

Black Tank: Fill Toilet Grey Tank: Fill Tub

Galley Tank: Fill Kitchen Sink or Lavatory Sink

DO NOT OVERFILL

STEP 4: FILLING THE TANKS

Once all of the tanks have been filled, the monitor panel will reflect all tanks as full.

If your tanks do not reflect full, ensure you have filled all tanks.

Some units are equipped with 2 black tanks (if you have 2 toilets) or 2 galley tanks.

STEP 5: FULL TANKS

When the Monitor Panel indicates "Full" by depicting yellow bars, the software update was successful.

You may now empty all tanks.

