

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 53-02232017-0333

- 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 Shasta Oasis - SST25RK 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?

The incorrect monitor panel has been installed in your vehicle. The monitor panel installed in your vehicle is capable of reporting only a single holding tank whereas the vehicle has two grey holding tanks. Your monitoring panel will be upgraded so the vehicle is reporting the correct holding tank levels.

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. These may also be downloaded from the Dealer Central Portal.

MAY FOREST RIVER ASSIST YOU FURTHER?

CUSTOMER SERVICE	(574) 825-8717	dtrachsel@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)
TSB 53-02232017-0333	R/R MONITOR PANEL	40-009433	.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:

Shasta
Forest River, Inc.
Attn: WARRANTY MANAGER
105 CR 14
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

REPLACE MONITOR PANEL – SHASTA OASIS

DO NOT START THIS PROCEDURE WITHOUT DISCONNECTING THE VEHICLE FROM ANY POWER SOURCE!

1. Remove the monitor panel from the wall or cabinet by removing the 6 screws that hold it in place;
2. Gently remove the red, 7 pin connector plug, from the monitor panel gauge assembly;
3. Press in on the locking tabs that are found on the top and the bottom of the gauge assembly while at the same time pry the gauge assembly from the monitor panel;
4. Locate the new gauge assembly (this should have buttons labelled "Gry 1" and "Gry 2" on this panel);
5. Feed the red 7 wire connector plug through the gauge assembly hole and attach it onto the gauge panel assembly.
 - a. Ensure the wires pointing upward;
6. Snap the new gauge assembly into the monitor panel;
7. Locate the "BLACK" 18 Gauge Wire that is located in the cut out hole in the wall or cabinet;
8. Locate the "ORANGE" Wire from the Red Connector Plug;
9. Use the proper gauge wire nut to connect the orange and black wire(s) together;
10. Wrap your connection with electrical tape;
11. Reattach the monitor panel assembly back into the wall or cabinet with the 6 screws that were removed in *Step 1*;
12. At this point power the trailer back on;
13. Test the panel's functionality to assure the panel is performing accurately.

This completes upgrading the monitor panel.