

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 72-03012017-0337

- 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 Salem - SMT197BH and 2017 Wildwood - WDT197BH 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 refrigerator is not wired to the 12V DC power supply. As such, the refrigerator will only operate using L.P. Gas.

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.

MAY FOREST RIVER ASSIST YOU FURTHER?

CUSTOMER SERVICE	(574) 534-4058	tjones@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).

SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
72-03012017-0337	INSTALL 12V WIRING TO REFRIGERATOR	40-000337	.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:

Salem & Wildwood
Forest River, Inc.
Attn: WARRANTY MANAGER
1803 Century Drive
Goshen, IN 46528

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

Supplying the Refrigerator with 12V DC Power – Work Instructions

Tools Required:

Drill
1/2" Paddle Bit
Flat Head Bit
#2 Square Head Bit
Wire Cutters
Wire Crimpers
Silicone

Parts Required:

2 Bell Caps
1 - 5' Section of 16/2 Ripcord Wire
15 AMP In-line fuse holder and fuse

1. Disconnect the vehicle from any external power source and the vehicle's battery;
2. Refer to the pictures "(Figure X)" on the back of this Instruction for
3. Remove the bottom refrigerator vent shroud (Figure 1);
4. Drill a 1/2" hole in the panel to the left (rearward) of the refrigerator (Figure 2);
5. Connect a 16/2 ripcord wire to the refrigerator terminal (Figure 3);
6. Run the wire through the 1/2" hole in the panel (Figure 2);
7. Remove the False Panel next to the refrigerator (Figure 4);
 - a. This allows you to pull the 16/2 ripcord wire toward the *Water Heater* panel
8. Remove the False Panel behind the *Water Heater* and pull the 16/2 ripcord wire through (Figure 5);
9. Locate the *Furnace* Orange (POS+) and White (NEG-) wires (Figure 6);
10. Connect the 15 AMP in-line fuse with a Bell Cap;
11. Splice the 16/2 ripcord into the Furnace Orange (POS+) and White (NEG-) wires with the Bell Caps (Figure 7);
12. Replace all of the False Panels that were removed;
13. From the exterior locate the bottom refrigerator vent opening (Figure 1);
14. Apply the silicone to the wires in place that were ran through the 1/2" hole in the panel (Figure 2);
15. Connect the vehicle to power;
16. Test the refrigerator for proper function.

Supplying the Refrigerator with 12V DC Power – Work Instructions

Figure 1:



Figure 2:



Figure 3:



Figure 4:



Figure 5:



Figure 6:



Figure 7:



- You have completed the Service Bulletin -