

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 40-0538

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

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

October 27, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 Berkshire and Legacy SR Class A Motorhome 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 PrecPlex Energy Management System (EMS) may not properly recognize the output status of the Generator. If the Generator status does not properly recognized the EMS, it may not properly discharge electrical demand based on Generator output.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

DEALERS: WHAT SHOULD YOU DO?

Please review the attached service bulletin for specific instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
BERKSHIRE WARRANTY SERVICE	(574) 522-1368

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)
UNITED STATES - 40-0538	INSTALL JUMPER WIRE TO PRECPLEX. POWER CONTROL SYSTEM	40-000538	1 HR.
CANADA - 40-0538	INSTALL JUMPER WIRE TO PRECPLEX. POWER CONTROL SYSTEM	40-000539	1 HR.

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 contact the Warranty Campaigns Department at the phone number above to arrange for reimbursement.

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance



TECHNICAL SERVICE BULLETIN # 40-0538

PRECISION CIRCUITS ENERGY MANAGEMENT SYSTEM GENERATOR STATUS SIGNAL

Creation Date: 7/7/2017

Revision Level: 1

Rev Date: N/A

Verification:

This Technical Service Bulletin ensures the PrecPlex Energy Management System (EMS) properly recognizes the output status of the Generator. If the Generator status is not properly recognized the EMS may not properly shed loads based on Generator output. This could potentially result in tripped circuit breakers @ both the generator & the load center caused by the EMS allowing multiple high amperage devices to cycle ON simultaneously.

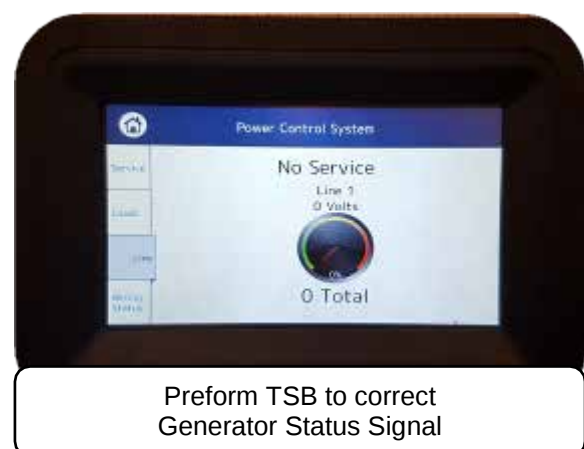
Prior to performing any repairs please confirm a concern exist by contacting Forest River Berkshire Warranty Service @ 574-522-1368, then using the following steps:

Access PCS Line Voltage Display on the Touchscreen via the following commands from the Home screen:



Start Generator

Touchscreen display should now display 3 voltage gauges:
Line 1 / Line 2 / Total



If the Touchscreen only displays 1 voltage gauge please proceed with the Service portion of this Technical Service Bulletin.



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PRECISION CIRCUITS ENERGY MANAGEMENT SYSTEM GENERATOR STATUS SIGNAL

Creation Date: 7/7/2017

Revision Level: 1

Rev Date: N/A

SERVICE PROCEDURES:

Install Jumper wire @ PrecPlex Power Control System (PCS)
Remove Touchscreen, Install updated Touchscreen (5.1.79 or higher)

ITEMS REQUIRED:

Molex Micro Fit Generator Signal Jumper Wire (P/N 40E19416A)
7" Precision Circuits Touchscreen (Vr. 5.1.79 or Higher) P/N 00-10054-000

TOOLS REQUIRED:

Square head or Phillips Screwdriver
Putty stick or Pocket knife

PRIOR TO BEGINNING THIS PROCEDURE ENSURE THE VEHICLE IS
PARKED IN A SECURE LOCATION, ON LEVEL GROUND.

NOTE: UNITS WITH A SLIDE MOUNTED BED, THE BED SLIDE MUST
BE EXTENDED PRIOR TO INITIATING THIS SERVICE.

PROCEDURE:

GENERATOR SIGNAL JUMPER WIRE INSTALLATION

1. Locate the 50AMP Service Panel, which is mounted in the Master Bed Base (Fig 1).
2. Raise the Master Bed Mattress Base to access the storage compartment.
3. Remove the screws securing the top Access Cover to gain access to the wire entry side of the 50 Amp Service Panel (Fig 2).



Fig 2



Fig 1



TECHNICAL SERVICE BULLETIN # 40-0538

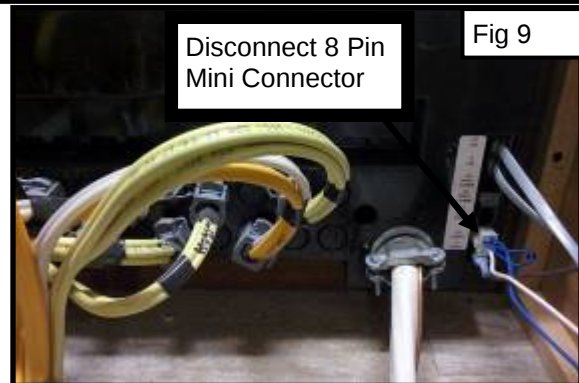
PRECISION CIRCUITS ENERGY MANAGEMENT SYSTEM GENERATOR STATUS SIGNAL

Creation Date: 7/7/2017

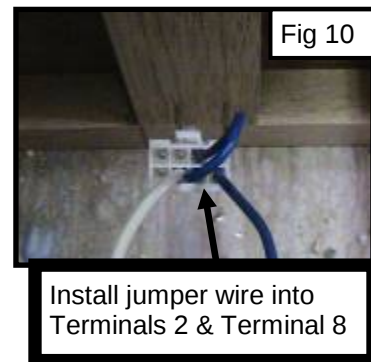
Revision Level: 1

Rev Date: N/A

4. Locate the HVAC 8 pin Connector, connected to the PCS Switch, located on the rear of the 50 Amp Service Panel (Fig 9).
5. Disconnect the 8 pin Molex Mini Fit Jr. connector from the PCS Switch.



6. Insert the Signal Jumper (P/N 40E19416A) into Terminal 2 & Terminal 6 of the 8 pin Molex Mini Fit Jr connector (Fig 10).
7. Reconnect the 8 pin Molex Mini Fit Jr connector to the PCS Switch.
8. Install the Access Cover of the bed base.
9. Proceed to Touchscreen Replacement.





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Touchscreen Panel Replacement

1. Locate the 7" Touchscreen, normally located on the hallway wall.
2. Remove Touchscreen screw covers (Fig 2).
 - Gently insert knife tip into screw cover access (Fig 3)



Fig 2



Fig 3

- Gently twist tip to remove cover.
3. Remove 4 Retaining Screws (Fig 1).
 4. Disconnect 26/6 LIN Cable from Touchscreen (Fig 4)
 5. To install updated Touchscreen (Version 5.1.79 or higher) reverse removal procedures.
 6. Connect 26/6 LIN Cable
 7. Install 4 retaining screws.
 8. Align screw covers & gently press to install.
 9. Verify correct Generator status signal using procedure on PG 1.

Remove 4
Retaining
Screws

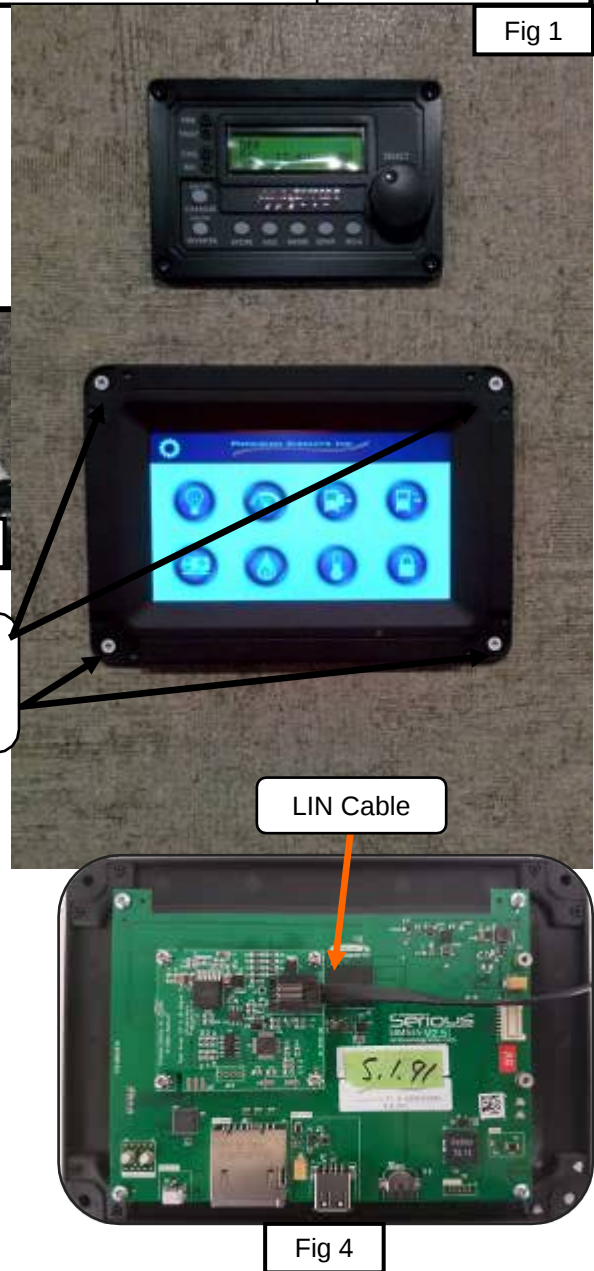


Fig 1

LIN Cable

Fig 4

Warranty Labor Rate: 1.0 HRS

Contact Information:

Forest River Berkshire Warranty Dept.
574-522-1368