

# TECHNICAL SERVICE BULLETIN



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

## Technical Service Bulletin: 40-0539

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

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

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?**

Forest River wants to ensure that all features of the PrecPlex Remote Application are available to the customer. Certain vehicle may have been manufactured having an issue pairing the App to the vehicle and/or commanding the Generator Auto Start.

### **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 - 40-0539           | PrecPlex Remote Application Availability | 40-000540   | .50 HR.         |
| CANADA - 40-0539                  | PrecPlex Remote Application Availability | 40-000541   | .50 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 #40-0539

### PRECISION CIRCUITS WIRELESS MODULE REPLACEMENT

Creation Date: 7/7/2017

Revision Level: 1

Rev Date: N/A

#### Condition:

This Technical Service Bulletin ensures that all features of the PrecPlex Remote Application are available to the customer. Some early production units experienced a concern with the App pairing to the RV &/or commanding the Generator Auto Start. This concern is easily corrected with the updated software (V1.18 or later) installed in the provided replacement Wireless Module (P/N 00-10053-000).

#### ITEMS REQUIRED:

Precision Circuits Wireless Module (V1.18 or Higher) (P/N 00-10053-000)

#### TOOLS REQUIRED:

Square head or Phillips Screwdriver

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

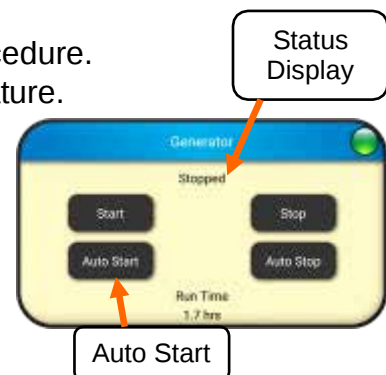
#### Verification:

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

**NOTE:** For the following procedure you will need to utilize the PrecPlex Remote App. For any questions such as availability, compatibility, & operation; please visit Precision Circuits website tutorial @

<http://www.precisioncircuitsinc.com/wp-content/uploads/2016/05/Wireless-Pairing-Guide-Rev-3.pdf>

- Using the PrecPlex Remote App, Pair to RV
  - If your RV fails to pair, proceed to Service Procedure.
- Attempt to start the generator using the Auto Start feature.
  - If your generator starts normally, no further service is necessary.
  - If your Status Display remains "STOPPED" while attempting to Auto Start or requires 2-3 attempts to engage Auto Start, please proceed with the Service Procedure.





## TECHNICAL SERVICE BULLETIN #40-0539

### PRECISION CIRCUITS WIRELESS MODULE REPLACEMENT

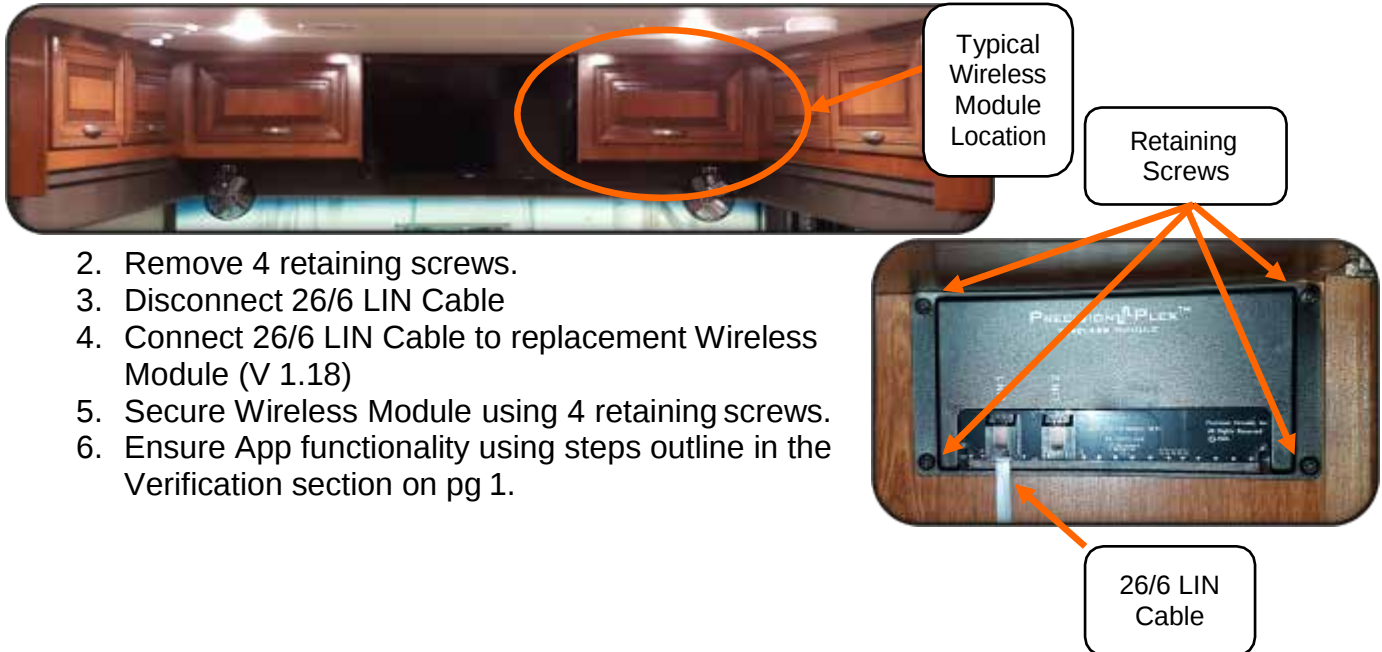
Creation Date: 7/7/2017

Revision Level: 1

Rev Date: N/A

#### Service Procedure:

1. Locate Wireless Module, normally located in an Overhead compartment.



2. Remove 4 retaining screws.
3. Disconnect 26/6 LIN Cable
4. Connect 26/6 LIN Cable to replacement Wireless Module (V 1.18)
5. Secure Wireless Module using 4 retaining screws.
6. Ensure App functionality using steps outline in the Verification section on pg 1.

**Warranty Labor Rate: 0.5 HRS.**

#### Contact Information:

Forest River Berkshire Warranty Dept.  
574-522-1368