

SERVICE BULLETIN



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

Technical Service Bulletin: 425-0668

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

April 24, 2018

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 – PUMA PUT27RBQC-425, PUT28DSBC-425 and PUT30DBSC-425 travel trailer recreational vehicles. Please carefully review the attached document pertaining to your vehicle.

WHAT IS THE ISSUE?

The monitor panel incorrectly displays the level of fresh water, gray water, black water, etc. and is required to be changed with a replacement monitor panel.

OWNERS: WHAT SHOULD YOU DO?

Please schedule a service appointment with a Forest River dealership. A dealership must remedy the vehicle.

DEALERS: WHAT SHOULD YOU DO?

Please review the included document regarding what you should do; once you are done with the procedure please claim against the repair code listed below.

TSB NUMBER	REPAIR CODE	DESCRIPTION	APPROVED HRS.
425-0668	10-000668	R/R MONITOR PANEL	.30 HRS

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-0607 x 42005

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

Sincerely,

Forest River, Inc.
Engineer

Office of Corporate Compliance

PUMA MONITOR PANEL REMEDY INSTRUCTIONS

Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

**CONTACT PUMA WARRANTY/CUSTOMER SERVICE TO ORDER THE
REPLACEMENT MONITOR PANEL AT NO COST TO YOU**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-0607 x 42005

WHAT IS THE ISSUE?

The monitor panel does not correctly display the correct level of fresh water, gray water, black water, etc. and is required to be changed with a replacement monitor panel.

STEP 1: Locate the monitor panel;

STEP 2: Unscrew from the wall;

STEP 3: Unplug the wire harness from the back of the monitor panel, discard of the monitor panel appropriately;

STEP 4: Plug the existing wire harness into the new monitor panel provided by Puma;

STEP 5: Secure the monitor panel back into the opening with the screws;

STEP 6: Test functionality of the monitor panel.

You have completed the remedy of this service bulletin. Please claim the install repair code.

Thank you for your help!