

SERVICE BULLETIN



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

Technical Service Bulletin: 225-0754

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

June 13, 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 – 2019 – Galleria - GAB24FLM, GAB24QM and GAB24TM Class B motorhome recreational vehicles. Please carefully review the attached document pertaining to your vehicle.

WHAT IS THE ISSUE?

The wiring powering the router is back-feeding to the Xantrex inverter causing a potential failure of the inverter.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free repair. Forest River has notified dealerships of this Technical Service Bulletin and have provided them with remedy instructions. 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?

Please review the included document from Xantrex.

Condition of payment:

A picture of the battery serial number, Battery Management Serial Number and Router is required.

TSB NUMBER	DESCRIPTION	REPAIR CODE	TIME ALLOWED
225-0754	R/R XANTREX CUSTOM ROUTER HARNESS	10-250754	.25 HRS

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
XANTRAX CUSTOMER SERVICE	(800) 670-0707
GALLERIA CUSTOMER SERVICE	(574) 825-8590

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,

Keith Fisher

Forest River, Inc.
Engineer

Office of Corporate Compliance

Freedom e-GEN: Remove Custom Router Harness

976-0609-01-01/C**June 2018****Service Bulletin**

EXCLUSION FOR DOCUMENTATION
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DANGER

RISK OF FIRE, ELECTRIC SHOCK, EXPLOSION, AND ARC FLASH

This Service Bulletin is in addition to, and incorporates by reference, the relevant product manuals for each Freedom e-GEN System component. Before reviewing this Service Bulletin you must read the relevant product manuals. Unless specified, information on safety, specifications, installation, and operation is as shown in the primary documentation received with the Freedom e-GEN System component. Ensure you are familiar with that information before proceeding.

Failure to follow these instructions will result in death or serious injury.

DANGER

RISK OF FIRE, ELECTRIC SHOCK, EXPLOSION, AND ARC FLASH

All work shall be performed by qualified service personnel equipped with appropriate personal protective equipment (PPE).

Failure to follow these instructions will result in death or serious injury.

Audience

OEM installers (Authorized Service Centers and Dealers) of the e-GEN power system.

Immediate Actions Required For e-GEN Systems Purchased before June 2018

1. Replace the custom router harness (PN: 881-0020-12) with the new router power harness provided in the kit.
2. Configure the Freedom SW settings through the Conext ComBox using the provided USB thumb drive.
3. If the existing wireless router in the system is not connecting with the tablet, call Xantrex to request a replacement router.

Freedom e-GEN Components Affected

- custom router harness (PN: 881-0020-12)
- Freedom SW
- wireless router, only if it is not working

Required Materials Provided from the Kit

- new router power harness
 - USB thumb drive with pre-loaded configuration files.
- NOTE:** Do not modify the content of the USB thumb drive.

Removing and Replacing the Custom Router Harness

NOTE: Completion time is approximately 15-20 minutes.

1. Ensure all power sources are disconnected, including but not limited to:
 - Disabling the Freedom SW inverter
 - Turning off the vehicle engine and ignition system
 - Unplugging shore power
 - Turning off the BMS

DANGER

HAZARD OF FIRE, ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

- Make sure all energy sources, including other energy source not listed above, are removed and properly locked out before proceeding.
- Use proper PPE and insulated tools to prevent accidental short-circuit.

Failure to follow these instructions will result in death or serious injury.

2. Locate the wireless router.

The router is placed inside the seat compartment next to and below the counter stove. You must remove the seat cushion top and compartment cover and possibly two more wooden table tops to expose the router and the Conext ComBox.



3. Locate the custom router harness (PN: 881-0020-12) which connects to the ComBox Xanbus port and the power port of the wireless router.

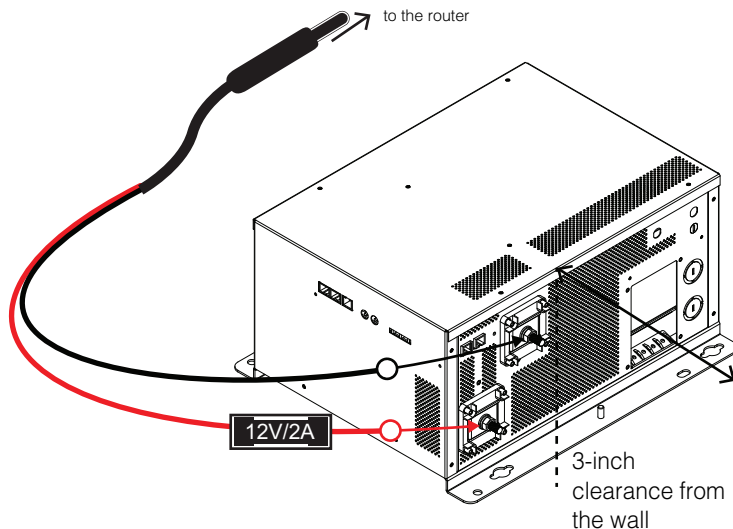
You may have to untuck and pull out the harness from underneath other objects inside the compartment.

4. Remove the custom router harness (PN: 881-0020-12).



- a. Unplug the barrel connector (**A**) from the router's power port.
 - b. Unplug the network cable connector (**B**) from the ComBox Xanbus port.
 - c. Remove the network terminator from the port (**C**) on the custom router harness and immediately plug it into the ComBox Xanbus port from which the network cable connector (**B**) was removed.
- NOTE:** If there is no network terminator on the custom router harness then use the network terminator provided in the kit.
- d. Make sure there are two network terminators in the system. One on the Freedom SW and the other on the Conext ComBox.
 - e. Discard the rest of the harness.

5. Install the new power router harness to power the router from the Freedom SW's DC terminals.
 - a. Remove the two screws securing the Freedom SW to the floor.
 - b. Carefully slide the Freedom SW away from the wall to easily access the DC terminals.
 - c. Remove the DC terminal covers to expose the DC terminals.
 - d. Attach the two DC ring lug connectors to the Freedom SW DC terminals on top of the battery cable lugs.



- e. Replace the DC terminal covers over the DC terminals.

- f. Carefully slide the Freedom SW back near the wall and allow for a 3-inch clearance for better airflow.
As a guide, place the flange against the right passenger-side seat support. Secure the Freedom SW to the floor by drilling new holes and fastening the two screws.
 - g. Route the harness DC cables and the barrel connector end into the compartment where the Conext ComBox and wireless router reside.
 - h. Plug the DC cable barrel connector to the router's power port.
NOTE: Take note of the brand of the wireless router. There is a barrel plug adapter provided in the kit.
If the existing wireless router is a **Belkin**, then you need to use the barrel plug adapter from the kit.
If the existing wireless router is a **Netgear**, then do not use the barrel plug adapter from the kit because using this adapter may result in loose connection under vibration.
6. Turn on the BMS from the system remote panel to enable battery power to the Freedom SW. Wait for at least 3 minutes for Freedom SW and Conext ComBox to finish booting up.
 7. Proceed to "Updating Freedom SW Settings through ComBox Using USB".

Updating Freedom SW Settings through ComBox Using USB

NOTE: Completion time is under 10 minutes.

1. Disable the Freedom SW and disconnect all AC appliances before proceeding.
NOTE: During the update process, the Freedom SW will enter Safe Mode and stop inverter AC output.
2. Locate the Conext ComBox inside the seat compartment.
3. Check to ensure the Conext ComBox front LEDs are solid green.
4. Plug the provided USB thumb drive into the USB Host port under the plastic cover on the front of the Conext ComBox.
5. Observe the configuration process which will automatically begin.
The **Memory LED** on the front of the Conext ComBox will start blinking. Do not unplug the USB thumb drive until the **Memory LED** stops blinking and turns off. The configuration process will take about 1 minute to complete.
NOTE: If the configuration process takes too long or too short, or if any red LED on the Conext ComBox starts blinking, then it is an indication that the operation is not successful. In such a case, unplug the USB and re-insert it to the Conext ComBox to retry.
6. Remove the USB thumb drive from the USB port on the Conext ComBox only after the blinking has stopped and the front LEDs have returned to solid green.

Verifying Freedom SW Settings

1. Make sure that the wireless router has finished booting up. Enable the wireless function on the router, if necessary.
2. Turn on the Wi-Fi function on the tablet and connect to the wireless router.
If the tablet does not connect to the wireless router, then look for the reset button on the back of the router. Use a pointed object to push and release the button. **Do not** press and hold the reset button. Wait for the router to boot up and try to connect to the tablet again. If the tablet is still not connecting to the router, call Xantrex.
If the tablet connects to the wireless router, then proceed to the next step.
3. Log in to the Conext ComBox Freedom SW app using the tablet.
4. Scan through the Freedom SW settings and ensure they are set as follows.

Table 1 Inverter Settings

Parameter	Value
Low Batt Cut Out	10.5 V
LBCO Delay	10 sec
High Batt Cut Out	14.8 V

Table 2 Charger Settings

Parameter	Value
Battery Type	Custom

Table 3 Custom Battery Settings

Parameter	Value
Equalize Support	Disabled
Bulk Voltage	14.6 V
Absorb Voltage	14.6 V
Float Voltage	13.4 V
Batt Capacity	600 Ah
Max Charge Rate	100%
Charge Cycle	3-Stage
Default Batt Temp	Warm
ReCharge Volts	12.4 V
Absorb Time	30 min
Auto Charge Enable	Enabled

NOTE: If the settings on the Freedom SW do not match the settings above, then the configuration is not successful. Re-insert the USB to the Conext ComBox to repeat the configuration process. After re-configuration, refresh the Conext ComBox Freedom SW app to verify the new settings have been applied.

NOTE: The USB thumb drive can be reused to program the Freedom SW in other e-GEN systems as long as the content on the USB has not been modified.

5. Replace the seat cover and the seat cushion top onto the compartment.