

SERVICE BULLETIN



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

Technical Service Bulletin: 51-0692

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

September 28, 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 – Forest River – Salem/Wildwood, Riverstone, Palomino, Prime Time Manufacturing travel trailer and fifth-wheel recreational vehicles. Additionally, 2018 – 2019 – Coachmen – Shasta, Viking, Freedom Express, and Coachmen Fifth-Wheel travel trailer recreational vehicles; 2018 – 2019 – Coachmen – Class A and Class C motorhome recreational vehicles. Please carefully review the attached document pertaining to your vehicle.

WHAT IS THE ISSUE?

Per the service bulletin from Dometic “The nuisance issue enunciates by either blowing the protective fuse, opening the circuit breaker in the furnace circuit, or rendering the furnace inoperative. Our testing has shown that in ALL instances the furnace fails in a safe manner.”

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 remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
DOMETIC CUSTOMER SERVICE	800-544-4881

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

DOMETIC HEATING FURNACES

EN

Furnace Limit Switch Service Bulletin

USA & Canada

Service Office
Dometic Corporation
1120 North Main Street
Elkhart, IN 46514

Service Center & Dealer Locations

Visit:
www.dometic.com

Read these instructions carefully.

Model	Serial Number Range
All Small & Medium Furnaces (AFS, AFM, DFS, DFM)	73985322 – 81099541

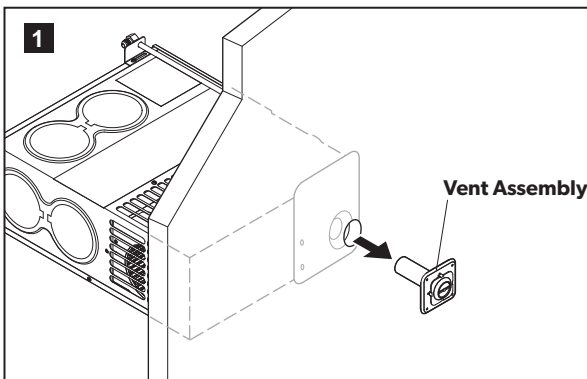
We have been able to identify a non-safety related nuisance issue that is occurring on our Dometic/Atwood furnaces. This nuisance issue has the potential to occur on all models of Dometic/Atwood Furnace with serial numbers between 73985322 and 81099541. The nuisance issue enunciates by either blowing the protective fuse, opening the circuit breaker in the furnace circuit, or rendering the furnace inoperative. Our testing has shown that in ALL instances the furnace fails in a safe manner.

The cause of this nuisance issue is a mistaken omission of a plastic wire tie to suspend the heat exchanger limit switch wires up and away from the exhaust tube vent terminal. The omission of this component allows the limit switch wires to potentially melt on the vent terminal, shorting to ground, and causing either the fuse or circuit breaker in the circuit to blow, or the sail switch to become inoperative. **In ALL cases the safety devices in the system are performing as designed and prevent the furnace from operating.**

Dometic recognizes this nuisance tripping issue is an inconvenience to our OE and potential end-use customers and we apologize for the extra work that may result. In an effort to try and reduce the amount of work required to correct this mistake we have designed and tested a field repair for this occurrence which will be more expensive for Dometic but will make the field repair much easier. The repair will consist of sliding a 6" long, high-temperature rated, fiberglass sleeve over the exhaust tube after removal of the vent assembly. The field repair kit will be available within March, 2018. The field repair kit part # is 31389, Flat Rate Time is .5 and the fault code is 617.25.

1 SLEEVING THE EXHAUST TUBE

1.1 Removing the vent assembly



1.2 Installing the fiberglass sleeve

