

September 26, 2018

IMPORTANT TECHNICAL SERVICE BULLETIN - IMMEDIATE ACTION REQUIRED

Dear Oliver Owner,

This Technical Service Bulletin applies to all Oliver Travel Trailers equipped with an optional inverter manufactured after January 1, 2014. If your trailer does not contain an inverter, this bulletin does not apply. Trailers manufactured prior to January 1, 2014 contained a different style inverter to which this bulletin does not apply.

BACKGROUND

Oliver Travel Trailers was recently alerted of a potential shock hazard that could occur due to the missing or improper installation of the ground wire between the inverter and chassis. This issue has been identified on more than one travel trailer. To our knowledge as of this writing, no person or equipment has suffered injury or loss due to this condition.

WHAT IS OLIVER DOING?

All affected owners are being notified via electronic communication and first-class mail that a potential problem may exist with regard to the lack of ground of the inverter case to the chassis. Oliver is also alerting the NHTSA of the potential for shock hazard in accordance with CFR Title 49 § 579.5. Oliver has developed a set of inspection and corrective action instructions that are included in this package. If an owner is found to have a missing grounding wire covered by this bulletin, Oliver will pay for the corrective action as well as assisting the owner in finding a qualified service facility.

WHAT SHOULD OWNERS DO?

Owners with inverters should immediately stop using their inverter until they have been inspected and, if necessary, fixed by a qualified RV technician following the instructions set forth in the attached document to determine whether the grounding wire from the inverter to the chassis is present and properly installed.

If the wire **IS** present and properly installed using the appropriately-sized ring terminal and there is **NOT** a flat washer between the ring terminal and inverter casing, please indicate that no corrective action is necessary by filling out and returning the attached reply card and no further action is required. If the grounding wire is **NOT** present, is **NOT** properly installed using the appropriately-sized ring terminal or there **IS** a flat washer installed between the ring terminal and inverter casing, owners should not use their inverters until an approved corrective action is completed.

Inspection and corrective action should be completed by a qualified RV technician in accordance with the attached instructions. If the inspection and corrective action is less than \$150, no pre-authorization is required. If the inspection and corrective action exceeds \$150, contact Oliver Travel Trailers Service Department at 1-866-205-2621 or email service@olivertraveltrailers.com. If the qualified service facility does not stock the parts needed to complete the corrective action, Oliver will have kits available which can be obtained by contacting our service department. Owners have the choice of paying the qualified service facility and submitting the documentation contained in the attachment to Oliver Travel Trailers for reimbursement or have the qualified service facility submit it for reimbursement. Only corrective actions completed by a qualified RV technician are eligible for reimbursement and no reimbursement payments can be made until the corrective action is completed.

We apologize for any inconvenience you may encounter as a result of this bulletin.

Oliver Travel Trailers, Inc.

IMPORTANT TECHNICAL SERVICE BULLETIN - IMMEDIATE ACTION REQUIRED

ISSUE

Technical Service Bulletin for trailers equipped with optional inverter potentially improperly installed chassis ground wire or missing chassis ground wire.

MODELS IMPACTED

Oliver Legacy Elite and Elite II models built on or after January 1, 2014.

INFORMATION

Oliver Travel Trailers was recently alerted that some of its trailers may have left the manufacturing facility with an improperly installed or missing chassis grounding wire installed between the optional inverter and the chassis. This presents a potential shock hazard. To our knowledge as of this writing, no person or equipment has suffered injury or loss due to this condition.

RESOLUTION

Owners with installed optional inverters should stop using their inverter (leave switch in OFF position) until such time as a proper inspection and, if need be, subsequent corrective action is performed in accordance with the following procedures.

Inspection and corrective action are only to be performed by qualified RV service technicians. For assistance in locating a qualified RV service technician or for any questions regarding this Technical Service Bulletin, contact the Oliver Travel Trailer Service Department using the information provided. Oliver Travel Trailers will reimburse up to a total of \$150 once a completed inspection and corrective action work order has been submitted. Work exceeding \$150 must be pre-authorized by contacting the Oliver Travel Trailers Service Department.

INSPECTION PROCESS FOR DETERMINING WHETHER OR NOT THE INVERTER IS MISSING A CHASSIS GROUND OR WAS IMPROPERLY INSTALLED

1. Go to the main circuit breaker panel located below the dinette and turn off the main 30-amp circuit breaker.
2. Unplug all 30-amp power cords from the camper, including the optional 30-amp convenience connection if installed.
3. Locate and disconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire from the battery bank.
4. Locate the inverter in one of the lower street side compartments.
5. Check whether there is a ground wire connected to the chassis ground terminal on the inverter.
(Note: See Step 5 image)



6. If there **IS** a ground wire connected to the chassis ground terminal on the inverter, check that the appropriately-sized ring terminal has been installed and that the ring terminal **DOES NOT** have a flat washer between it and the chassis of the inverter.
7. If the ground wire **IS** installed with the appropriately-sized ring terminal and there is **NOT** a flat washer installed between the ring terminal and chassis, the issue is not present in your travel trailer. Please fill out the included inspection reply card and mail to address below using the postage provided return envelope :

**OLIVER TRAVEL TRAILERS
ATTN: MATT DUNCAN
609 SWAN AVE
HOHENWALD, TN 38462**

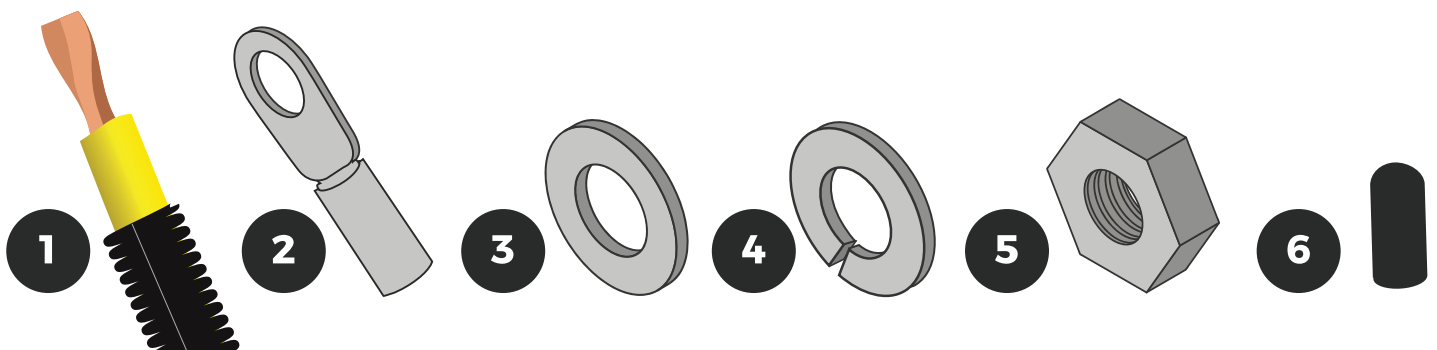
You can also view this notice online and submit the Inspection Card by visiting :

<https://olivertraveltrailers.com/topic/inverter-ground/>

8. If there is **NOT** a ground wire connected to the chassis ground terminal on the inverter, **please follow the CORRECTIVE ACTION INSTRUCTIONS FOR INSTALLING A MISSING INVERTER CHASSIS GROUND WIRE.**
9. If the ground wire was installed improperly using an ring terminal that is oversized, **please follow the CORRECTIVE ACTION INSTRUCTIONS FOR IMPROPERLY-SIZED RING TERMINAL INSTALLED ON CHASSIS GROUND WIRE.**
10. If a flat washer was installed between the ring terminal and chassis, **please follow the CORRECTIVE ACTION INSTRUCTIONS FOR FLAT WASHER INSTALLED BETWEEN 1/4" RING TERMINAL AND INVERTER CHASSIS.**

POTENTIAL ITEMS NECESSARY FOR CORRECTIVE ACTION

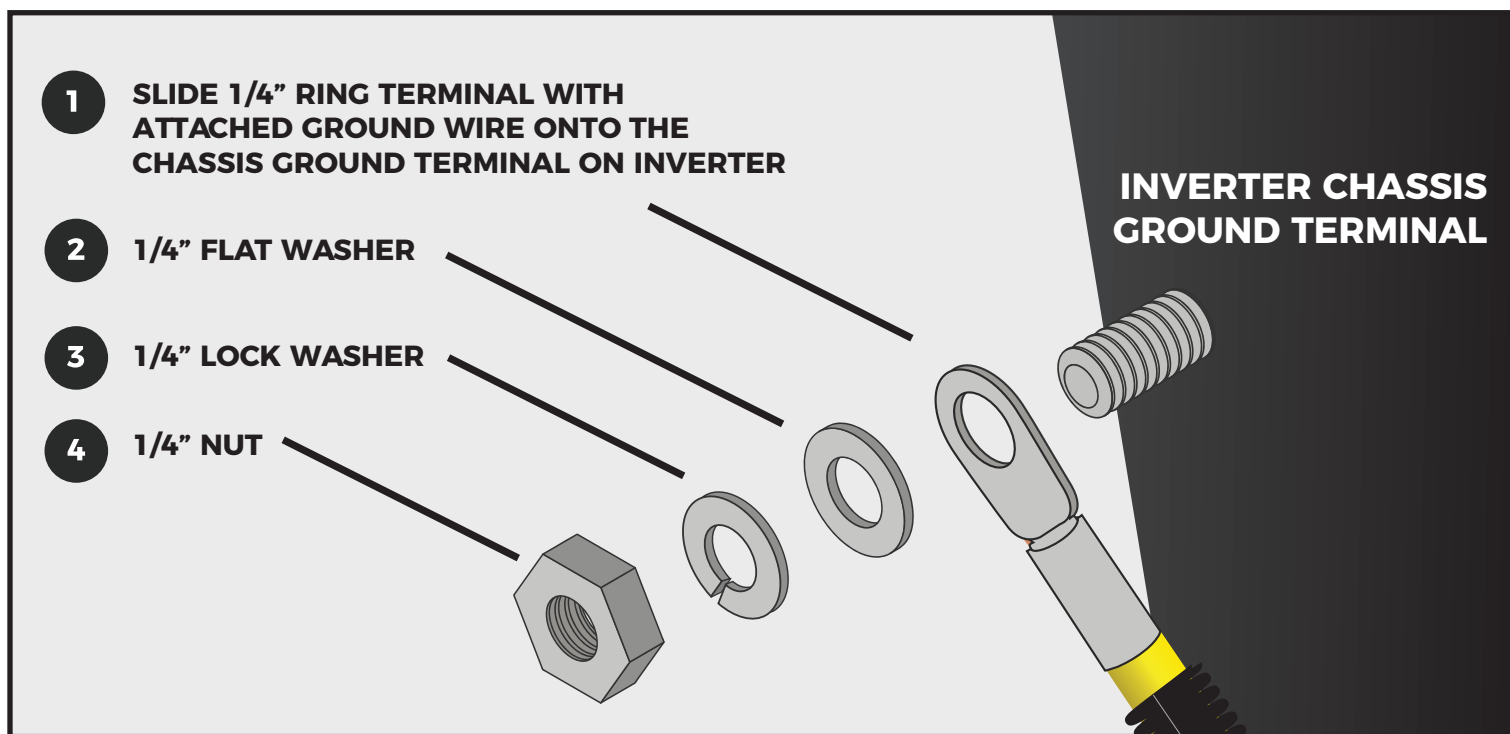
These items should be commonly available at qualified RV service centers. If needed, Oliver can provide the kits on request.



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| 1. 8 AWG minimum yellow or green stranded copper wire & split loom |
| 2. (2 qty) 1/4" stud copper ring terminal appropriately-sized for grounding wire |
| 3. (1 or 2 qty) 1/4" flat washer (stainless recommended) |
| 4. (1 or 2 qty) 1/4" lock washer (stainless recommended) |
| 5. (1 or 2 qty) 1/4"-20 nut (stainless recommended) |
| 6. (1 qty) vacuum cap |

CORRECTIVE ACTION INSTRUCTIONS FOR INSTALLING A MISSING INVERTER CHASSIS GROUND WIRE

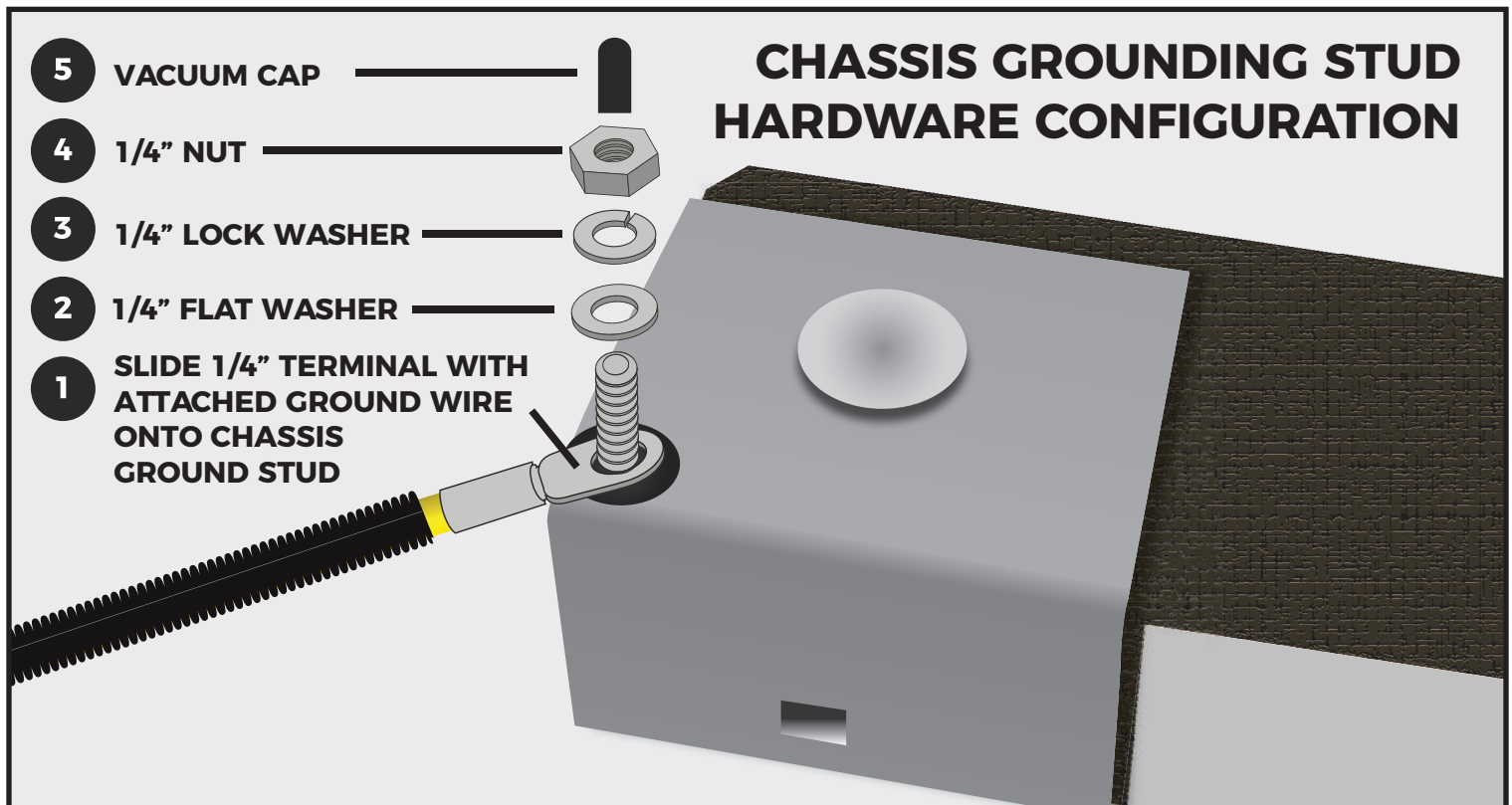
3. Go to the main circuit breaker panel located below the dinette and turn off the main 30-amp circuit breaker.
4. Unplug all 30-amp power cords from the camper, including the optional 30-amp convenience connection if installed.
5. Locate and disconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire from the battery bank.
6. Locate the inverter in one of the lower street side compartments.
7. Locate the chassis ground terminal on the inverter and remove the nut, lock washer, and flat washer from the inverter chassis ground terminal.
8. Crimp an appropriately-sized $\frac{1}{4}$ " copper ring terminal to the minimum 8 AWG yellow or green copper wire and slide the attached ring terminal onto the inverter's chassis ground terminal. **(Note: Ensure a flat washer is not between the inverter chassis and ring terminal)**



1. Install the flat washer, followed by the lock washer and then tighten the nut onto the terminal. **(Note: See illustration above for proper hardware configuration)**
2. Locate the trailer's main chassis ground which is a threaded ground stud on the trailer frame in one of the two street side dinette compartments. **(Note: For assistance in locating the chassis ground stud, please call the Oliver Travel Trailer Service Department at 866-205-2621)**



9. Remove the nut and washer (if exists) from the stud and discard it as a new hardware is recommended.
10. Run the new ground wire to the chassis ground stud, trim to the adequate length and crimp an appropriately-sized 1/4" copper ring terminal to the ground wire.



11. Slide the ring terminal onto the chassis ground stud, install a 1/4" flat washer, followed by a 1/4" lock washer, then a 1/4" nut and finally a vacuum cap. **(Note: See illustration above for proper hardware configuration)**
12. Reconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire to the battery bank.
13. Please fill out the included inspection reply card and mail to address below using the postage provided return envelope. If the inspection and corrective action has been preformed by a third-party qualified RV technician, please include a copy of the receipt for reimbursement.

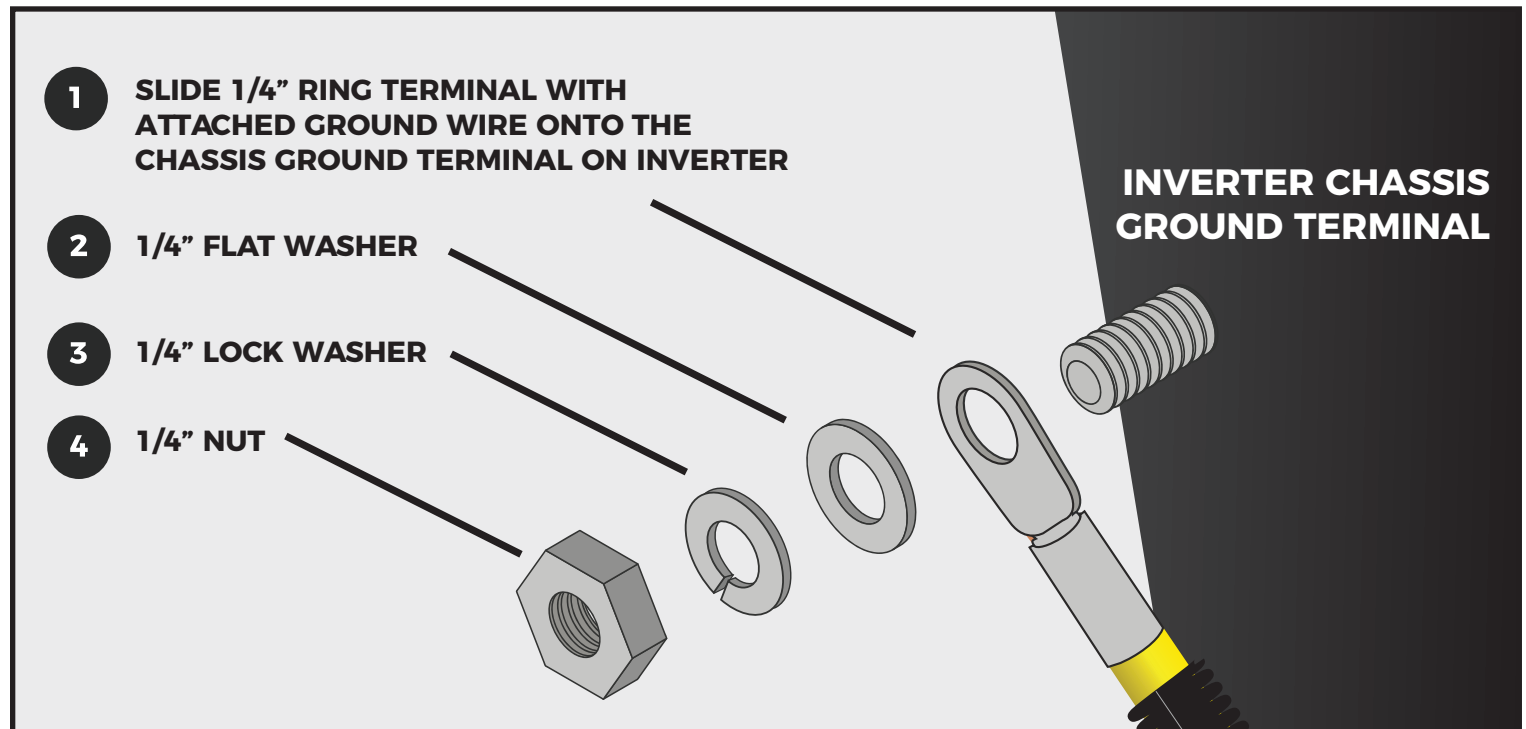
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CORRECTIVE ACTION INSTRUCTIONS FOR IMPROPERLY-SIZED RING TERMINAL INSTALLED ON CHASSIS GROUND WIRE

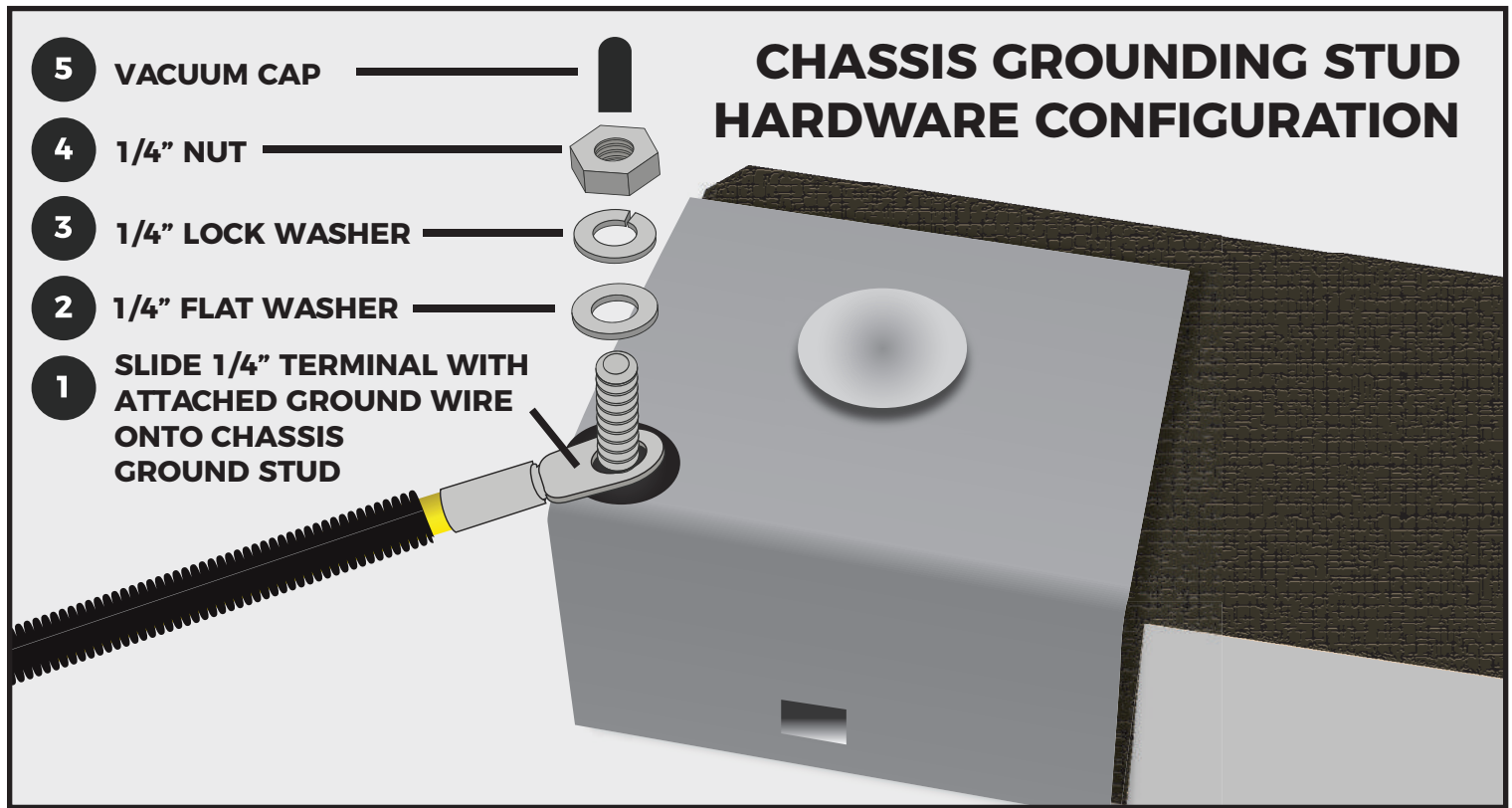
1. Go to the main circuit breaker panel located below the dinette and turn off the main 30-amp circuit breaker.
2. Unplug all 30-amp power cords from the camper, including the optional 30-amp convenience connection if installed.
3. Locate and disconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire from the battery bank.
4. Locate the inverter in one of the lower street side compartments.
5. Locate the chassis ground terminal on the inverter and remove the nut, lock washer, and flat washer from the inverter chassis ground terminal.
6. Remove grounding wire (new wire recommended). Once the grounding wire is removed, ensure there is no additional flat washer remaining on the ground stud.
7. Crimp an appropriately-sized $\frac{1}{4}$ " copper ring terminal to the minimum 8 AWG yellow or green copper wire and slide the attached ring terminal onto the inverter's chassis ground terminal. **(Note: Ensure a flat washer is not between the inverter chassis and ring terminal)**



8. Install the flat washer, followed by the lock washer and then tighten the nut onto the terminal. **(Note: See illustration above for proper hardware configuration)**
9. Remove original grounding wire from the ground bar or chassis ground stud.
10. Locate the trailer's main chassis ground which is a threaded ground stud on the trailer frame in one of the two street side dinette compartments. **(Note: For assistance in locating the chassis ground stud, please call the Oliver Travel Trailer Service Department at 866-205-2621)**



14. Run the new ground wire to the chassis ground stud, trim to the adequate length and crimp an appropriately-sized ¼" copper ring terminal to the ground wire.



11. Slide the ring terminal onto the chassis ground stud, install a ¼" flat washer, followed by a ¼" lock washer, then a ¼" nut and finally a vacuum cap. **(Note: See illustration above for proper hardware configuration)**
12. Reconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire to the battery bank.
13. Please fill out the included inspection reply card and mail to address below using the postage provided return envelope. If the inspection and corrective action has been preformed by a third-party qualified RV technician, please include a copy of the receipt for reimbursement.

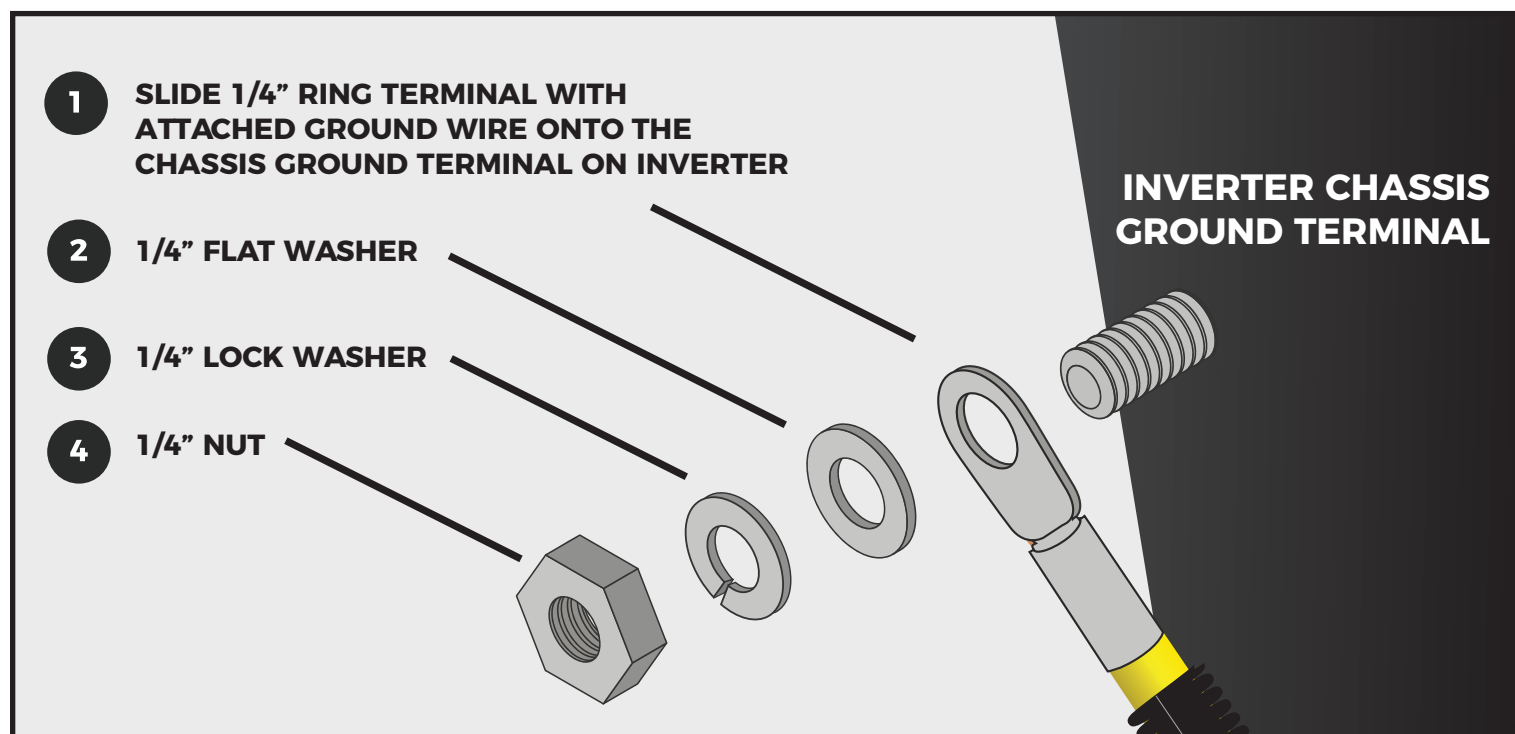
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CORRECTIVE ACTION INSTRUCTIONS FOR FLAT WASHER INSTALLED BETWEEN 1/4" RING TERMINAL AND INVERTER CHASSIS

1. Go to the main circuit breaker panel located below the dinette and turn off the main 30-amp circuit breaker.
2. Unplug all 30-amp power cords from the camper, including the optional 30-amp convenience connection if installed.
3. Locate and disconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire from the battery bank.
4. Locate the inverter in one of the lower street side compartments.
5. Locate the chassis ground terminal on the inverter and remove the nut, lock washer, flat washer and ground wire from the inverter chassis ground terminal.
6. Remove flat washer that was between the 1/4" ring terminal and inverter chassis.



7. Slide 1/4" ring terminal (with attached ground wire) onto the inverter's chassis ground terminal. **(Note: Ensure a flat washer is not between the inverter chassis and ring terminal)**
8. Install the flat washer, followed by the lock washer and then tighten the nut onto the terminal. **(Note: See illustration above for proper hardware configuration)**
9. Reconnect the inverter's 4/0 positive wire followed by the inverter's 4/0 negative wire to the battery bank.
10. Please fill out the included inspection reply card and mail to address below using the postage provided return envelope. If the inspection and corrective action has been performed by a third-party qualified RV technician, please include a copy of the receipt for reimbursement.

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INVERTER GROUND INSPECTION REPLY CARD

**Fill out the other side of this card and mail to
Oliver Travel Trailers using the postage paid envelope
once corrective action has been completed or if not required.
Please include a copy of the receipt from the service facility.
If a Service Kit is needed to complete the corrective action,
please contact our Service Department by calling
1-866-205-2621 or email service@olivertraveltrailers.com.**

OLIVER OWNER INFORMATION

NAME	
ADDRESS	
CITY, STATE, ZIP	
EMAIL ADDRESS	
PHONE	
HULL OR VIN	

SERVICE FACILITY INFORMATION

BUSINESS NAME	
CONTACT NAME	
ADDRESS	
CITY, STATE, ZIP	
PHONE	
DATE	

- ☐ Trailer has been inspected and does not require corrective action
- ☐ Trailer has been inspected and requires corrective action
- ☐ Corrective action has been completed. Include a copy of the receipt for reimbursement.