

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 400-1127

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

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

February 3, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2020 – Palomino travel trailer 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?

The bypass valve is installed incorrectly, which will not allow water to be drawn from the fresh water tank.

## OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free repair. 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](http://www.forestriverinc.com) to search for dealer locations.

## HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .30 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?

See the attached service instructions.

## MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE NUMBER
CUSTOMER SERVICE	(269) 432-2698

## DEALER REPAIR CODES: Dealer Central

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
400-1127	R/R BYPASS VALVE PER REMEDY INSTRUCTIONS	10-400127	.30 HRS

## DEALER REPAIR CODES: Dealer Connect

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
400-1127	R/R BYPASS VALVE PER REMEDY INSTRUCTIONS	SB-470-09--003326	.30 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 send the service invoice to the following address:

Palomino RV  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1047 E M-86  
Colon, MI 49040-0802

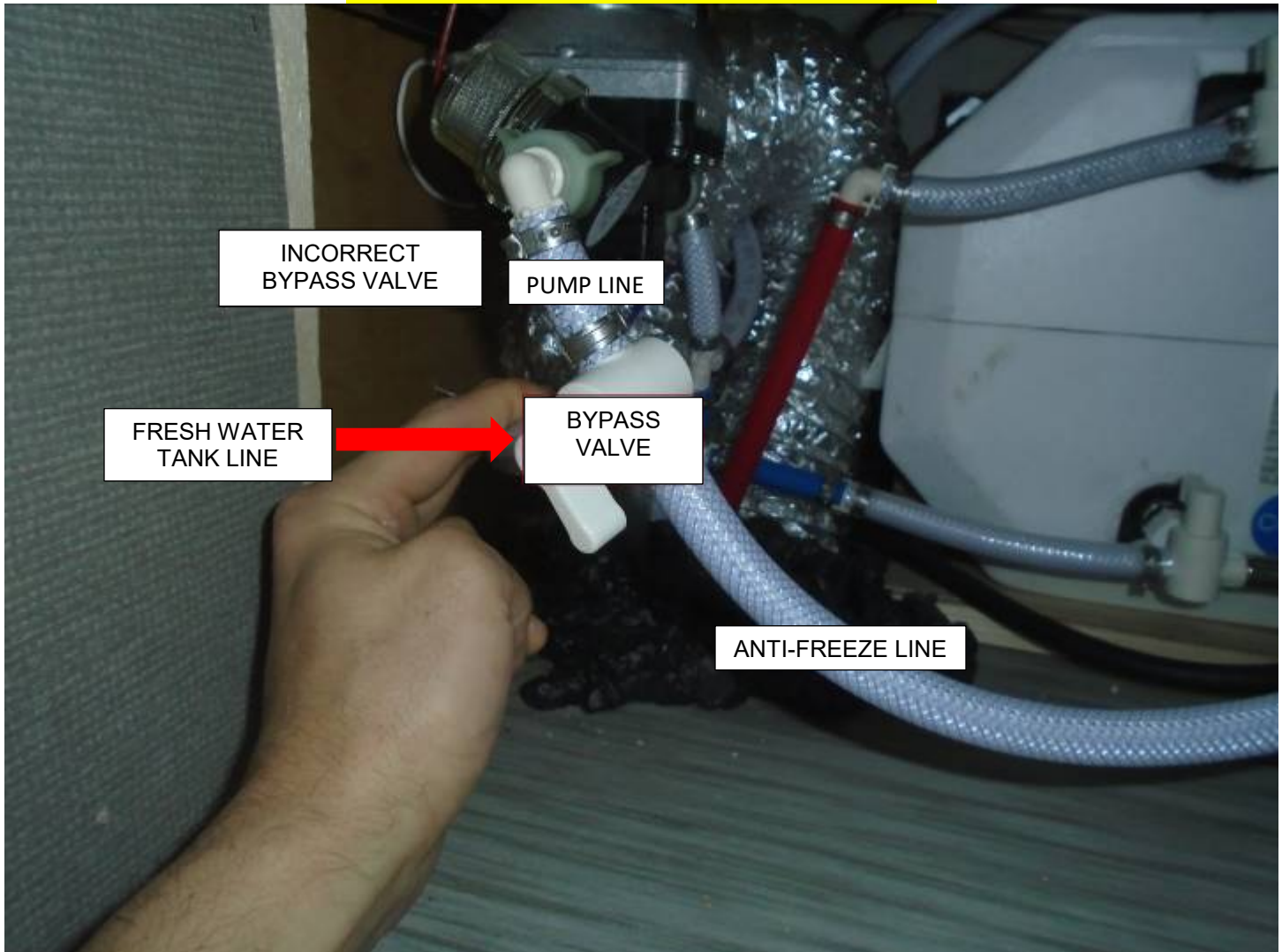
Sincerely,

Forest River, Inc.  
Engineer  
Office of Corporate Compliance

## PALOMINO BYPASS VALVE - 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. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

### INCORRECT INSTALLATION OF THE BYPASS VALVE



FOR CORRECT ORIENTATION OF THE BYPASS VALVE INSTALLATION, SEE THE NEXT PHOTO.

# PALOMINO BYPASS VALVE - REMEDY INSTRUCTIONS

## CORRECT INSTALLATION OF THE BYPASS VALVE

