

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 59-1130

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

February 19, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 through 2020 - VIBE - VBT21BH, VBT26BH, VBT28RL, VBT29RL, VBT31BH, VBT31ML and VBT34BH 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 furnace was installed without the duct plate, whereas the particular application requires the duct plate to be installed for proper air circulation within the recreational vehicle. The furnace may not perform as intended, resulting in nuisance furnace cycling.

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 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 see the included remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
VIBE CUSTOMER SERVICE	(574) 327-2707 x 59105

Repair Codes:

Pictures are required for the remedy and/or inspection after installation.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

DEALER REPAIR CODES: Dealer Central

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
59-1130	10-591130	INSTALL FURNACE DUCT PLATE, P/N "F100168615"	.50 HRS

OR

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
59-1130	SB-473-03--003343	INSTALL FURNACE DUCT PLATE, P/N "F100168615"	.50 HRS

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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:

Vibe
Forest River, Inc.
Attn: WARRANTY MANAGER
411 CR 15
Elkhart, IN 46516

Sincerely,

A handwritten signature in black ink, appearing to read "Keith Fisher".

Forest River, Inc.
Engineer
Office of Corporate Compliance

FURNACE VENT DISCHARGE PLATE 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.

THESE INSTRUCTIONS MAY VARY SLIGHTLY BY MODEL

- STEP 1: First determine if the furnace exhaust/intake tubes must be removed or not. On certain models you will be able to just pull the furnace away from the tubes inside the cabinet, leaving the outside flue intact;
- To move the furnace off the flue, ensure that you unscrew the platform from the floor. Then proceed to wiggle back and forth while moving furnace away from the side wall;
 - To remove the outside flue, simply remove the screws, cut around the seal, and begin to pull on the flue. In the event that you bend the flue when removing it, you must replace the flue;
- STEP 2: Once you either move the furnace or remove the flue, next you will want to remove the screws attaching the furnace to the platform;
- STEP 3: When the furnace is detached from the platform, you need to determine the best method for the unit on how to add the plate;
- On select units, you will be able to tilt the furnace to expose the bottom where the plate needs to be added.
 - In this case just wedge the furnace plate in and line up the screw hole then add a screw. It is recommended to use a 1" pan head screw;
 - On the 28RL, you have two options on how to add the plate;
 - The first option is to detach everything from the furnace and pull the furnace out of the service door on the sidewall;
 - The second option is to remove the flue and the bottom duct on the furnace. From there you will pull the furnace into the return air grill opening. Once in the opening, you will be able to tilt the furnace enough to get the plate into place. Either a 90-degree gun or a flexible extension bit (located in your Forest River bag for slide adjustments) can be used to install the screw;
- STEP 4: Once you have the bottom plate in place and secured you will be ready to reassemble the furnace;
- First you will want to make sure you secure any ductwork that was taken off. In the event that the gas line had to be disconnected, reconnect the gas line. Any wiring that is disconnected will also have to be put back together;
TIP: Take a picture before you disconnect any wiring to reference to ensure all wire is hooked back up properly
 - Re-secure the furnace to the platform;
 - If the flue was not removed from the sidewall, line up furnace with exhaust and intake tubes and push back into place ensuring both tubes are fully attached to furnace. Once furnace is back on the flue you will need to attach the platform to the floor;
 - If furnace flue was removed for the repair, push furnace against sidewall once everything is reattached to the furnace and furnace is secured to the platform. Add putty tape to the flue if any was peeled off while taking out. Reinsert furnace flue making sure exhaust tube and intake tube are lined up and overlap properly. Fasten the furnace flue to the sidewall and seal around flue using silicon.
- STEP 5: Please note that if gas line was removed during repair process that a proper gas test and burn off of unit is required to ensure there are no gas leaks.