

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 121-1188

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

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

July 1, 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 through 2021 – Clipper - CWT24RBS, CWT262BHS, 2021 – Clipper - CWT28RLDS, 2020 – Independence - NTT262BH, NTT262DBS and 2020 – Viking - VWT24RBS, VWT262BHS 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?

Certain vehicles may have been manufactured without a secondary cooling fan, which is required for proper function of the Liquid Propane/Electric Refrigerator. If the fan is not installed the refrigerators internal thermostat may turn the refrigerator off.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for arranging 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 1.0 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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(269) 467-8283

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
121-1188	SB-387-03-00-003495	INSTALL SECONDARY COOLING FAN PER REMEDY INSTRUCTIONS	1.0 HRS

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:

Clipper, Viking, Independence
Forest River, Inc.
Attn: WARRANTY MANAGER
500 W. Chicago Rd.
White Pigeon, MI 49099

Sincerely,

Keith Fisher
Forest River, Inc.
Engineer
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN – 121-1188 – REMEDY INSTRUCTIONS

	Make(s): Clipper, Viking & Independence Model(s): Listed Below Model Year(s): 2020 - 2021	Repair Code: SB-387-03-00-003495 Allotted Time: 1.0 HRS Inspection Code: N/A Allotted Time: N/A
	Concern: Certain vehicles may have been manufactured without a secondary cooling fan, which is required for proper function of the Liquid Propane/Electric Refrigerator.	Photo(s) Required: Yes, after Repair Prior Authorization Required: Yes Part(s) Kit Number: F100202750 Part(s) Return: No

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. Lastly, shut off and disconnect LPG gas hose(s) to the LPG bottles Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

2020 – 2021 – CLIPPER - CWT24RBS, CWT262BHS
 2021 – CLIPPER - CWT28RLDS
 2020 – INDEPENDENCE – NTT262BH, NTT262DBS
 2020 – VIKING - VWT24RBS, VWT262BHS

- STEP 1: OPEN AND REMOVE THE EXTERIOR REFRIGERATOR VENT;
- STEP 2: DISCONNECT THE LPG LINE FROM THE REFRIGERATOR;
- STEP 3: UNPLUG THE REFRIGERATOR FROM THE 110V RECEPTACLE;
- STEP 4: FROM THE EXTERIOR, LOCATE AND REMOVE TWO SCREWS SECURING THE REFRIGERATOR;
- STEP 5: INSIDE THE UNIT, REMOVE ANY FACE PLATE COVERINGS, **TAKING CARE NOT TO DAMAGE;**
- STEP 6: LOCATE FOUR SCREWS SECURING THE REFRIGERATOR TO THE CABINET, THESE FASTENERS ARE ON THE FACE, TWO AT THE TOP AND TWO AT THE BOTTOM OF THE REFRIGERATOR
- STEP 7: EXTRACT REFRIGERATOR FROM THE CABINET COMPLETELY, SETTING IT ON CARDBOARD OR SOMETHING THAT WILL NOT DAMAGE THE FLOORING AND THE REFRIGERATOR;
- STEP 8: ENSURE THAT ANY BATT INSULATION THAT COMES LOOSE OR FALLS IS SET ASIDE;
- STEP 9: INSTALL THE SECONDARY FAN AS THE NORCOLD PROCEDURES ATTACHED INDICATES;
- STEP 10: ANY BATT INSULATION THAT MAY HAVE FALLEN OR COME LOOSE AND IS SET ASIDE NOW NEEDS TO BE REINSTALLED IN THE ORIGINAL LOCATION, DO NOT LEAVE ANY BATT INSULATION OUT – ENSURE IT IS REINSTALLED APPROPRIATELY;
- STEP 11: REINSTALL REFRIGERATOR IN THE CABINET; REINSTALL THE TWO TOP SCREWS AND TWO BOTTOM SCREWS SECURING THE REFRIGERATOR INTO THE CABINET. REINSTALL ANY FACE PLATE COVERING, **TAKING CARE NOT TO DAMAGE;**
- STEP 12: REINSTALL THE TWO SCREWS AT THE BOTTOM OF THE REFRIGERATOR INTO THE SHELF;
- STEP 13: RECONNECT THE LPG LINE TO THE REFRIGERATOR AND ENSURE TIGHTNESS;
- STEP 14: PLUG THE REFRIGERATOR 110V INTO THE RECEPTACLE;
- STEP 15: TURN THE LPG ON AT THE TANKS AND PERFORM A LEAK TEST AT THE LPG CONNECTION USING A MIXTURE THAT WILL BUBBLE WHEN APPLIED TO THE CONNECTION;
- STEP 16: ADDRESS ANY LEAKS, CONDUCT LPG BURN OFF AT THE STOVE;
- STEP 17: TURN ON REFRIGERATOR AND TEST TO ENSURE WORKING ORDER;
- STEP 18: REINSTALL EXTERIOR VENT COVER.

CLAIM THE REPAIR CODE IN DEALER CONNECT.



P.O. Box 1285
Ann Arbor, MI 48106

www.norcold.com

Service Kit
Ensemble de réparation
Juego de servicio

639892

**Polar N7 and N8
Fan/Bracket Assembly Retrofit**

**Ensemble de remplacement de
ventilateur/support**

**Modificación del conjunto de
ventilador/soporte**

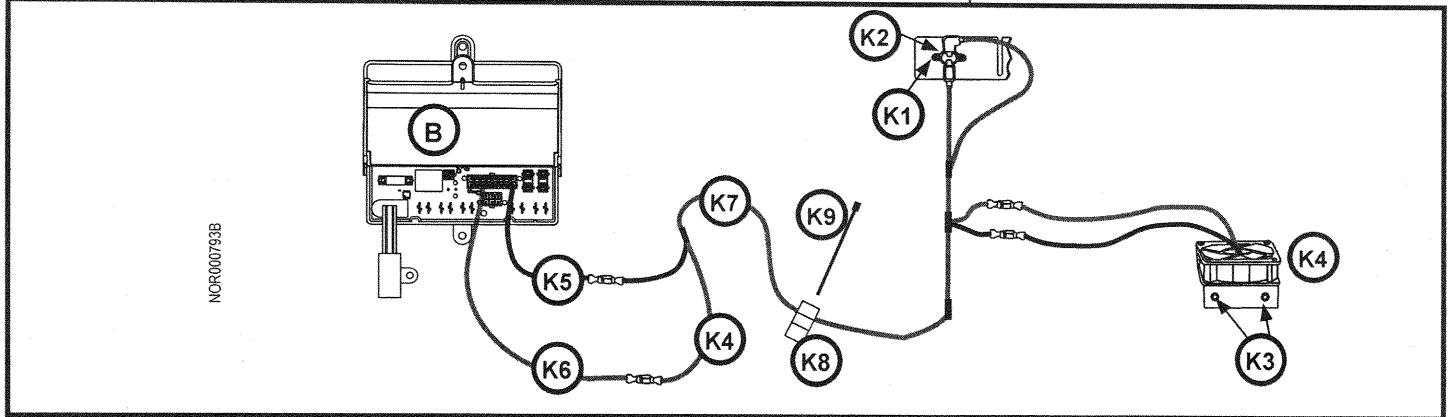
Polar N7 et N8

Polar N7 y N8

Kit Contents: K1 - K9

L'ensemble contient : K1 - K9

Contenido del juego: K1 - K9



New	Ref.	Description
K1	-	Screw - #6-20 x .375 (2x - tstat mntg)
K2	-	Thermostat
K3	-	Screw - #8-32 x .75 (2x - fan mntg))
K4	-	Fan/Bracket Assembly
K5	-	Black Auxiliary Wire
K6	-	Red Auxiliary Wire
K7	-	Auxiliary Wire Harness
K8	-	Adhesive Wire Mount
K9	-	Cable Tie

Nouvelle pièce	Ref.	Description
K1	-	Vis - n° 6-20 x 0,375 (2x - thermostat)
K2	-	Thermostat
K3	-	Vis - n° 8-32 x 0,75 (2x - ventilateur)
K4	-	Ensemble de ventilateur/ support
K5	-	Fil noir auxiliaire
K6	-	Fil rouge auxiliaire
K7	-	Faisceau de fils auxiliaires
K8	-	Attache adhésive pour fils
K9	-	Attache de câbles

Nueva pieza	Ref.	Descripción
K1	-	Tornillo #6-20 x 0.375 (2x - montaje del termostato)
K2	-	Termostato
K3	-	Tornillo #8-32 x 0.75 (2x - montaje del ventilador)
K4	-	Conjunto de ventilador/soporte
K5	-	Cable auxiliar negro
K6	-	Cable auxiliar rojo
K7	-	Arnés de cableado auxiliar
K8	-	Soporte adhesivo de cableado
K9	-	Sujetacables

Tools Needed:

- 6 inch Needle Nose Pliers
- #2 Phillips Screwdriver
- Refrigerator Service Manual



This procedure is to be performed by authorized service personnel only. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage.



Cette procédure ne doit être exécutée que par un technicien autorisé. Une installation, un ajustement, une modification, une réparation ou un entretien incorrect peut causer des blessures ou des dommages matériels.



Este procedimiento debe estar a cargo exclusivo de personal de servicio autorizado. Las alteraciones o los procedimientos incorrectos de instalación, ajuste, servicio o mantenimiento pueden causar lesiones o daños materiales.

Install Parts



Be sure the appliance has been isolated from the gas and electrical supply before starting! Refer to the service manual for details.

1. Remove refrigerator from enclosure; refer to the Service Manual for details.

Installation des pièces



Assurez-vous que l'appareil est isolé de l'alimentation de gaz et d'électricité avant de commencer! Consultez le manuel d'entretien pour plus de détails.

1. Sortez le réfrigérateur de son enceinte; consultez le manuel d'entretien pour plus de détails.

Instalar las piezas



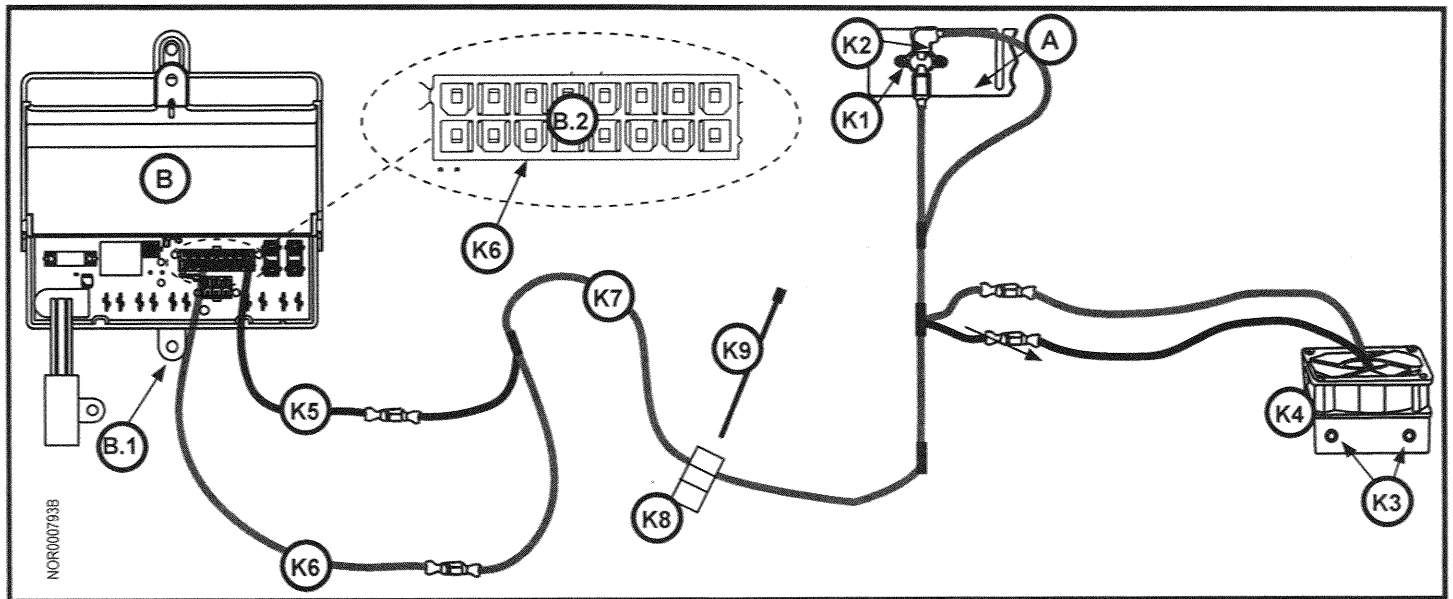
¡Antes de comenzar, compruebe que el electrodoméstico esté aislado del suministro de gas y de electricidad! Para mayor información, consulte el manual de servicio.

1. Sacar el refrigerador del recinto (consultar más información en el manual de servicio).

Questions?/Des questions?/¿Preguntas? 1-800-543-1219



Part No./ N° de pièce/ Pieza n.º 639893B (01.23.2018)



New	Ref.	Description
K1	-	Screw - #6-20 x .375 (2x - tstat mntg)
K2	-	Thermostat
K3	-	Screw - #8-32 x .75 (2x - fan mntg))
K4	-	Fan/Bracket Assembly
K5	-	Black Auxiliary Wire
K6	-	Red Auxiliary Wire
K7	-	Auxiliary Wire Harness
K8	-	Adhesive Wire Mount
K9	-	Cable Tie
NI	A	Condenser
NI	B	Main Control Board Assembly
NI	B.1	Main Control Board Screw
NI	B.2	Main Control Board Connector
NI		Not Included: Reference Only

- Using **K1** (2x), attach **K2** to the left fin of **A**. Use the two (2) holes provided in the left fin of **A**.
- Using **K3** (2x), attach **K4** to the rear of the refrigerator. Use the two (2) holes provided in the rear of the refrigerator below **A**.
- Remove **B.1** from **B**. Set aside.
- Flip up lower part of **B**.
- Connect **K5** to P1-1 of **B.2**.
- Connect **K6** to P1-6 of **B.2**.
- Close lower part of **B**.
- Reinstall **B.1** into **B**.
- Connect **K7** to **K2**. Make sure the 90° flag terminal of **K7** is connected to the upper terminal of **K2**.
- Connect **K7** to **K4**.
- Attach **K8** to the rear of the refrigerator about midway between **K4** and **B**.
- Using **K9**, attach **K7** to **K8**.
- Replace refrigerator into enclosure; refer to the Service Manual for details.

Nouvelle pièce	Réf.	Description
K1	-	Vis - n° 6-20 x 0,375 (2x - thermostat)
K2	-	Thermostat
K3	-	Vis - n° 8-32 x 0,75 (2x - ventilateur)
K4	-	Ensemble de ventilateur/ support
K5	-	Fil noir auxiliaire
K6	-	Fil rouge auxiliaire
K7	-	Faisceau de fils auxiliaires
K8	-	Attache adhésive pour fils
K9	-	Attache de câbles
NI	A	Condenseur
NI	B	Ensemble de circuit de commande principal
NI	B.1	Vis du circuit de commande principal
NI	B.2	Connecteur du circuit de commande principal
NI		Non inclus : pour référence seulement

- À l'aide de **K1** (2x), fixez **K2** sur l'ailette gauche de **A**. Utilisez les deux (2) trous que comporte l'ailette gauche de **A**.
- À l'aide de **K3** (2x), fixez **K4** à l'arrière du réfrigérateur. Utilisez les deux (2) trous à l'arrière du réfrigérateur en dessous de **A**.
- Enlever **B.1** de **B**. Mettez-le de côté.
- Retournez la partie inférieure de **B**.
- Branchez **K5** sur P1-1 de **B.2**.
- Branchez **K6** sur P1-6 de **B.2**.
- Fermez la partie inférieure de **B**.
- Reposez **B.1** dans **B**.
- Branchez **K7** sur **K2**. Assurez-vous que la cosse drapeau à 90° de **K7** est branchée sur la borne supérieure de **K2**.
- Branchez **K7** sur **K4**.
- Fixez **K8** à l'arrière du réfrigérateur à mi-chemin environ entre **K4** et **B**.
- À l'aide de **K9**, fixez **K7** sur **K8**.
- Remplacez le réfrigérateur dans son enceinte; consultez le Manuel d'entretien pour plus de détails.

Nueva pieza	Ref.	Descripción
K1	-	Tornillo #6-20 x 0.375 (2x - montaje del termostato)
K2	-	Termostato
K3	-	Tornillo #8-32 x 0.75 (2x - montaje del ventilador)
K4	-	Conjunto de ventilador/soporte
K5	-	Cable auxiliar negro
K6	-	Cable auxiliar rojo
K7	-	Arnés de cableado auxiliar
K8	-	Soporte adhesivo de cableado
K9	-	Sujetacables
NI	A	Condensador
NI	B	Conjunto de tablero de control principal
NI	B.1	Tornillo del tablero de control principal
NI	B.2	Conector de tablero de control principal
NI		No se incluye: Solo como referencia

- Con **K1** (2x), fijar **K2** a la aleta izquierda de **A**. Usar los dos (2) orificios suministrados en la aleta izquierda de **A**.
- Con **K3** (2x), fijar **K4** a la parte trasera del refrigerador. Usar los dos (2) orificios suministrados en la parte trasera del refrigerador debajo de **A**.
- Sacar **B.1** de **B**. Poner aparte.
- Voltear la parte inferior de **B**.
- Conectar **K5** a P1-1 de **B.2**.
- Conectar **K6** a P1-6 de **B.2**.
- Cerrar la parte inferior de **B**.
- Reinstalar **B.1** en **B**.
- Conectar **K7** a **K2**. Comprobar que el terminal de bandera de 90° de **K7** esté conectado al terminal superior de **K2**.
- Conectar **K7** a **K4**.
- Fijar **K8** a la parte trasera del refrigerador, a mitad de la distancia entre **K4** y **B**.
- Con **K9**, fijar **K7** a **K8**.
- Volver a poner el refrigerador en el recinto (ver los detalles en el manual de servicio).