

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 67A-1222

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

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

August 27, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 Salem Travel Trailer and 2021 Wildwood 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 thermostat is wired incorrectly at the air conditioning control box located at the ceiling assembly. This condition will cause the fan to not run when using the low setting only. However, the compressor will still run.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair to have the wiring inspected and/or corrected. 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 67A-1222 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?

Dealership service procedure to inspect and/or correct the wiring can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(909) 873-3777

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 Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
67A-1222	SB-386-05-00-003667	INSPECT THERMOSTAT CONTROL BOX WIRING	.20 HRS
67A-1222	SB-386-22-00-003668	REPAIR THERMOSTAT CONTROL BOX WIRING	.50 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:

Salem/Wildwood
Forest River, Inc.
Attn: WARRANTY MANAGER
920 West Mayberry Ave.
Hemet, CA 92543

Sincerely,

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

TECHNICAL SERVICE BULLETIN 67A-1222 REMEDY INSTRUCTIONS



Make(s): Salem & Wildwood
Model(s): Many, Listed Below
Model Year(s): 2021

Concern: The thermostat is wired incorrectly at the air conditioning control box located at the ceiling assembly. This condition will cause the fan to not run when using the low setting only. However, the compressor will still run.

Repair Code: SB-386-22-00-003668
Allotted Time: .50 HRS
Inspection Code: SB-386-05-00-003667
Allotted Time: .20 HRS

Photo(s) Required Before & After, Yes
Prior Authorization Required: Yes
Part(s) Kit Number: N/A
Part(s) Return: N/A

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.

Inspection Process:

If the A/C fan and compressor both operate on the low setting, there will be no remedy required.

If not proceed to Step 1.

Remedy Process:

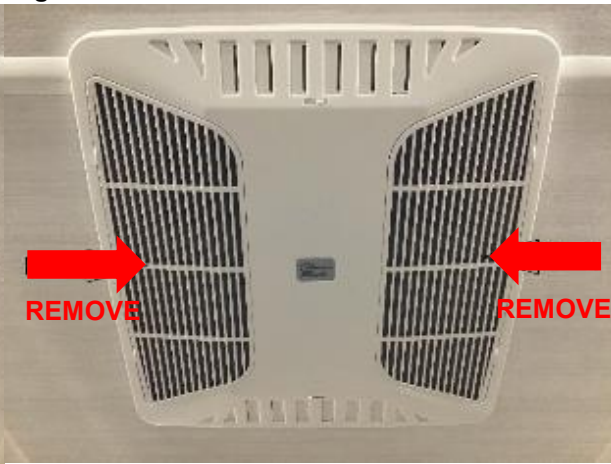
STEP 1: Locate main air conditioner ceiling vent assembly in main galley or seating areas. This vent is located on the ceiling see Fig 1.

STEP 2: Remove both left and right filter plastic vents by pulling downward Fig 2.

Fig 1



Fig 2



STEP 3: Remove filters by sliding out Fig 3.

STEP 4: Remove screws (4) each as shown in fig 4. Remove outer vent assemble from ceiling.

Fig 3

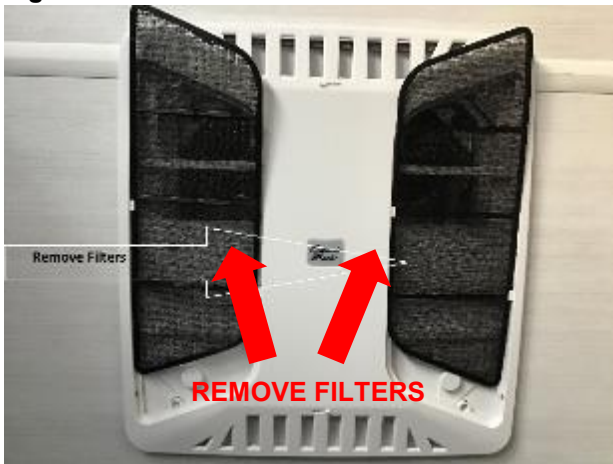
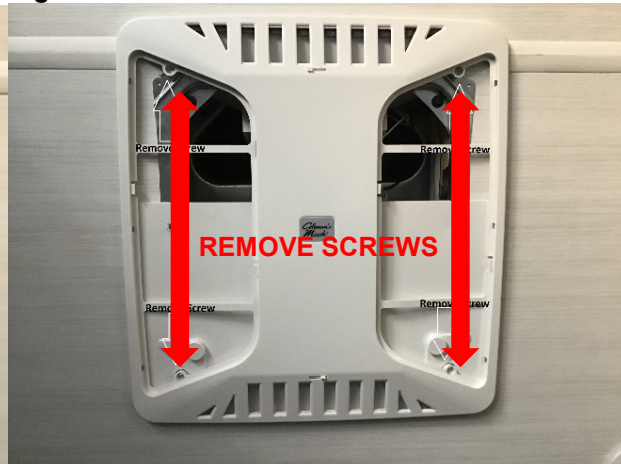


Fig 4



TECHNICAL SERVICE BULLETIN 67A-1222 REMEDY INSTRUCTIONS



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 Inspection Code: SB-386-05-00-003667
 Allotted Time: .20 HRS

Photo(s) Required Before & After, Yes
 Prior Authorization Required: Yes
 Part(s) Kit Number: N/A
 Part(s) Return: N/A

STEP 5: Remove ceiling plate by removing 5 screws as shown in Fig 5.

STEP 6: Locate air conditioner control box as shown in fig 6. Inspection of spade terminals color wires attached will be necessary.

Fig 5

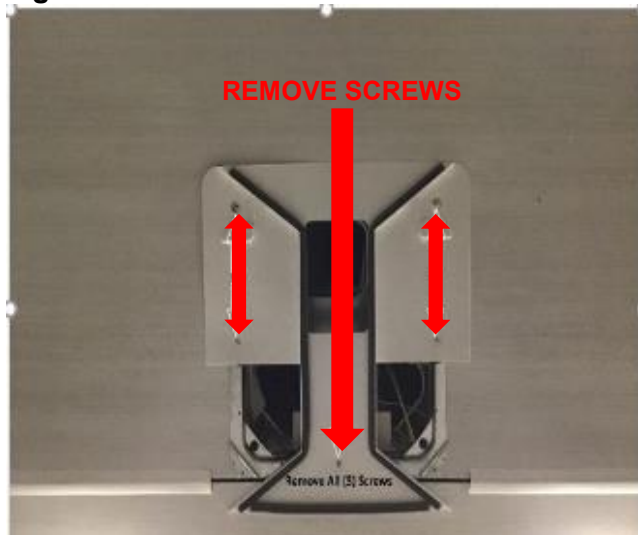
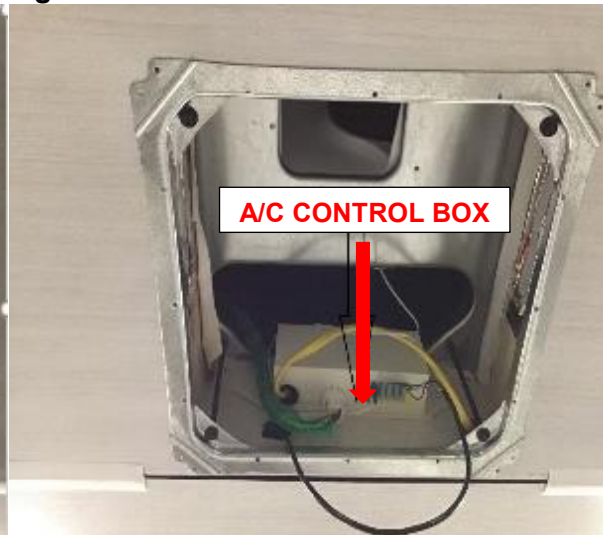


Fig 6



STEP 7: Compare wire connections at air conditioner control board; see incorrect and correct illustration photos on Fig 7 & 8. If the wiring is like fig. 7 the wiring is correct. Proceed to Step 9. If the wiring is like Fig. 8 proceed to Step 8

STEP 8: Remove and reconnect the connections as shown in Fig. 7

Fig. 7

Correct Wiring – (Left to Right)
 Freeze Sensor – White / White
 B -> White
 Y -> Yellow
 GH -> Green
 GL -> Red

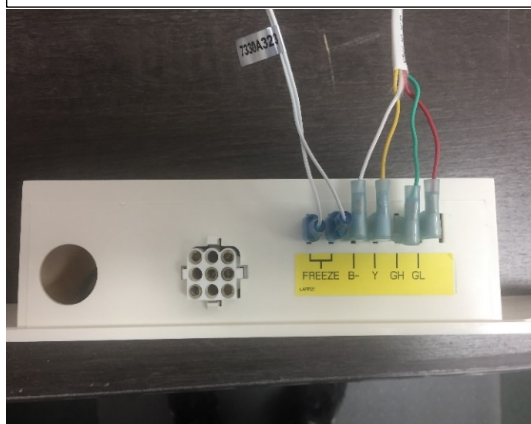
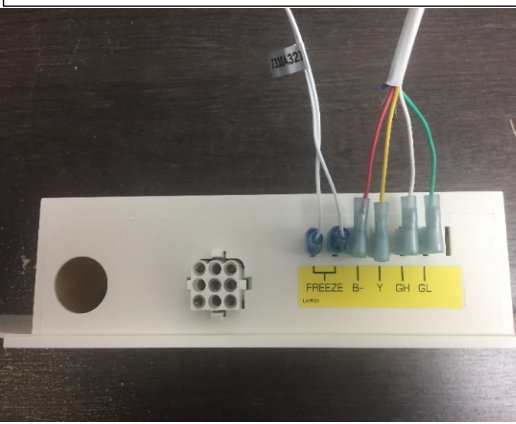


Fig. 8

Incorrect Wiring – (Left to Right)
 Freeze Sensor – White / White
 B -> Red
 Y -> Yellow
 GH -> White
 GL -> Green



STEP 9: Once wiring color coded connections are verified on the correct terminals, reverse steps 1-6 to reinstall all components back to air conditioner ceiling assembly.

Tool List: Cordless Screw Gun, #2 Phillips Driver and a #S2 Square Tip Driver