

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 03-1240

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

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

October 28, 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 – Sierra and Sandpiper fifth-wheel 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 installed control panel may allow the slide-rooms to retract without operator command.

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 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?

Remedy Instructions are located on Dealer Connect

MAY FOREST RIVER ASSIST YOU FURTHER?

SIERRA CUSTOMER SERVICE	(574) 535-1520
SANDPIPER CUSTOMER SERVICE	(574) 533-3193

Repair Codes:

Pictures and part return are required for the remedy and is a condition of payment.

DEALER REPAIR CODES: Dealer Connect

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
03-1240	INSPECT & PROVIDE PHOTOS OF CURRENT HSR OR HSD	SB-588-05-00-003810	.20 HRS.
03-1240	INSTALL HSD DIODE	SB-588-01-00-003811	1.00 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:

Sandpiper/Sierra
Forest River, Inc.
Attn: WARRANTY MANAGER
2012 Century Drive
Goshen, IN 46528

Sincerely,
Forest River, Inc.
Office of Corporate Compliance

TSB 03-1240 REMEDY INSTRUCTIONS



Make(s): SIERRA & SANDPIPER
Model(s): MANY
Model Year(s): 2019 - 2020

Concern:
The installed control panel may allow the slide-rooms to retract without operator command.

Repair Code: SB-588-01-00-003811
Allotted Time: 1.00 HRS.
Inspection Code: SB-588-05-00-003810
Allotted Time: .20 HRS.

Photo(s) Required: YES
Prior Authorization Required: YES
Part(s) Kit Number: F100230314
Part(s) Return: YES

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.

INSPECT:

OPEN THE PASS-THRU STORAGE BAY, LOOK FOR THE FALSE PANEL (FIGURE 1), REMOVE AND SET ASIDE (FIGURE 2);

FIND THE BUNDLE OF WIRES, WHICH WILL HAVE EITHER A **RSB68-HSR** OR A **RSB68-HSD** (FIGURE 3 AND FIGURE 4);

IF THE VEHICLE HAS A **RSB68-HSD**, CLAIM THE INSPECTION CODE AND DO NOT PROCEED.

FIGURE 1



FIGURE 2




FIGURE 3



FIGURE 4



TSB 03-1240 REMEDY INSTRUCTIONS

	Make(s): SIERRA & SANDPIPER Model(s): MANY Model Year(s): 2019 - 2020	Repair Code: SB-588-01-00-003811 Allotted Time: 1.00 HRS. Inspection Code: SB-588-05-00-003810 Allotted Time: .20 HRS.
	Concern: The installed control panel may allow the slide-rooms to retract without operator command.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Kit Number: F100230314 Part(s) Return: YES

REMEDY:

When replacing an RSB68-HSR with an RSB68-HSD, ENSURE TO WIRE IT CORRECTLY.

The HSR red wire wired goes to hot, and the HSD red wired goes to the one tang on the Valve Magnet for Hydraulic Slides. So when replacing the HSR with the HSD you will need to remove the red wire on the HSR from the WAGO connector and re-close the WAGO connector.

Next go to the Valve Magnet tang that has ground wires on it, remove the ground wires and secure them as you will not do anything with them.

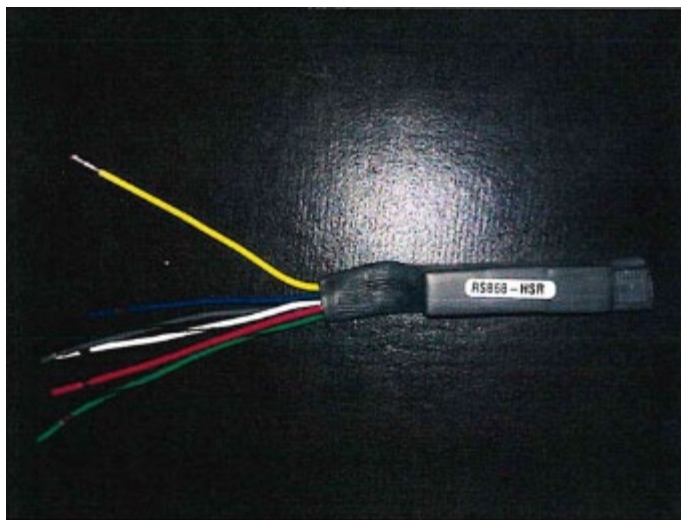
Run a new 14 gauge white wire from this tang to the red wire on the new HSD.

Important: Leave the orange wire on the other Valve Magnet tang alone.

The Green & White wires from the HSR need to be reversed on the HSD. See below for the HSR and the HSD wires breakdown.

The yellow and blue wires on the HSD will connect to the same wires as the HSR was connected to.

Should you have any questions please contact your Warranty Department for Sandpiper or Sierra.



RSB68-HSR WIRES	
RSB68-HSR WIRE COLOR	CONNECTS TO:
RED WIRE	OUR RED WIRE FROM PLUG 1, PLUG 2 (AND PLUG 3 IF USED) WHICH GOES TO THE BLACK W/ WHITE STRIPE, 10 GA. WIRE ROUTED TO AND CONNECTS TO A MINI-BREAKER FOR POWER.
GREEN W/ WHITE STRIPE	OUR BLACK W/ WHITE STRIPE 14 GA.; ZIP WIRE TO THE REV. TANG ON THE TROMBETTA.
BLUE WIRE	MAIN ROOM OUT + (POS.); WHITE WIRE ON PLUG 1
GREY W/ BLACK STRIPE	OUR ORANGE 12 GA. WIRE ROUTED TO THE VALVE MAGNET FOR THE HYDRAULIC SLIDES.
WHITE W/ BLACK STRIPE	OUR WHITE WIRE 14 GA.; ZIP WIRE ABOVE AND ROUTES TO THE FWD TANG ON THE TROMBETTA.
YELLOW WIRE	MAIN ROOM OUT - (NEG.); ORANGE WIRE ON PLUG 1

TSB 03-1240 REMEDY INSTRUCTIONS

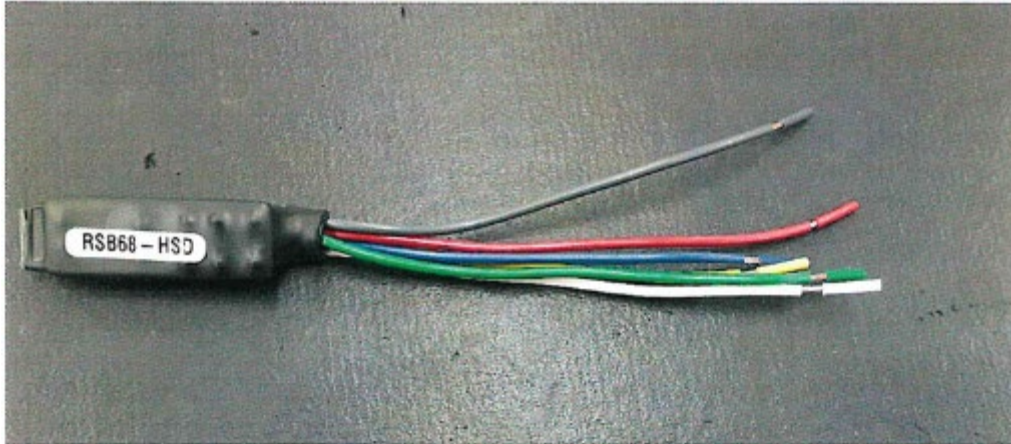


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Photo(s) Required: YES
 Prior Authorization Required: YES
 Part(s) Kit Number: F100230314
 Part(s) Return: YES



RSB68-HSD WIRE	
RSB68-HSD WIRE COLOR	CONNECTS TO:
RED WIRE	OUR WHITE 14 GA. WIRE THAT GOES TO ONE OF THE TANGS ON THE VALVE MAGNET FOR HYDRAULIC SLIDES.
GREEN W/ WHITE STRIPE	OUR WHITE 14 GAUGE ZIP WIRE THAT GOES TO THE FWD TANK ON THE TROMBETTA.
BLUE WIRE	MAIN ROOM OUT + (POS.) WHITE WIRE ON PLUG 1
GREY W/ BLACK STRIPE	OUR ORANGE 12 GA. WIRE GOING TO THE VALVE MAGNET FOR HYDRAULIC SLIDES.
WHITE W/ BLACK STRIPE	OUR BLACK W/ WHITE STRIPE 14 GA. ZIP WIRE ABOVE WHICH GOES TO THE REV. TANK ON THE TROMBETTA.
YELLOW WIRE	MAIN ROOM - (NEG.) ORANGE WIRE ON PLUG 1