

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 59-1251

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

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

12/8/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 Vibe 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 software in the controller for the solar panel may not be programmed correctly. This can result in the solar panel to shut down when darkness appears and will not turn back on.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer and request a service appointment to schedule the free repair as soon as possible. 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 .2 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. Part kit # F100227505

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 296-2084

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
59-1251	SB-598-01-00-003854	REPLACE SOLAR PANEL CONTROLLER	.2 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:

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

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 59-1251 REMEDY INSTRUCTIONS

	Make(s): Vibe Travel Trailers Model(s): See below Model Year(s): 2021	Repair Code: SB-598-01-00-003854 Allotted Time: 0.2 hrs. Inspection Code: N/A Allotted Time: N/A
	Concern: Solar Panel Controller has faulty software that will cause the solar panels to not charge the system.	Photo(s) Required: No Prior Authorization Required: Yes Part(s) Number: F100227505 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.

MODELS INVOLVED:

2021 Vibe models VBT18RB, VBT21BH, VBT24X, VBT25RK, VBT26BH, VBT26RK, VBT28BH, VBT28RB, VBT28RL, VBT29BH, VBT31ML, VBT32BH, VBT32MS, VBT33BH, VBT33RK & VBT34BH manufactured between August 27, 2020 and October 14, 2020.

TOOLS REQUIRED:

- Phillips Screw Driver

PARTS NEEDED:

- Part Number F100227505 – Furrion Solar Charger, 25A Wall Mount, Black

REPAIR PROCESS:

1. Locate the solar panel controller in the front compartment on the off-door side.
2. If the controller has a white dot at the top right of the controller, do not continue. The controller has already been updated with the correct software.



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- Remove the four (4) screws holding controller to the wall. Set aside screws to reuse when installing new controller.



- Remove controller by pulling up from base.



- Install new controller by snapping it firmly into place.

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- Secure with the four (4) screws. If controller is connected properly, yellow light will be illuminated. When light hits the solar panel and charging begins, the light will flash green. When fully charged, the light will be solid green. If the light is red, it is not charging at all.

