

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 501-1333

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

o Integrity

o Safety

o Quality

o Customer Service

June 01, 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 Alta travel trailer recreational trailers. 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 solar panels are incorrectly wired to the solar panel controller then to the house battery, which can cause the battery to be overcharged.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer 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 dealership will need to schedule an appointment with you for a date to fit into their regular service schedule.

DEALERS: WHAT SHOULD YOU DO?

Dealer Service Procedure can be found on Dealer Connect.

CONTACT	PHONE
ALTA TRAILER CUSTOMER SERVICE	(574) 264-6664

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	TIME
501-1333	SB-386-22-00-004059	REWIRE SOLAR PANEL CONTROLLER	.5 HOURS

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:

East to West
Forest River, Inc.
Attn: WARRANTY MANAGER
3000 County Road 6 West
Elkhart, IN 46514

TECHNICAL SERVICE BULLETIN 501-1333 REMEDY INSTRUCTIONS

	Make(s): ALTA TRAVEL TRAILERS Model(s): MANY, SEE BELOW Model Year(s): 2021	Repair Code: SB-386-22-00-004059 Allotted Time: .50 HRS Inspection Code: N/A Allotted Time: N/A
	Concern: The solar panels are incorrectly wired to the solar panel controller then to the house battery, which can cause the battery to be overcharged.	Photo(s) Required: YES Prior Authorization Required: NO Part(s) Number: N/A 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. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

MODELS: ALTA TRAILER; ALT1900MMK, ALT2100MBH, ALT2100MBH-W, ALT2350KRK, ALT2350KRK-W, ALT2600KRB, ALT2600KRB-W, ALT2800KBH, ALT2800KBH-W, ALT2810KIK, ALT2810KIK-W, ALT2850KRL, ALT2850KRL-W, ALT3150KBH AND ALT3150KBH-W

STEP 1: REMOVE THE FOUR SCREWS FROM THE SOLAR CONTROLLER IN THE DOCKING STATION. YOU WILL ALSO NEED TO REMOVE THE ACCESS PANEL BEHIND THE DOCKING STATION (FIG.1);

STEP 2: ONCE REMOVED THERE WILL BE THREE BLACK WIRES AND ONE RED WIRE COMING OFF OF THE CONTROLLER. THE BLACK WIRE THAT IS IN LINE WITH THE SOLAR PANEL ICON MAY NEED TO BE SEPARATED FROM THE OTHER BLACK WIRES AND PUT ON IT'S OWN GROUND (FIG. 2);

STEP 3: LOCATE THE FIRST BLACK NEXT TO THE RED WIRE ON THE CONTROLLER, REMOVE IT FROM ANY CONNECTIONS, CUT AND CRIMP THE PROPER SIZED BELL CAP ON THIS BLACK WIRE (THIS WIRE WILL BE BELL CAPPED ALONE);

STEP 4: THE GROUND WIRE WILL BE A WHITE WIRE CONNECTED TO A RED AND WHITE WIRE COMING FROM THE ROOF BEHIND THE DOCKING STATION (FIG. 3);

STEP 5: THE WHITE WIRE WILL THEN BE SPLIT FROM THE RED AND WHITE WIRE AND FED BACK THROUGH THE DOCKING STATION TO THE SOLAR CONTROLLER (FIG.4);

STEP 6: IF THIS WIRE IS CONNECTED TO THE WRONG BLACK WIRE, DISCONNECT FROM THE WRONG WIRE AND RECONNECT TO THE ONE THAT HAS THE SOLAR PANEL ICON. THE OTHER TWO BLACK WIRES SHOULD BE CONNECTED TO THE GROUND COMING FROM THE JUNCTION BOX ON THE TONGUE;

STEP 7: ONCE WIRED CORRECTLY, REINSTALL ACCESS PANEL AND SOLAR CONTROLLER.

FIGURE 1



FIGURE 2



FIGURE 3

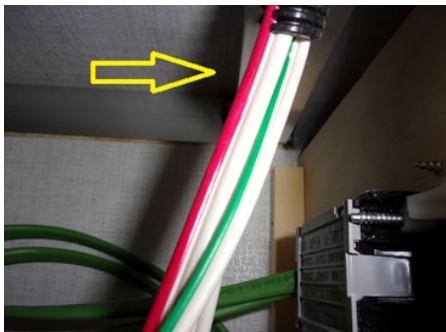


FIGURE 4

