

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 15-1360

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

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

June 11, 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 Cardinal fifth wheel 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 holding tank monitor panel only allows for five holding tanks. The vehicle has six holding tanks. A separate holding tank monitor panel needs to be installed.

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
CARDINAL CUSTOMER SERVICE	(574) 367-3309

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
15-1360	SB-666-03-00-004070	ADD MONITOR PANEL PER INSTRUCTIONS	1.50 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:

Cardinal
Forest River, Inc.
Attn: WARRANTY MANAGER
3603 South Nappanee St.
Elkhart, IN 46517

TECHNICAL SERVICE BULLETIN 15-1360 REMEDY INSTRUCTIONS



Make(s): CARDINAL FIFTH WHEELS
 Model(s): CAF390FBX & CAF390FBX-W
 Model Year(s): 2021

Concern: The holding tank monitor panel only allows for five holding tanks. The vehicle has six holding tanks. A separate holding tank monitor panel needs to be installed.

Repair Code: SB-666-03-00-004070
 Allotted Time: 1.50 HRS.
 Inspection Code: N/A
 Allotted Time: N/A
 Photo(s) Required: YES
 Prior Authorization Required: YES
 Part(s) Number: F100272456
 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.

PARTS LIST:

KIB SINGLE TANK MONITOR PANEL, 15' TAN/WHITE 14GA. WIRE AND WIRE CONNECTORS

STEP 1: UN-SCREW MONITOR BOX FROM WALL AND RUN WIRE DOWN WALL TO BASEMENT (FIG. 2);

STEP 2: DOOR SIDE PASS THRU STORAGE, REMOVE FELT BOARD AND LOCATE TAN/WHITE WIRE (FIG. 3 & FIG. 4);

STEP 3: LOCATE THE QAV BLACK BOX BEHIND FELT BOARD AND FIND THE OPTION WIRE (FIG. 5 & FIG. 6);

STEP 4: REMOVE WIRE HOOKED TO OPTION WIRE AND ATTACH THAT WIRE TO THE TAN WIRE OF THE TAN/WHITE RIP WIRE, ATTACH THE WHITE WIRE TO THE GROUND BAR (FIG. 7);

STEP 5: ON KIB SINGLE MONITOR PANEL, HOOK UP WHITE TO WHITE, BROWN FROM PANEL TO TAN, RED FROM PANEL TO BLACK POWER WIRE ON THE BACK OF MONITOR BOX (FIG. 8 & FIG. 9);

