

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 37-1478

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

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

March 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2022 Surveyor 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 water heaters electric element is wired incorrectly at the control panel switch. If a user attempts to turn the electric element on, the switch will only illuminate.

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 .20 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?

Dealer Service Procedures are locate on Dealer Connect.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(574) 535-2537

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).

TSB NUMBER	REPAIR CODE	DESCRIPTION	TIME
37-1478	SB-386-22-00-004159	REWIRE WATER HEATER SWITCH	.20 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:

Surveyor
Forest River, Inc.
Attn: WARRANTY MANAGER
2405 Century Dr.
Goshen, IN 46528

Sincerely,

Forest River
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 37-1478 REMEDY INSTRUCTIONS

	Make(s): Surveyor Model(s): Many, See Below Model Year(s): 2022	Repair Code: SB-386-22-00-004159 Allotted Time: .20 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The water heaters electric element is wired incorrectly at the control panel switch. If a user attempts to turn the electric element on, the switch will only illuminate.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) 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.

MODELS: 2022 - SVT19BHLE, SVT19RBLE, SVT202RBLE, SVT203RKLE, SVT240BHLE, SVT252RBLE & SVT276BHLE

STEP 1: LOCATE THE CONTROL PANEL SWITCH AS SHOWN IN FIGURE 1. REMOVE THE FOUR SCREWS AND PULL OUT OF THE CABINET. TAKE CARE TO NOT DAMAGE OR LET ANY OTHER WIRING BECOME DISLODGED;

STEP 2: NOTE THE SWITCH LABELED "**ELECTRIC WATER HEATER**". LOOK AT THE REAR OF THE SWITCH AND NOTE THE WIRING;

STEP 3: LOCATE THE WIRE THAT IS PLUGGED INTO THE SWITCHES' TOP SPADE CONNECTER. DISCONNECT THIS WIRE FROM THE TOP SPADE CONNECTER AND PLUG IT INTO THE EMPTY SPADE CONNECTER THAT IS IN THE CENTER OF THE SWITCH FIGURE 2;

STEP 4: USING A NEW WIRE ROUGHLY 10" IN LENGTH, STRIP BOTH ENDS AND ADD A SPADE CONNECTOR TO ONE END (ENSURE THIS SPADE CONNECTOR CONNECTS TO THE SWITCH CORRECTLY);

STEP 5: LOCATE A 12V GROUND CIRCUIT AND SPLICE INTO THIS CIRCUIT. USE A PROPER SIZED BELL CAP OR PROPER SIZED WAGO CONNECTOR AND CONNECT ALL OF THE GROUNDS BACK TOGETHER;

STEP 6: PLUG THE NEW GROUND WIRE SPADE CONNECTOR INTO THE TOP SPADE ON THE ELECTRIC WATER HEATER SWITCH;

STEP 7: REINSTALL SWITCH PLATE TO CABINET, TEST FUNCTIONALITY;

STEP 8: CLAIM REPAIR CODE.

FIGURE 1



FIGURE 2

