TECHNICAL SERVICE BULLETIN

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

Technical Service Bulletin: 215-1581

- *Integrity*
- *Safety*
- *Quality*
- *Customer Service*

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

December 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2022-2023 Coachmen Cross Trail 20XG and 21XG Class C 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 transfer switch may be incorrectly wired that when the generator is running it may not provide power to the inverter which then may not allow for 12 Volt charging to the house batteries.

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?

Dealer Service Procedures are locate on Dealer Connect

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	574-825-8409

Repair Codes:

Prior Authorization is required.

TSB NUMBER	REPAIR CODE	DESCRIPTION	TIME
215-1581	SB-386-22-00-004278	Perform Remedy	1.0 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:

Coachmen Class C
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

Sincerely,

Forest River
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 215-1581 REMEDY INSTRUCTIONS

Make(s): CROSS TRAIL
Model(s): 20XG and 21XG
Model Year(s): 2022 & 2023

Concern:
The transfer switch may be incorrectly wired that when the generator is running it may not provide power to the inverter which then may not allow for 12 Volt charging to the house batteries.

Repair Code: SB-386-22-00-004278
Allotted Time: 1.00 HRS.
Inspection Code: N/A
Allotted Time: N/A

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.

STEP 1: REMOVE INLET CONNECTION FROM INVERTER INPUT;

STEP 2: CONNECT INLET TO SHORE LINE CONNECTION ON THE TRANSFER SWITCH;

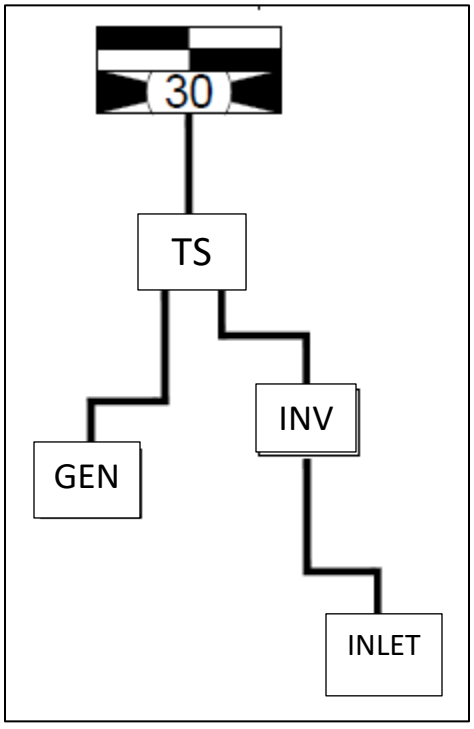
STEP 3: REMOVE TRANSFER SWITCH OUTPUT FROM THE POWER CENTER AND CONNECT IT TO THE INVERTER INPUT;

STEP 4: CONNECT THE INVERTER OUTPUT TO THE 30 AMP MAIN ON THE POWER CENTER;

STEP 5: TEST FUNCTIONALITY;

STEP 6: CLAIM REPARE CODE.

CURRENT CONFIGURATION



REMEDY CONFIGURATION

