

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 37-1579

- o Integrity
- o Safety
- o Quality
- o 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 2023 Surveyor SVTG253RLS 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 fireplace and microwave may be wired to the same 15AMP breaker and bypass the transfer switch.

## **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](http://www.forestriverinc.com) to search for dealer locations.

## **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .25 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:**

Prior Authorization and 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
35-1579	SB-386-22-00-004277	PERFORM REMEDY	.25 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  
1492 Gerber St.  
Ligonier, IN 46767

Sincerely,  
  
Forest River  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 37-1579 REMEDY INSTRUCTIONS



Make(s): SURVEYOR  
Model(s): SVTG253RLS  
Model Year(s): 2023

Concern:  
The fireplace and microwave may be wired to the same 15AMP breaker and bypass the transfer switch.

Repair Code: SB-386-22-00-004277  
Allotted Time: .25 HRS.  
Inspection Code: N/A  
Allotted Time: N/A

Photo(s) Required: YES, PRE & POST  
Prior Authorization Required: YES  
Part(s) Kit 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: LOCATE THE DISTRIBUTION PANEL "DP", REMOVE FASTENERS AND REMOVE THE DISTRIBUTION PANEL FROM CABINET;

- USE CARE TO NOT STRETCH OR FORCE ANY WIRING;
- SET FASTENERS ASIDE TO RE-USE;

STEP 2: THE TRANSFER SWITCH IS LOCATED BEHIND THE DP (FIGURE 1);

- SLIDE THE TRANSFER SWITCH UP AND OFF THE DP;
- REMOVE THE TRANSFER SWITCH COVER TO EXPOSE THE WIRING;

FIGURE 1



FIGURE 2



STEP 3: FIND THE TWO (2) BLACK WIRES LOCATED ON THE "A" CIRCUIT. LOCATE THE BLACK (POSITIVE) WIRE COMING FROM THE "WHITE" 110V WIRE AND MOVE IT TO THE "B" CIRCUIT (FIGURE 2).

- THE BLACK (POSITIVE) WIRE FROM THE "PINK" 110V WIRE WILL STAY IN THE "A" CIRCUIT. MAKE SURE WIRES ARE SECURE UNDER THE LUGS ON EACH CIRCUIT.

STEP 4: REPLACE THE TRANSFER SWITCH COVER, RE-MOUNT THE DISTRIBUTION PANEL WITH SCREWS SET ASIDE;

STEP 5: CLAIM REPAIR CODE.