

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 64-1656

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

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

July 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2023 Cascade and Cherokee 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?**

Manufacturing may have connected the freeze sensor wire to the ground of the 110v side of the air conditioner. This may cause the thermostat to become non-operable.

## **OWNERS: WHAT SHOULD YOU DO?**

Please contact your dealer immediately 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](http://www.forestriverinc.com) to search for dealer locations.

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

The estimated time of repair is .30 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?**

Remedy Instructions can be found on Dealer Connect.

## **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
CUSTOMER SERVICE	(541) 995-3447

## **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	ALLOWABLE HOUR(S)
64-1656	SB-431-05-00-004375	INSPECTION ONLY	.10 HRS
64-1656	SB-431-22-00-004376	INSPECTION AND PERFORM REMEDY	.30 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:

Cherokee Oregon  
Attn: Warranty Manager  
30725 Diamond Hill  
Harrisburg, Oregon 97446

Sincerely,

Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 64-1656 REMEDY INSTRUCTIONS

	Make(s): CHEROKEE & CASCADE Model(s): MANY, SEE BELOW Model Year(s): 2023	Repair Code: SB-431-22-00-004376 Allotted Time: .30 HRS. Inspection Code: SB-431-05-00-004375 Allotted Time: .10 HRS.
	Concern: THE FREEZE SENSON WIRE MAY BE INCORRECTLY WIRED INTO THE GROUND SIDE OF THE AIR CONDITIONER.	Photo(s) Required: YES, POST REMEDY Prior Authorization Required: YES Part(s) Number: F100431666 Part(s) Return: NO

**Turn off LP Gas at LPG Tank(s). 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:**

2023 Cascade CSTR16FQC  
 2023 Cherokee CKTR16BHS, CKTR16FQ, CKTR17JG, CKTR18TO

**INSPECTION:**

- STEP 1: REMOVE AC PLENUM ASSEMBLY COVER (FIG. 1);
- STEP 2: REMOVE NON DUCTED ASSEMBLY FROM BOTTOM OF ROOF AC UNIT;
- STEP 3: CHECK TO SEE IF FREEZE SENSOR IS CONNECTED TO 110 VOLT GROUND SENSOR (FIG 2 & 3);
- IF NOT CONNECTED TO GROUND CONNECTOR, THEN NO FURTHER REPAIR IS NEEDED, CLAIM INSPECTION;
  - IF THE FREEZE SENSOR IS CONNECTED TO THE GROUND CONNECTION, MOVE ON TO REMEDY AND NOTE THE THERMOSTAT WILL HAVE TO BE REPLACED AND NEW FREEZE SENSOR WIRE WILL NEED TO BE ROUTED;

**REMEDY:**

- STEP 1: DISCONNECT EXISTING FREEZE SENSOR WIRE FROM THE 110 VOLT GROUND CONNECTION;
- STEP 2: REMOVE COVER FOR THERMOSTAT. REMOVE THERMOSTAT FROM HOUSING;
- STEP 3: INSTALL NEW THERMOSTAT (FIG. 4 & 5) AND REINSTALL ACCESS COVER;
- STEP 4: INSERT COPPER FREEZE SENSOR WIRE COMING OUT OF THERMOSTAT INTO THE AC COILS (FIG. 6 & 7);
- STEP 5: REASSEMBLE NON-DUCTED ASSEMBLY AND COVER TO COMPLETE REPAIR;
- STEP 6: TEST FUNCTIONALITY OF THE AIR CONDITIONER;
- STEP 7: CLAIM REPAIR CODE.

FIG. 1



FIG. 2



FIG. 3



FIG. 4



FIG. 5



FIG. 6



FIG. 7

