

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 53-1675

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

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

September 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 Shasta 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 solar prep wires were left unlabeled.

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 to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .50 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
SHASTA CUSTOMER SERVICE	(574) 821-1311

Repair Codes:

Prior Authorization and Pictures are required for the remedy 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	ALLOWABLE HOUR(S)
53-1675	SB-598-03-00-004408	INSTALL SOLAR CONTROLLER	.5 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:

Shasta
Attn: WARRANTY MANAGER
105 14th Street
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 53-1675 REMEDY INSTRUCTIONS

	Make(s): SHASTA Model(s): MANY, SEE BELOW Model Year(s): 2024	Repair Code: SB-598-03-00-004408 Allotted Time: .50 HRS. Inspection Code: N/A
	Concern: The solar prep wiring are unlabeled. The manufacturing plant wishes to install the solar controller to remedy any labeling confusion.	Allotted Time: N/A Photo(s) Required: YES, POST INSTALL Prior Authorization Required: YES Part(s) Number: F100451481 Part(s) Return: N/A

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.

CERTAIN: 2024 – SHASTA SST18BH, SST18FQ, SST25RB, SST26DB, SST30RK, SST31OK, SST525RB, SST526BH, SST526DB, SST530QB, SST532DS

STEP 1: LOCATE THE SOLAR PREP WIRES INSIDE THE FRONT PASS-THROUGH - *FIGURE 1*;

STEP 2: CUT THE BELL CAPS OFF OF THE WIRES THAT ARE TAPED TOGETHER FIRST;

- THESE ARE THE SOLAR PANEL WIRES;
- STRIP THE APPROPRIATE AMOUNT OF WIRE SHEATHING IN ORDER TO INSTALL THE YELLOW JACKETED PIN CONNECTOR;
- INSTALL A YELLOW JACKETED PIN CONNECTOR TO EACH WIRE, ONE RED AND ONE RED/BLACK;
- ENSURE THE CRIMPS ARE SECURE AND NOT LOOSE;
- INSERT THE RED WIRE WITH PIN CONNECTOR INTO THE SOLAR PANEL POSITIVE SLOT AND TIGHTEN;
- INSERT THE RED/BLACK WIRE WITH PIN CONNECTOR INTO THE SOLAR PANEL NEGATIVE SLOT AND TIGHTEN;

STEP 3: CUT OFF THE BELL CAPS FROM THE TWO REMAING WIRES;

- THESE ARE THE BATTERY WIRES;
- STRIP THE APPROPRIATE AMOUNT OF WIRE SHEATHING IN ORDER TO INSTALL THE YELLOW JACKETED PIN CONNECTOR;
- INSTALL A YELLOW JACKETED PIN CONNECTOR TO EACH WIRE, ONE RED AND ONE RED/BLACK;
- ENSURE THE CRIMPS ARE SECURE AND NOT LOOSE;
- INSERT THE RED WIRE WITH PIN CONNECTOR INTO THE BATTERY POSITIVE SLOT AND TIGHTEN;
- INSERT THE RED/BLACK WIRE WITH PIN CONNECTOR INTO THE BATTERY NEGATIVE SLOT AND TIGHTEN;

STEP 4: MOUNT THE SOLOR CONTROLLER TO THE PANEL WALL USING THE 4 - #8 X 1" BLACK SCREWS, WITH THE BATTERY AND PANEL SYMBOL OVER THE HOLE IN THE PANEL WALL – *FIGURE 2*;

FIGURE 1



FIGURE 2

