

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 91-1742

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

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

February 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 IBEX BXTRVS and NOBO NBTRVS1 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 capacity was excessively over-calculated and printed onto the FED Tag under the "Water Weight".

## **SERVICE PROCEDURE**

The replacement Federal Placard is included with this notification.

Federal Placard Installation:

- The labels are located on the roadside of the unit, low on the sidewall or the upper deck on the same side and on the entry door;
- Wipe off the labels with isopropyl alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels;

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
91-1742	SB-511-01-00-004505	REPLACE FEDERAL PLACARD	.10 HRS.

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-1612

Sincerely,

Forest River, Inc.  
Office of Corporate Compliance

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## **WHAT IS THE ISSUE?**

The water capacity was excessively over-calculated and printed onto the FED Tag under the "Water Weight".

## **WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?**

The replacement Federal Placard is included with this notification. Forest River has notified dealerships of this recall and have provided them with remedy instructions to install these Federal Placards if you are uncomfortable installing them yourself. You may have the recall corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above recall number.

## **WHAT SHOULD YOU DO?**

Federal Placard Installation:

- The labels are located on the roadside of the unit, low on the sidewall or the upper deck on the same side and on the entry door;
- Wipe off the labels with isopropyl alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels;

If you are not comfortable with installing these labels:

Please contact your dealer immediately and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for arranging to have the work completed. Please state you have been notified by Forest River of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy. You may also visit [www.forestriverinc.com](http://www.forestriverinc.com) for dealer locations.

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

The estimated time of repair is .10 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.

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CUSTOMER SERVICE	(574) 642-1612

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Office of Corporate Compliance