

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 225-1717

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

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

March 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018-2023 Coachmen Galleria Class B Motorhome 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 battery boost cable is connected to a chassis lug provided by Mercedes. The 12V wiring will be routed to a new lug.

## **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 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 1.5 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	(574) 825-6225

## **Repair Codes:**

Pictures are required for the remedy and/or inspection after installation.

Pictures of the remedy are a condition of payment 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)
225-1717	SB-386-13-00-004518	PERFORM REMEDY	1.5 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:

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

Sincerely,

Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 225-1717 REMEDY INSTRUCTIONS



Make(s): GALLERIA  
Model(s): MANY, SEE BELOW  
Model Year(s): 2018 - 2023

Concern:  
The battery boost was erroneously wired with the power steering.

Repair Code: SB-386-13-00-004518

Allotted Time: 1.50 HRS.

Inspection Code: N/A

Allotted Time: N/A

Photo(s) Required: YES, POST REMEDY

Prior Authorization Required: YES

Part(s) Kit Number: F100503421

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 2018 – 2023 GALLERIA: GAB24AM4X4, GAB24FLM4X4, GAB24QM4X4 & GAB24TM4X4

## **2018 THROUGH 2023 MODEL YEAR - REMEDY PROCEDURE**

### **LI3 ONLY - COMBINER RELAY AND SOLENOID REMOVAL PROCEDURE**

**PARTS NEEDED:** BELL CAPS, HEAT SHRINK, P-CLAMPS, ELECTRICAL TAPE, ZIP TIES & LABELS

**TOOLS NEEDED:** SCREW GUN, WIRE STRIPPERS AND CRIMPERS, HEAT GUN, 1/2" AND 11/16" SOCKETS

STEP 1: LOCATE AND ACCESS THE COMBINER SOLENOID AND RELAY IN THE MAIN ELECTRICAL COMPARTMENT) (FIG 1.);

STEP 2: REMOVE ANY ZIP TIES RESTRICTING THE REMOVAL OF THE COMBINER RELAY AND SOLENOID;

STEP 3: CUT/DISCONNECT COMBINER RELAY *RED* 16 AWG WIRE FROM HARNESS - (RECONNECT *RED* 16 AWG AND *RED* 16 AWG IN HARNESS) (FIG. 3);

3A. CUT/DISCONNECT COMBINER SOLENOID *GREY* 16 AWG WIRE - (CAP OFF *GREY* WIRE);

3B. CUT/DISCONNECT COMBINER RELAY *BLACK* 16 AWG WIRE FROM *WHITE* 16AWG WIRE - (CAP OFF *WHITE* 16 WIRE) (FIG. 3B);

STEP 4: USING A 1/2" SOCKET REMOVE THE *RED* 2 AWG CHASSIS BATTERY CABLE CONNECTED TO THE COMBINER SOLENOID (FIG. 4);

4A. APPLY HEAT SHRINK OVER THE TERMINAL OF CABLE USING HEAT GUN;

STEP 5: USING A 1/2" SOCKET REMOVE THE *RED* 4/0 AWG HOUSE BATTERY CABLE, *RED* 2 AWG CABLE, AND IN-LINE FUSE HOLDER FROM

SOLENOID (FIG. 5);

STEP 6: DISMOUNT THE COMBINER RELAY AND SOLENOID THEN REMOVE THEM FROM THE PANEL (FIG. 6);

STEP 7: MOUNT 5/16" TERMINAL STUD TO COMPONENT BOARD (FIG. 7);

7A. USING 11/16" SOCKET INSTALL *RED* 4/0 AWG CABLE, *RED* 2 AWG CABLE, AND IN-LINE FUSE HOLDER TO 5/16" TERMINAL STUD AND TORQUE TO 140 IN.LBS.

STEP 8: USING ELECTRICAL TAPE AND/OR ZIP TIES RESECURE ANY DISTURBED WIRES;

**FIGURES/PHOTOS ON NEXT PAGE.**

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Prior Authorization Required: YES

Part(s) Kit Number: F100503421

Part(s) Return: N/A

FIG. 1

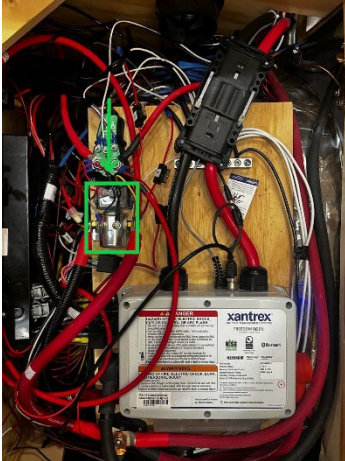


FIG. 3

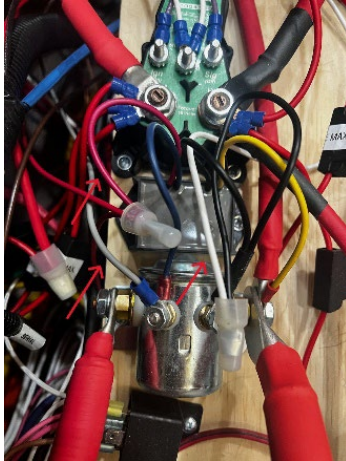


FIG. 3B

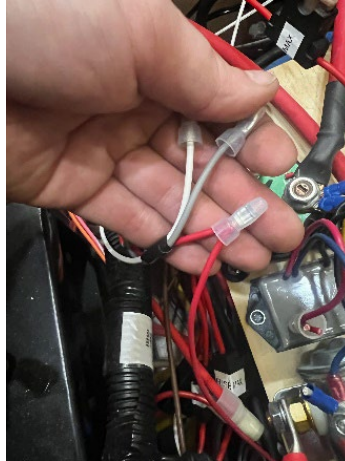


FIG. 4

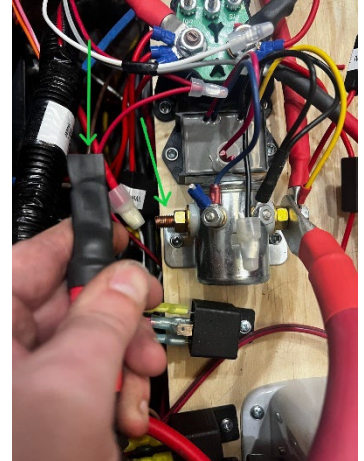


FIG. 5

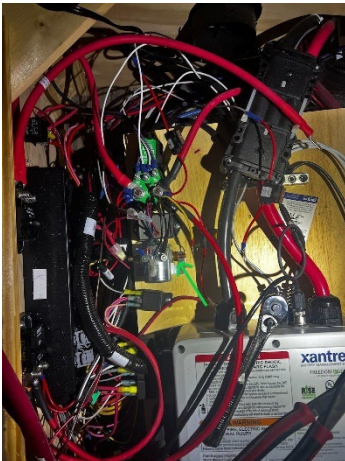
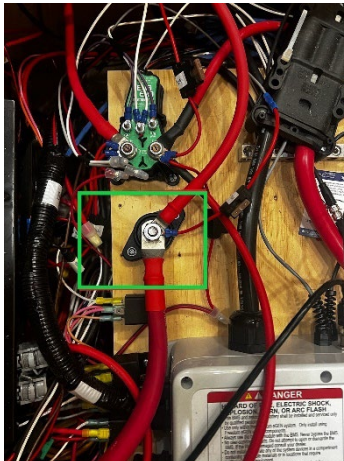


FIG. 6



FIG. 7



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Allotted Time: N/A

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Prior Authorization Required: YES

Part(s) Kit Number: F100503421

Part(s) Return: N/A

## 120 A BREAKER REMOVAL PROCEDURE

PARTS NEEDED: HEAT SHRINK, P-CLAMPS, ELECTRICAL TAP & ZIP TIES

TOOLS NEEDED: SCREW GUN, 9/16" SOCKET & HEAT GUN

STEP 1: LOCATE AND ACCESS 120 AMP BREAKER (FRONT DRIVER SIDE - UNDERCARRIAGE OF UNIT) (FIG. 1);

STEP 2: REMOVE ANY ZIP TIES OR CLAMPS RESTRICTING THE REMOVAL OF 120 AMP BREAKER;

STEP 3: REMOVE THE RED 2 AWG CABLE CONNECTED TO THE AUXILIARY SIDE OF THE BREAKER USING A 9/16" SOCKET (FIG. 3);

3A. APPLY HEAT SHRINK TO THE END OF CABLE USING HEAT GUN;

3B. TAPE CABLE INTO HARNESS (FIG. 3B);

STEP 4: REMOVE THE RED 2 AWG CABLE ON THE BATTERY SIDE OF THE 120 AMP BREAKER USING A 9/16" SOCKET (FIG. 4);

4A. REMOVE ZIP TIES OR CLAMPS RESTRICTING THE CABLE TO THE OEM TERMINAL POSTS (FIG. 4A);

4B. REMOVE THE RED 2 AWG CABLE FROM THE POST LEAVING OEM WIRING UNDISTURBED THEN TORQUE TO 141.62 IN-LBS. (FIG. 4B);

STEP 5: REMOVE THE 120 AMP BREAKER FROM THE FRAME AND COAT SCREW HOLES WITH EXTERIOR PAINT OR PRIMER;

STEP 6: RESECURE ANY LOOSE WIRES OR CABLES AND CLAMP HARNESS TO FRAME;

FIG. 1



FIG. 3

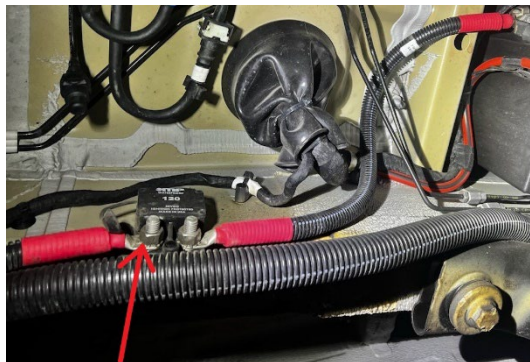


FIG. 3B



FIG. 4



FIG. 4A

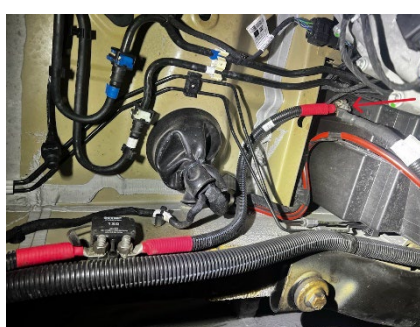
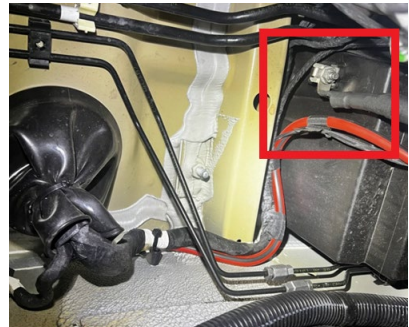


FIG. 4B



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Allotted Time: N/A

Photo(s) Required: YES, POST REMEDY

Prior Authorization Required: YES

Part(s) Kit Number: F100503421

Part(s) Return: N/A

## EMERGENCY/BOOST SWITCH REMOVAL PROCEDURE

PARTS NEEDED: SNAP-IN PLUG & BELL CAPS

TOOLS NEEDED: WIRE STRIPPERS AND CRIMPERS, PRY TOOL & ELECTRICAL TAPE

STEP 1: LOCATE AND ACCESS BOOSTER SWITCH (FRONT DRIVER DASH) (FIGURE 1);

STEP 2: USING THE PRY TOOL, PULL THE SWITCH OUT FROM THE DASH AND DISCONNECT THE SWITCH FROM THE GREY 16 AWG WIRES (FIGURE 2);

STEP 3: CAP OFF BOTH GREY 16 AWG WIRES AND TAPE TOGETHER (FIGURE 3);

STEP 4: TUCK WIRES INTO THE DASH AND INSERT THE SNAP-IN PLUG (FIGURE 4);

STEP 5: REMOVE EMERGENCY START LABEL (FIGURE 5);

FIGURE 1



FIGURE 2

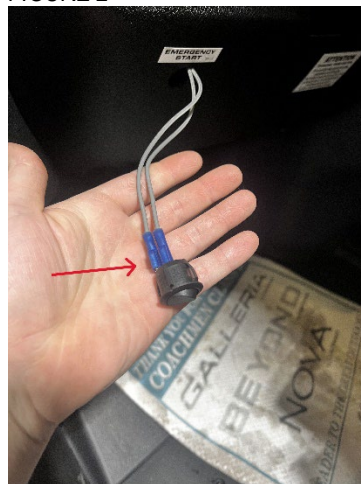


FIGURE 3

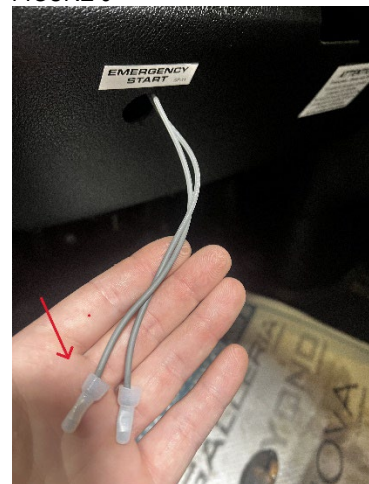


FIGURE 4



FIGURE 5

