

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 426-1759

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

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

April 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 Pause PETXC16.4, PETRE19.4 & PETXC21.4 Travel Trailer Recreational Vehicles.

WHAT IS THE ISSUE?

The DC to DC charger cycles ON/OFF due to the voltage drop occurring between the tow vehicle and trailer. This results in the house batteries not receiving a charge from the tow vehicle.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
PAUSE CUSTOMER SERVICE	(574) 327-2681	agroves@forestriverinc.com

DEALER REPAIR CODES: Dealer Connect

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)
426-1759	SB-386-09-00-004527	PERFORM REMEDY	.50 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 426-1759 REMEDY INSTRUCTIONS

	Make(s): PAUSE Model(s): PETXC16.4, PETRE19.4 & PETXC21.4 Model Year(s): 2024	Repair Code: SB-386-09-00-004527 Allotted Time: .50 HRS Inspection Code: N/A Allotted Time: N/A.
	Concern: The DC to DC Charge may not provide the house batteries with a charge from a tow vehicle.	Photo(s) Required: YES, POST REMEDY Prior Authorization Required: YES Part(s) Number: F100565437 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.

SEE THE ATTACHED INSTRUCTIONS TO COMPLETE THIS TSB.

Step 1: Unplug trailer from shore power and ensure 7 way is not plugged into a vehicle

Step 2: Remove mounting screws holding the Breakaway Switch Battery. Battery is located under the A-Frame of the trailer.

Step 3: Remove wire from positive terminal of the battery

Step 4: Locate black wire going from battery/breakaway switch to the trailer's wiring harness

Step 5: Cut the black wire and install provided diode

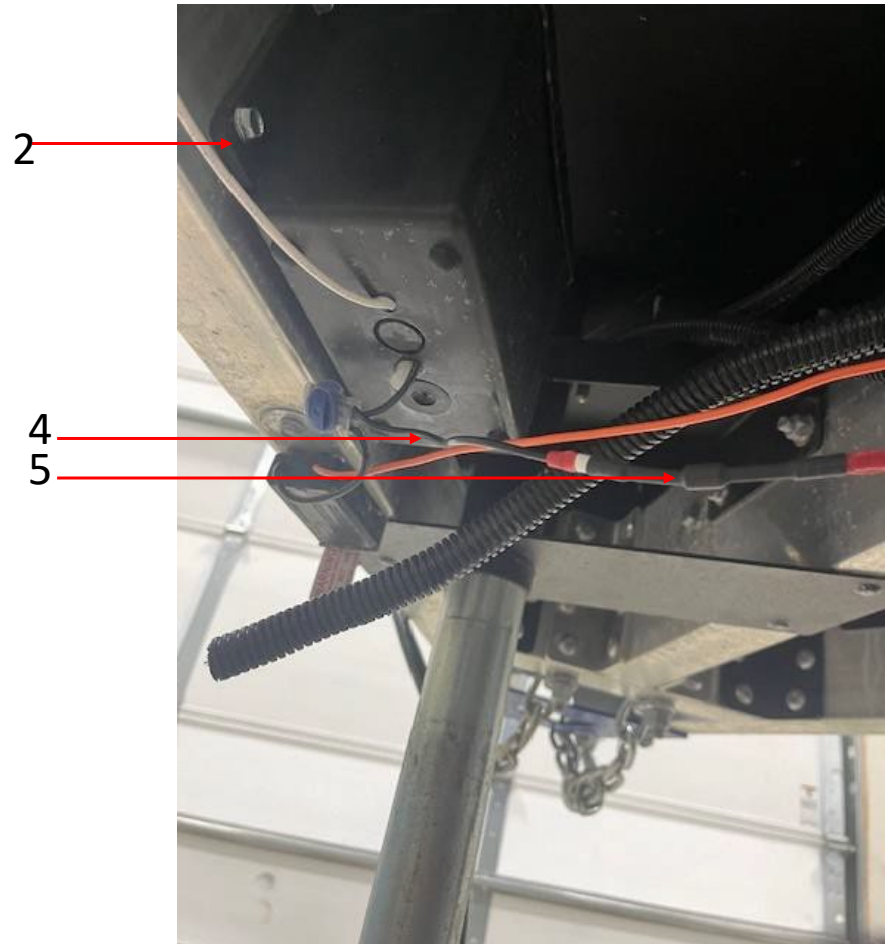
Diode is directional. Install diode so the end marked WHITE is located closest to the battery

Step 6: Utilizing a heat gun, form heat shrink tape (provided on diode) to the wire

Step 7: Insert wires back into protective sheathing

Step 8: Reconnect wire to positive terminal of the battery

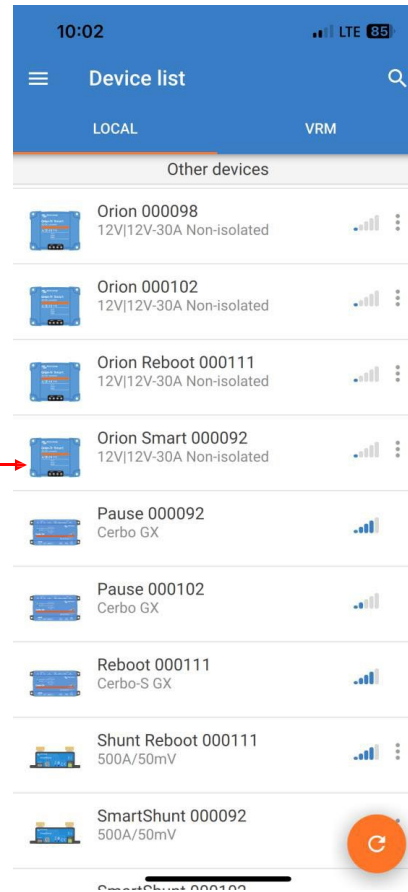
Step 9: Reinstall Battery



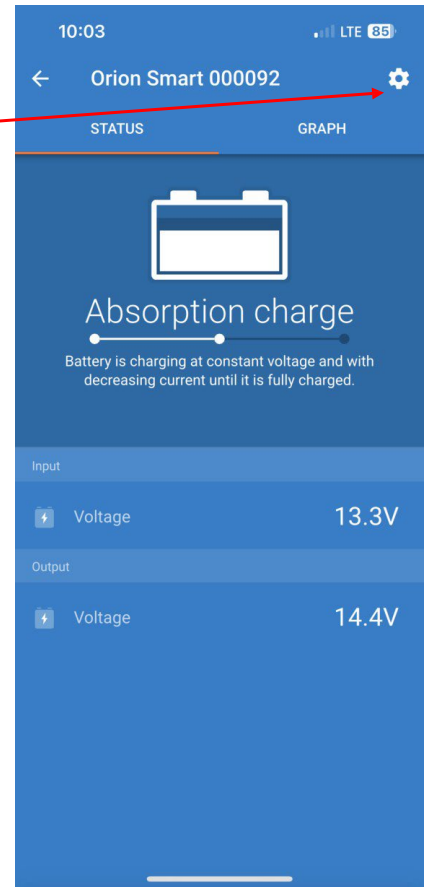
Step 10: Perform steps to change the settings for the DC to DC charger

- a. Open the Victron Connect app on any smart device
- b. Select "Orion Smart 000XXX" device
 - XXX represents the last 3 digits of the trailer's VIN
- c. Select the "tools" icon in the upper right hand corner

10b. →



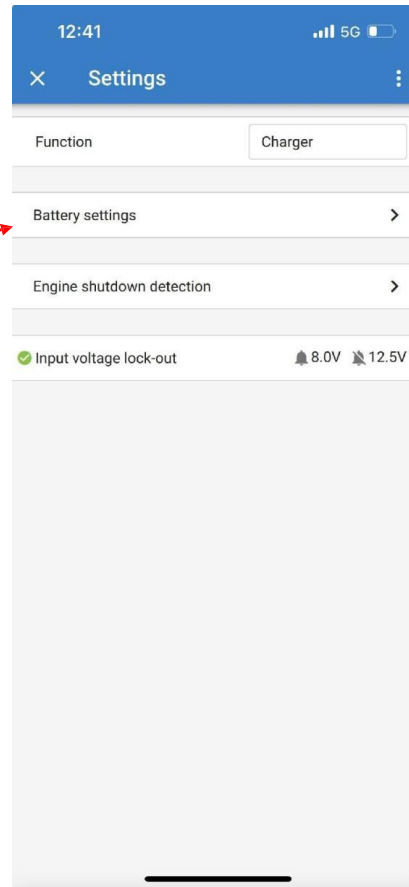
10c. →



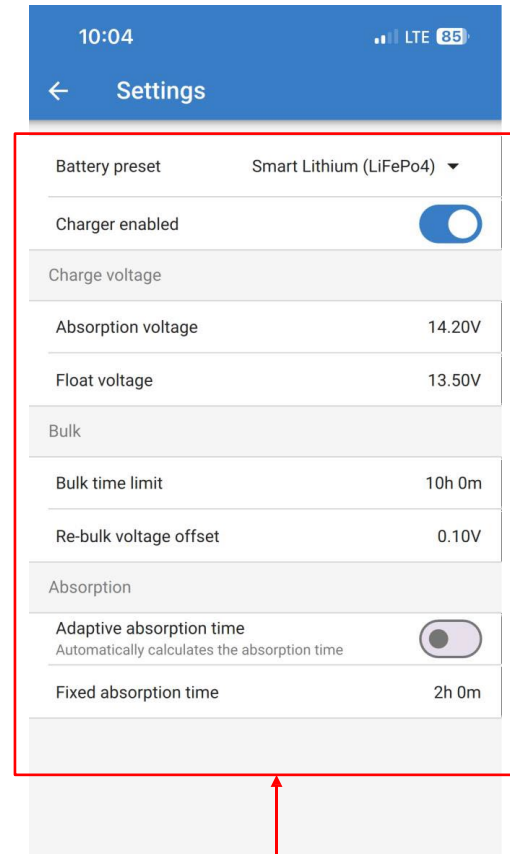
Step 10: Perform steps to “reprogram” the settings for the DC to DC charger

- d. Select Battery settings
- e. Adjust current settings to reflect the settings depicted

10d.



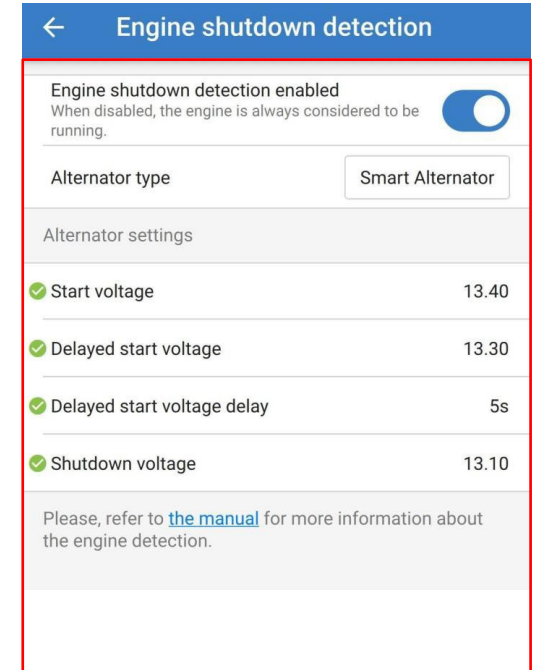
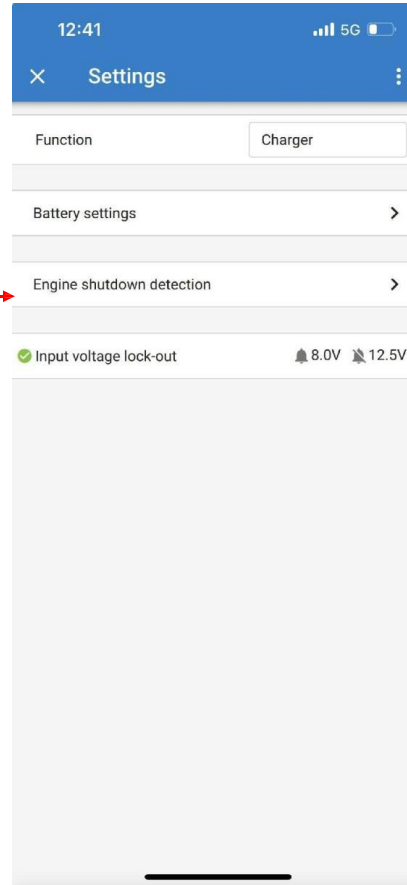
10e.



Step 10: Perform steps to “reprogram” the settings for the DC to DC charger

- f. Select Energy shutdown detection
- g. Adjust current settings to reflect the settings depicted

10f.

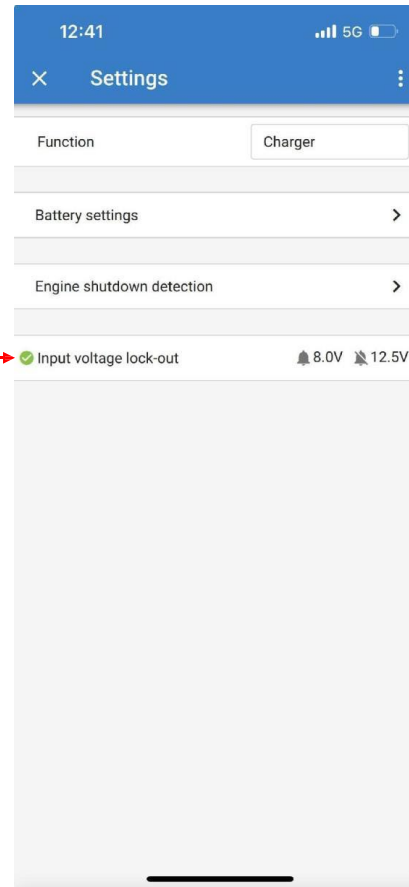


10g.

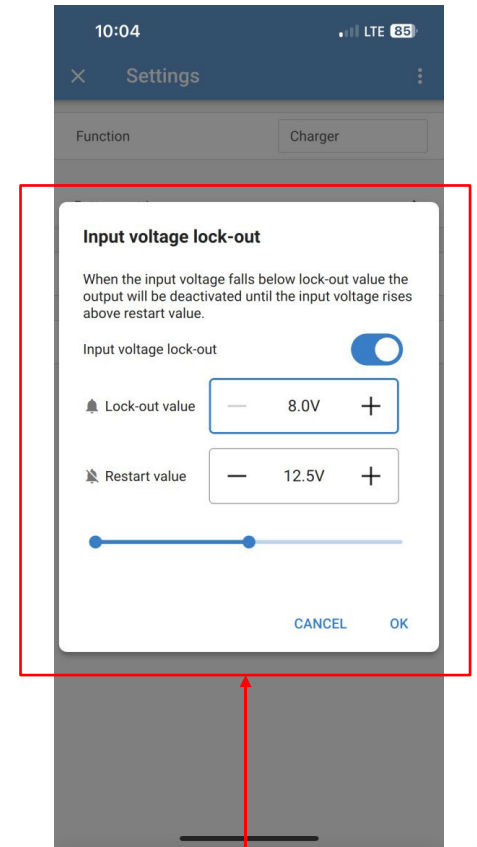
Step 10: Perform steps to “reprogram” the settings for the DC to DC charger

- h. Select Input voltage lock-out
- i. Adjust current settings to reflect the settings depicted

10h.



10i.



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Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 Pause PETXC16.4, PETRE19.4 & PETXC21.4 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 DC to DC charger cycles ON/OFF due to the voltage drop occurring between the tow vehicle and trailer. This results in the house batteries not receiving a charge from the tow vehicle.

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. **THIS TSB WILL EXPIRE ON MAY 31, 2025, OR AT THE END OF FOREST RIVER INC. MANUFACTURER WARRANTY, WHICHEVER OCCURS FIRST.** 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 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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
PAUSE CUSTOMER SERVICE	(574) 327-2681	agroves@forestriverinc.com

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:

Pause Parts & Warranty
520 Gerber Street
Ligonier, IN 46767

Sincerely,

Forest River, Inc.
Office of Corporate Compliance