

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 300-1791

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

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

June 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 Aurora ART28BHS, Catalina CAT263BHSCKLE, and CAT293QBCKLE 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 HDMI cable may not be plugged into the JBL entertainment device, which then routes to the TV, resulting in no audio or video.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
AURORA AND CATALINA CUSTOMER SERVICE	(574) 825-4995

DEALER REPAIR CODES:


PRIOR AUTHORIZATION IS REQUIRED

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
300-1791	SB-400-05-00-004550	INSPECTION ONLY	.10 HRS
300-1791	SB-400-09-00-004551	INSPECTION AND REMEDY	.10 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 300-1791 REMEDY INSTRUCTIONS

	Make(s): AURORA & CATALINA Model(s): SEE BELOW Model Year(s): 2024	Repair Code: SB-400-09-00-004551 Allotted Time: .10 HRS. Inspection Code: SB-400-05-00-004550 Allotted Time: .10 HRS.
	Concern: The HDMI cable may not be plugged into the JBL entertainment device, which then routes to the TV, resulting in no audio or video.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: N/A 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 – AURORA: ART28BHS

CERTAIN 2024 – CATALINA: CAT263BHSCLE & CAT293QBCKLE

INSPECTION:

STEP 1: FLIP DOWN ENTERTAINMENT CABINET DOOR;

STEP 2 REMOVE ACCESS PANEL WITH (SQUARE HEAD BIT);

- IF HDMI CABLE IS HOOKED UP, CLAIM INSPECTION CODE AND REINSTALL THE ACCESS PANEL;
- IF HDMI CABLE IS NOT HOOKED UP, PROCEED WITH REMEDY;

REMEDY - CONTINUED FROM INSPECTION:

STEP 1: PLUG HDMI CABLE INTO THE BACK OF THE JBL HEAD UNIT;

STEP 2: REINSTALL ACCESS PANEL WITH THE SAME SCREWS THAT WHERE REMOVED;

STEP 3: CHECK FOR PROPER FUNCTIONALITY;

STEP 4: CLAIM REPAIR CODE.

NOTE: FOR THE CAT293QBCKLE, REMOVE THE JBL HEAD UNIT LOCATE THE WIRE RIGHT BEHIND THE HEAD UNIT, AND PLUG IT IN.

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WHAT IS THE ISSUE?

The HDMI cable may not be plugged into the JBL entertainment device, which then routes to the TV, resulting in no audio or video.

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 .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.

MAY FOREST RIVER ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
AURORA AND CATALINA CUSTOMER SERVICE	(574) 825-4995

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:

Aurora and Catalina
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance