

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 91-1813
EXPIRATION DATE: August 1, 2025

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

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

July 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2025 NOBO and IBEX Travel Trailer Recreational Vehicles. Please see the information below, which describes the issue.

WHAT IS THE ISSUE?

The stiles and cabinet doors may have peeling paper covering.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair varies on each vehicle and the amount of peeling stiles/doors. **This TSB should be considered a priority prior to selling any of the vehicles affected.**

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect. Please access your Home Page on Dealer Connect to verify if your Dealership has units in stock that are subject to this TSB. Enter the Service Campaign number referenced above in the "Campaign Search" field, click on the "Campaign ID Number". Next, select "MY VINS". Not all Dealers have units in stock that are affected by this TSB. Service Campaign 001130

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
NOBO & IBEX CUSTOMER SERVICE	(574) 642-3119 x 37135

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)
91-1813	SB-473-05-00-004585	INSPECTION ONLY	.10 HRS
91-1813	SB-473-08-00-004586	INSPECTION AND PERFORM REMEDY	VARIES

Sincerely,
Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 91-1813 REMEDY INSTRUCTIONS

	Make(s): NOBO & IBEX Model(s): BXTRVS3, NBTRVS3 & NBT19.6 Model Year(s): 2025	Repair Code: SB-473-08-00-004586 Allotted Time: 0.00 HRS. – REQUEST Inspection Code: SB-473-05-00-004585 Allotted Time: .10 HRS.
	Concern: The cabinet doors and/or interior pass-through doors may have peeling paper covering.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: ORDER COMPONENT NEEDED Part(s) Return: DESTROY

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.

INSPECTION:

STEP 1: INSPECT CABINET DOORS AND PASS-THROUGH DOORS FOR PEELING FILM/PAPER;

- IF ANY EXISTS, TAKE PHOTOS AND SUBMIT WITH PRIOR AUTHORIZATION, ORDER COMPONENTS NEEDED, THEN MOVE ON TO REMEDY;
- IF IT DOES NOT EXIST, CLAIM INSPECTION;

REMEDY – REPLACEMENT OF A CABINET DOOR:

STEP 1: REMOVE ALL HARDWARE FROM THE CABINET DOOR

STEP 2: UNSCREW THE HINGE FROM THE CABINET DOOR;

STEP 3: TRANSFER THE HARDWARE TO THE NEW CABINET DOOR;

STEP 4: ATTACH THE CABINET DOOR TO THE HINGES THAT ARE STILL MOUNTED TO THE CABINET;

REMEDY – REPLACEMENT OF A PASS-THROUGH DOOR:

STEP 1: REMOVE ALL HARDWARE FROM THE PASS-THROUGH DOOR;

STEP 2: UNSCREW THE HINGES FROM THE PASS-THROUGH DOOR ONLY;

STEP 3: TRANSFER THE HARDWARE TO THE NEW PASS-THROUGH DOOR;

STEP 4: ATTACHED THE PASS-THROUGH DOOR TO THE HINGES THAT ARE STILL MOUNTED IN THE OPENING;