

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 55-1793

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

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

August 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2023-2025 Isata ISC24FWSFXM, 2024-2025 ISC24SSSFXM, and 2024-2025 ISC24FWSFXMCD Class C 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?

According to Xantrex TSB 2024-01: "On the affected Dynamax 4 and 6-cylinder vehicles, the functionality of the OEM Daimler Sprinter electrical system may be disrupted by the Xantrex eGEN system, causing the check engine light or fault codes to be displayed (both temporary and permanent)."

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 .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.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
DYNAMAX CUSTOMER SERVICE	(574) 262-3474	dynamax-service@forestriverinc.com

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
55-1793	SB-400-09-00-004559	PERFORM REMEDY	.50 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:

DYNAMAX
FOREST RIVER, INC.
ATTN: WARRANTY MANAGER
2745 NORTHLAND DR
ELKHART, IN 46514

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 55-1793 REMEDY INSTRUCTIONS

	Make(s): DYNAMAX ISATA Model(s): SEE BELOW Model Year(s): SEE BELOW	Repair Code: SB-400-09-00-004559 Allotted Time: .50 HRS Inspection Code: N/A Allotted Time: N/A
	CONCERN: SEE BELOW	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: N/A Part(s) Return: NO

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.

MODELS AFFECTED: CERTAIN 2023-2025 ISATA ISC24FWSFXM, 2024-2025 ISC24SSSFXM, AND 2024-2025 ISC24FWSFXMCD CLASS C MOTORHOMES

CONCERN:

According to Xantrex TSB 2024-01: "On the affected Dynamax 4-cylinder vehicles, the functionality of the OEM Daimler Sprinter electrical system may be disrupted by the Xantrex eGEN system, causing the check engine light or fault codes to be displayed (both temporary and permanent)."

PLEASE REFERENCE THE INCLUDED INSTRUCTIONS BELOW FROM XANTREX

CLAIM THE REPAIR CODE

Technical Service Bulletin Number 2024-01

Revision C

Date: July 23rd, 2024

Subject: Dynamax eGEN system and Daimler Sprinter 4-Cylinder and 6-Cylinder OEM Electrical system(s).

Affected Models: Xantrex eGEN (Model 885-0009-01) and Dynamax Daimler Sprinter 4-Cylinder or Xantrex eGen (Model 885-0009) and Dynamax Daimler Sprinter 6-Cylinder.

Problem Description: On the affected Dynamax 4-cylinder or 6-Cylinder vehicles, the functionality of the OEM Daimler Sprinter electrical system may be disrupted by the Xantrex eGEN system, causing the check engine light or fault codes to be displayed (both temporary and permanent).

Number of affected units:

4-Cylinder Kits: Twenty-Five (25) Xantrex eGEN (Model 885-0009-01) 4-Cylinder kits were delivered to Dynamax from Aug 2nd, 2023 through April 30th, 2024. From April 1st, the green wire has not been attached in production, so there are approximately Seventeen (17) units that will require the rework to below.

6-Cylinder Kits: Fifty-one (51) of the 6-cylinder kits including the proto units sold late 2022 and early 2023. All these units have the green wire attached.

Remedial Action: On all new production, Xantrex recommends continuing to ***not*** connect the green wire to the contactor in all 4-cylinder models.

For production models (both 4-Cylinder and 6-Cylinder models) produced on or before April 1st, 2024) with the green wire still connected, follow the service procedure steps below to permanently disconnect (cut) the green wire and have shrink tubing added to both sides of this cut wire prevent possible reconnection.

By cutting this green wire, we are now fully separating our lithium system from the vehicle chassis electrical system which will prevent the any further OEM electrical system errors/fault codes from occurring. See the wiring diagram and photo(s) below for details.

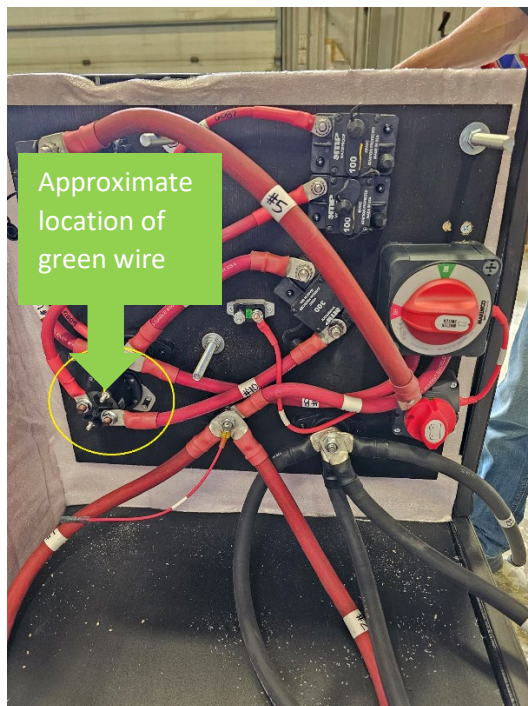
Also, to ensure there are no potential communication errors between the XC Pro Inverter/Charger and the internal Communication card, it is highly recommended that the firmware should be updated from U3 02.## to U3 02.13 (See PCN Notice, dated May 2nd) when the service to cut the green wire is completed. This upgrade of the firmware to U3 2.13 will automatically restart the communications card if communication between the inverter and communications card is interrupted. There is no change to fit, form or function and is backwards compatible with the previous version. Note, if this update is not completed, the XCPro inverter/charger will continue to function, but may have an error with communication between the inverter/charger and the Firefly display screen as well as the Xantrex Freedom X remote panel display screen.

Service Procedure:

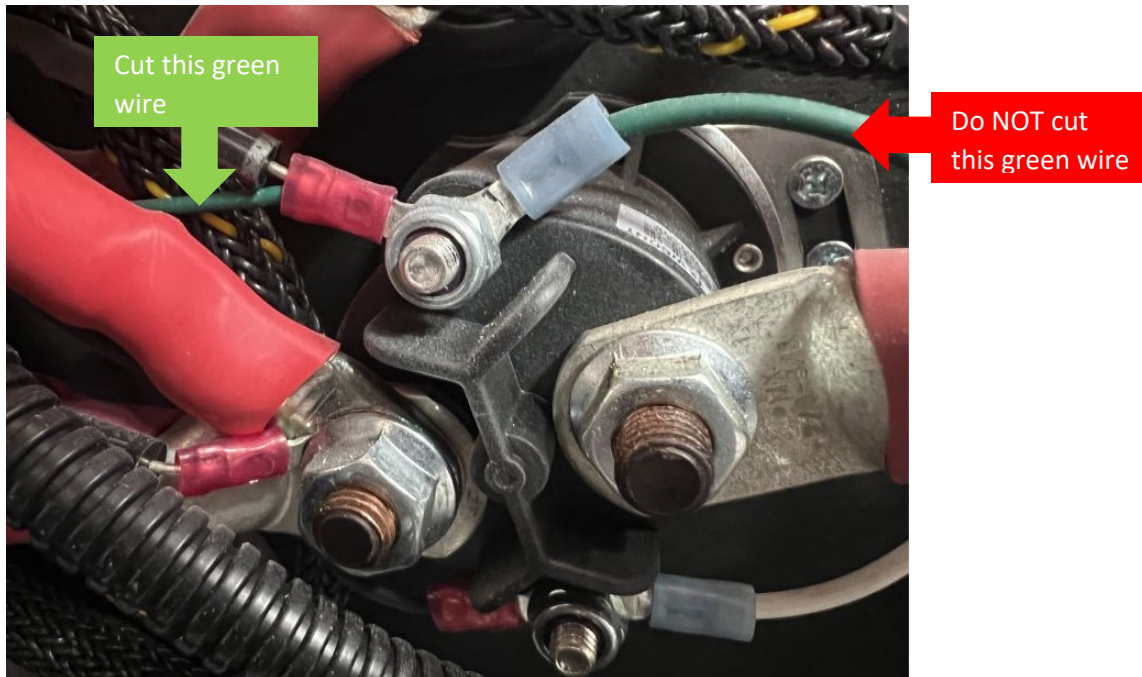
Step 1: Locate the battery / wiring assembly compartment.



Step 2: Locate the solenoid / green wire on the wiring panel.



Step 3: Cut green wire indicated with the green arrow. Add heat shrink tubing to both ends of the cut green wire to protect cut ends to avoid reconnection. Process complete.



Step 4 – Upgrade the XC Pro inverter/charger communications firmware from U3 2.## to U3 2.13 per standard inverter upgrade process. This firmware and related update process can be obtained from Alex Lung.

What features will be lost by permanently disconnecting this wire:

1. Battery heating from the secondary alternator. The remaining methods to heat the battery will be:
 - a. Self heating using battery power
 - b. Plugging in to shore power.
2. Operation of house loads while our battery is booting up (about 45 seconds). Note: This booting sequence will only occur at initial startup or if both batteries are in a reset condition.

Next steps:

- Dynamax to verify and provide the actual number of units that have been produced with the green wire connected. Once this list is provided, Xantrex will perform all field rework as required on all 4-cylinder or 6-Cylinder vehicles to perform this rework. Or if preferred, Dynamax can also perform this rework and charge back Xantrex for this rework cost.

Revision notes: Previous version (Rev-B) stated to complete the Fifty-one (51) 6-Cylinder models at the next service. They now should be completed as soon as possible.