

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 300-1861

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

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

November 2024

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2025 Catalina and Aurora 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 antenna booster may not be hooked up correctly.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-4995

DEALER REPAIR CODES: Dealer Connect

PRIOR AUTHORIZATION REQUIRED

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
300-1861	SB-720-05-11-004636	INSPECTION ONLY	.10 HRS.
300-1861	SB-720-22-11-004637	INSPECTION AND PERFORM REMEDY	.50 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 300-1861 REMEDY INSTRUCTIONS



FOREST RIVER

Make(s): AURORA & CATALINA
Model(s): MANY, SEE BELOW
Model Year(s): 2025

Concern:
The antenna booster may not be hooked up correctly.

Repair Code: SB-720-22-11-004637
Allotted Time: .50 HRS.
Inspection Code: SB-720-05-11-004636
Allotted Time: .10 HRS.

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.

STEP 1: LOCATE AND REMOVE THE ANTENNA BOOSTER FROM THE WALL;

STEP 2: DISASSEMBLE THE SPLITTER FROM ALL COAX CABLES;

STEP 3: CONNECT THE COAX AS PERSCRIBED BELOW TO THE BACKSIDE OF THE ANTENNA BOOSTER:

- WHITE COAX – CONNECT TO THE “ANTENNA” POSITION;
- ORANGE COAX - CONNECT TO THE “CABLE” POSITION;
- 1 END OF THE 12” COAX – CONNECT TO THE “TV 2” POSITION;
 - OTHER END OF THE OTHER END OF THE 12” COAX TO THE 3 WAY SPLITTER ON THE “IN” POSITION;
- GREY COAX – CONNECT TO THE 3 WAY SPLITTER ON THE “OUT” POSITION;

STEP 4: PULL THE SLACK OUT OF THE BLACK COAX CABLE AND CUT IT OFF – SEE NOTE BELOW!

- BE SURE YOU LEAVE ENOUGH TO REAR THE 3 WAY SPLITTER;
- THIS IS CONNECTED TO THE REAR OF THE RADIO, LEAVE IT ATTACHED TO THE RADIO
- ADD A COAX CONNECTER TO THE END OF THE BLACK COAX

STEP 5: CONNECT THIS NEW END OF THE BLACK COAX TO THE LAST OPEN PORT OF THE 3 WAY SPLITTERS “OUT” POSITION;

STEP 6: REATTCH THE ANTENNA BOOSTER TO THE WALL;

- ENSURE THE GREEN LIGHT ILLUMINATES;

STEP 7: TEST FUNCTIONALITY TO CONFIRM PROPER WORKING ORDER;

STEP 8: CLAIM REPAIR CODE.

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<<ADDRESS>>
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November 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 Aurora and Catalina 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 antenna booster may not be hooked up correctly.

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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
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:

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

Sincerely,

Forest River, Inc.
Office of Corporate Compliance