

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 55-1865

- 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 Dynamax Isata ISC24FWSFXM, ISC24SSSF XM, and 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 the Xantrex TSB 2024-04: "The functionality of the 310Ah – 12V batteries (884-0310-12) can be compromised due to the premature failure of a sense board mounted to the cells of these batteries."

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

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

DEALER REPAIR CODES: Dealer Connect

PRIOR AUTHORIZATION IS REQUIRED

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
55-1865	SB-386-05-11-004642	INSPECTION ONLY	.10 HRS.
55-1865	SB-386-09-11-004643	INSPECTION AND REMEDY	1.0 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 55-1865 REMEDY INSTRUCTIONS

 FOREST RIVER	Make(s): ISATA 3 Model(s): SEE BELOW Model Year(s): 2025	Repair Code: SB-386-09-11-004643 Allotted Time: 1.00 HRS. Inspection Code: SB-386-05-11-004642 Allotted Time: .10 HRS.
	Concern: The battery(s) may fault, ultimately not allowing to be charged or used.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: F100312432 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.

CERTAIN: 2025 – ISATA 3: ISC24FWSFXM, ISC24FWSFXMCD & ISC24SSSFXM

PLEASE REVIEW AND REFERENCE THE INCLUDED REMEDY INSTRUCTIONS FROM XANTREX

Technical Service Bulletin Number 2024-04

Revision A

Date: October 30, 2024

Subject: Xantrex 310Ah – 12V batteries (884-0310-12)

Affected Models: Xantrex eGen (Model 885-0009 and 885-0009-01)

Problem Description: The functionality of the 310Ah – 12V batteries (884-0310-12) can be compromised due to the premature failure of a sense board mounted to the cells of these batteries. A resistor on the sense board is prone to failure at temperatures above 140 degrees F (60 degrees C). This problem results in the eGen screen showing a B: fault and/or the cell reading showing 412 degrees F. In both cases, the battery faults and opens its contactor so it is no longer able to be charged or discharged. This issue doesn't represent a safety hazard on the product.

Number of affected units: Thirty-Four (34) Xantrex batteries 310Ah – 12V (884-0310-12) shipped part of the Model 885-0009 and 885-0009-01 eGen kits. Batteries were delivered to Dynamax between February 2023 and November 2023.

Serial Numbers of Affected Batteries:

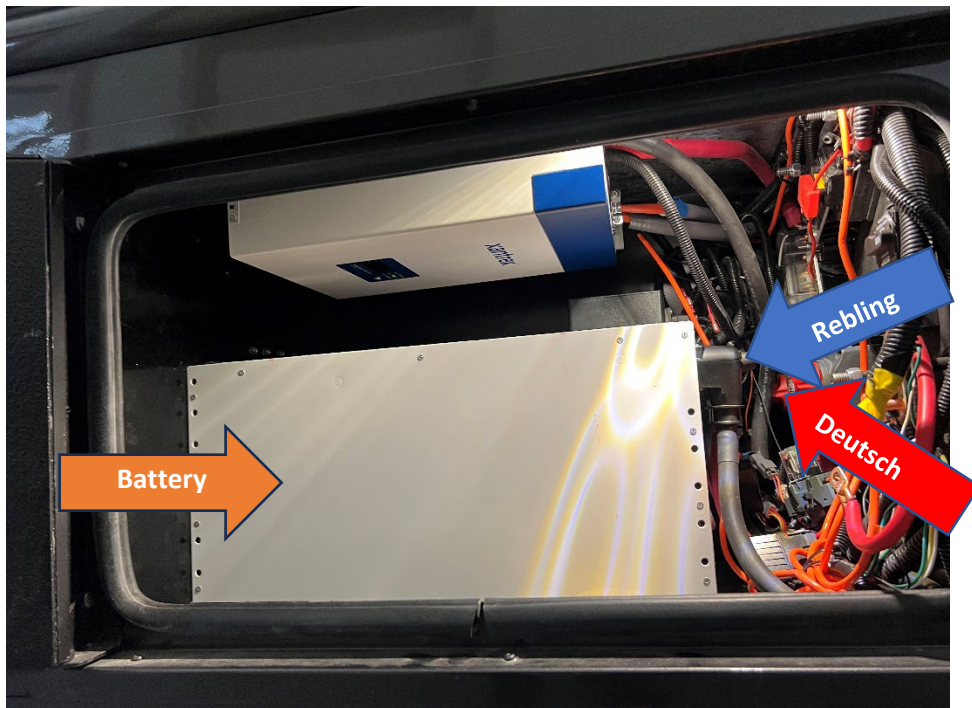
Count	Battery Part Number	Description	Serial Number
1	884-0310-12	310Ah - 12V battery, LiFePO4	A10V2
2	884-0310-12	310Ah - 12V battery, LiFePO4	A10VN
3	884-0310-12	310Ah - 12V battery, LiFePO4	A10VT
4	884-0310-12	310Ah - 12V battery, LiFePO4	A10W2
5	884-0310-12	310Ah - 12V battery, LiFePO4	A10W3
6	884-0310-12	310Ah - 12V battery, LiFePO4	A10W4
7	884-0310-12	310Ah - 12V battery, LiFePO4	A10WC
8	884-0310-12	310Ah - 12V battery, LiFePO4	A10X0
9	884-0310-12	310Ah - 12V battery, LiFePO4	A10XF
10	884-0310-12	310Ah - 12V battery, LiFePO4	A10XJ
11	884-0310-12	310Ah - 12V battery, LiFePO4	A10YG
12	884-0310-12	310Ah - 12V battery, LiFePO4	A10ZA
13	884-0310-12	310Ah - 12V battery, LiFePO4	A1107
14	884-0310-12	310Ah - 12V battery, LiFePO4	A110I
15	884-0310-12	310Ah - 12V battery, LiFePO4	A110J
16	884-0310-12	310Ah - 12V battery, LiFePO4	A1112
17	884-0310-12	310Ah - 12V battery, LiFePO4	A112Y
18	884-0310-12	310Ah - 12V battery, LiFePO4	A1142
19	884-0310-12	310Ah - 12V battery, LiFePO4	A11CN
20	884-0310-12	310Ah - 12V battery, LiFePO4	A11DW
21	884-0310-12	310Ah - 12V battery, LiFePO4	A11FD

22	884-0310-12	310Ah - 12V battery, LiFePO4	A11FE
23	884-0310-12	310Ah - 12V battery, LiFePO4	A11FI
24	884-0310-12	310Ah - 12V battery, LiFePO4	A11FP
25	884-0310-12	310Ah - 12V battery, LiFePO4	A11JH
26	884-0310-12	310Ah - 12V battery, LiFePO4	A11JO
27	884-0310-12	310Ah - 12V battery, LiFePO4	A11JZ
28	884-0310-12	310Ah - 12V battery, LiFePO4	A11KX
29	884-0310-12	310Ah - 12V battery, LiFePO4	A11NO
30	884-0310-12	310Ah - 12V battery, LiFePO4	A1210
31	884-0310-12	310Ah - 12V battery, LiFePO4	A129E
32	884-0310-12	310Ah - 12V battery, LiFePO4	A129Q
33	884-0310-12	310Ah - 12V battery, LiFePO4	A12AB
34	884-0310-12	310Ah - 12V battery, LiFePO4	A12BV

Remedial Action: As part of the process to upgrade Batteries to the 4.1 Firmware at Dynamax Dealerships, Xantrex recommends replacing the affected batteries with Rev. A sense boards. Batteries will be replaced with new or refurbished batteries with the latest sense board revision, Rev. C. All replaced batteries will have the same warranty with an end date per Xantrex's Warranty policy for Lithium Batteries, 10 years from the original purchase date of the vehicle.

Service Procedure:

Step 1: Locate the battery in the battery compartment.



Step 2: Un-screw the battery from the floor of the coach and disconnect the Rebling connector and Deutsch connector.

Step 3: Install the new or refurbished battery by screwing this battery to the floor of the battery compartment and connect the Rebling and Deutsch connectors to the battery. The new battery has 4.1 firmware pre-installed so the battery will need to be taken out of transport mode and will then operate normally.

Next steps:

- Dynamax to verify the VIN #'s of the affected batteries and contact the coach owners of those VIN's that their battery or batteries will be replaced at the same time the firmware 4.1 upgrade is completed at the dealership. Xantrex and Dynamax to coordinate a replacement plan for these batteries including timing and locations where batteries will be replaced.

Note: Xantrex will pay for the replacement cost of the batteries including removal of the affected battery and installation of the replacement battery at the dealership. The estimated time to replace one battery is 30 minutes or 1hr if both batteries are being replaced.

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November 2024

This Notice applies to your vehicle VIN listed above.

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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 1.0 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
CUSTOMER SERVICE	(574) 262-3474	dynamax-service@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:

Dynamax
2745 Northland Dr.
Elkhart, IN 46514

Sincerely,

Forest River, Inc.
Office of Corporate Compliance