

Instr. Title:	Startrans Cap Separation Repair			Release Date:	6/30/2015
Originator:	Corporate	WI #:	109	Revision Level:	A
Warranty / External Service		WI Owner:	National Warranty		
Required protection for location where work is being performed					
Self tapping screws, drill with 9/64" bit, white silicone based sealant, white caulk, shop rags, putty knife, isopropyl alcohol					

STEP 1

The separation condition must be present in order to collect repair reimbursement from Supreme.

Remove the exterior trim cover(RVL).

If the RVL is not painted it can be reinstalled. If it is painted, the removal process will cause the paint to crack and the piece cannot be reinstalled. A new RVL must be installed.

The decision to repaint or leave "as is" to be determined by customer and FR Warranty

Condition to be Repaired
This condition must be present to request repair reimbursement.



Remove RVL nested here between the pieces.
If unpainted, it can be reused. Replace with new if the RVL is painted.

STEP 2

Remove existing loose or broken fasteners, screws or rivets, and remove old caulk with putty knife and isopropyl alcohol.



Be sure to remove all old caulk residue completely and clean the surface with isopropyl alcohol to ensure a clean working surface for replacement/repaired materials.

STEP 3

Add new self tapping screws in between each existing hole (holes where old fasteners were just removed), from the bottom of the driver's side overhead on the roof around to passenger side.

Pre-drilling may be needed with the appropriate size bit for the screw being used.



Add fasteners here, then add fastener in between each old fastener hole up the side, along the roof, and along the passenger side.

STEP 4

Add a small bead of white silicone based sealant over the top of fastener head installed on the ROOF only.



Add a small bead of white silicone based sealant on the head of each fastener on the ROOF only.

STEP 5

Install the RVL trim cover back in place, making sure that is securely in place.

STEP 6

Run a thin bead of white caulk along both sides of the RVL, making sure there are no voids between along the RVL.

STEP 6

End of Repair Process



Instr. Title: Requesting Reimbursement for Startrans Cap Separation Repair (Fix as Fail)		Release Date: 6/30/2015	
Originator: Corporate		WI #: 109.b	Revision Level: A
Department Affected:	Warranty / External Service	WI Owner:	National Accounts Warranty Manager
Required PPE:	N/A		
Required Tools/Materials:	Supreme Body Number, VIN, Units current mileage		
Job Steps		Visual Reference	
STEP 1 After repair has been completed, Forest River Rep. shall send a copy of the service invoice to Supreme's National Accounts Warranty Manager for review.	 Startrans Cap Separation Reimbursement Request <u>must</u> have the following information included for Supreme to process the claim; Supreme Body Number (located on the certification tag or on the serial tag fastened to the unit), Chassis VIN (the last 8 digits at minimum), and The vehicles mileage at the time of repair.		
STEP 2 Supreme's NAWM will verify that the unit repaired falls within the parameters of the repair reimbursement. <u>This is a "FIX AS FAIL" program. Only claims with the cap separation condition present, for units that are still under warranty, will be processed by Supreme Warranty.</u> If the unit qualifies for reimbursement to Forest River, the claim will be entered and assigned a claim number for record. Once approved, the agreed upon flat rate, \$200.00, reimbursement will be issued to Forest River through the standard warranty claim process. In the event that the unit does not qualify for the reimbursement program, the NAWM will contact the Forest River Rep. and notify them of the denied claim.	The reimbursement amount shall be the agreed upon set flat rate, \$200.00, for all claims that qualify. Any requests over the set flat rate will be put on hold and/or denied unless approved for submission by Supreme Executive Management.  IN ORDER TO RECEIVE REIMBURSEMENT FOR REPAIR THE CLAIM MUST MEET THE FOLLOWING CRITERIA: ✓ Cap separation condition must be present ✓ Vehicle still under warranty		
STEP 3 End of the Claim Reimbursement process.			