

# TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 2230-08222016-0237

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

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

August 23, 2016

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer and Dealership:

Forest River – Office of Corporate Compliance (“OCC”) has decided that a Technical Service Bulletin (“TSB”), is required to address the vehicle in your ownership.

### **What is the Problem?**

It has been identified that a limited amount of Salem and Wildwood Trailers may have been manufactured missing the Fresh Water Tank Support Braces.

### **WHAT SHOULD YOU DO?**

Please contact your dealer without delay and request a service appointment to schedule the free remedy. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of having a TSB in the process for your vehicle and provide the TSB number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the TSB remedy.

You may also visit [www.forestriverinc.com](http://www.forestriverinc.com) for dealer locations.

### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of inspection is .30 hours and if required, 4.00 hours to install the remedy. 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.

### **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 defect under TSB, you still need to have this TSB inspected and/or performed to ensure the correct parts and procedures were utilized.

Additionally, 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:

Salem/Wildwood  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1429 South East Uglow  
Dallas, OR 97338

### **What if you no longer own this vehicle?**

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

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## MAY FOREST RIVER ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired, please contact your Forest River Representative listed below:

Beverly Scott	(503) 831-5413	bscott@forestriverinc.com
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### Repair Codes:

Notice: Pictures of the inspected unit and/or unit requiring remedy are a condition of payment and must be supplied with the claim.

COUNTRY & TSB	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
USA - 2230-08222016-0237	INSPECTION	60-000101	.30 HRS.
USA - 2230-08222016-0237	INSTALLATION	60-000102	4.00 HRS.
CANADA - 2230-08222016-0237	INSPECTION	60-000103	.30 HRS.
CANADA - 2230-08222016-0237	INSTALLATION	60-000104	4.00 HRS.

### Remedy Instructions:

In the below Figure (A) inspect for the following item(s)

- 2 – Black Straps parallel to main beams bolted to chassis
- If the Black Straps are present, no further action is required
- File a Warranty Claim for Inspection using the Inspection Repair Code.

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- 2 – Black Straps parallel to main beams bolted to chassis
  - Order the Black Tank Straps from the Salem/Wildwood Warranty & Parts Department at no cost
  - Install using the included picture as guidance to bolt the straps to the cross members on each end
  - File a Warranty Claim for Installation of Straps using the Installation Repair Code.



Sincerely,

Forest River, Inc.  
Director & Engineer  
Office of Corporate Compliance