

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 69-04032017-0365

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

May 30, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 Salem and Wildwood - SBF276RLIS-69, SBF286RL-69, SBF28BHHL-69, SBF29RLSHL-69, SBF337BAR-69, SBF356QB-69, SBF368RLBHK-69, SBF386FBK-69, WBF25RKHL-69, WBF276RLIS-69, WBF286RL-69, WBF28BHHL-69, WBF337BAR-69, WBF346RK-69, WBF356QB-69, WBF368RLBHK-69, WBF372RD-69, WBF386FBK-69, WZWBFB25RKHL-69, WZWBFB29RLSHL-69, WZWBFB346RK-69, WZWBFB372RD-69, WZWBFB386FBK-69 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?**

Your recreational vehicle may be missing the corners blocks in the slide out openings that are designed to prevent water intrusion into the vehicle while in transit.

## **OWNERS: WHAT SHOULD YOU DO?**

Please contact your dealer without delay and request a service appointment to schedule the free repair. The vehicle Owner is responsible for making arrangements 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](http://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?**

See the attached service instructions.

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

CUSTOMER SERVICE (574) 534-4058 [tjones@forestriverinc.com](mailto:tjones@forestriverinc.com)

## **Repair Codes:**

Pictures are required for the remedy and/or inspection after installation.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
69-04032017-0365	INSPECT FOR CORNER BLOCKS	20-000365	.10 HRS.
69-04032017-0365	INSTALL CORNER BLOCKS	20-000366	.30 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:

Salem and Wildwood  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1803 Century Drive  
Goshen, IN 46528

Sincerely,

Forest River, Inc.  
Engineer  
Office of Corporate Compliance

# INSPECTION & INSTALLATION OF SLIDEROOM CORNER BLOCKS

## Parts Required:

- 1 – Right Hand Corner Block
- 1 – Left Hand Corner Block
- 4 – 1 1/2" Screws

Please contact the Service and Warranty Department for the parts listed as they will provide at no charge to your dealership.

## Procedure:

Step 1 – Extend the slideroom fully into the "Out" Position.

Look at the exterior, under the slideroom and as shown in Figure 1, inspect for the slide-block inside the red circle. If it is not present, the units' floor notch where the wiper seals are in the corner will match Figure 1. Check the Right Hand Side (opposite side of the opening) for a slide block.

Figure 2 Depicts the Left Hand Side Block and the Right Hand Slide Block

Figure 1 (LEFT HAND SIDE)



Figure 2 (LEFT HAND and RIGH HAND)



Step 2 – Install the Left and Right Hand Slide Blocks.

As depicted in Figure 3 and Figure 4, push the corner block into the corner with the rubber flange towards the slide out floor. Two of the screw slots should push onto the main floor of the vehicle, as shown in Figure 4.

Figure 3



Figure 4



Step 3 - Use two 1 1/2" screws to secure the corner block to the main floor. Use the pre-drilled slots on the corner block to ensure that you do not crack the corner block when securing it, then address the opposite side of the slide out and repeat steps 3 & 4. As depicted in Figure 5 and Figure 6.

Figure 5

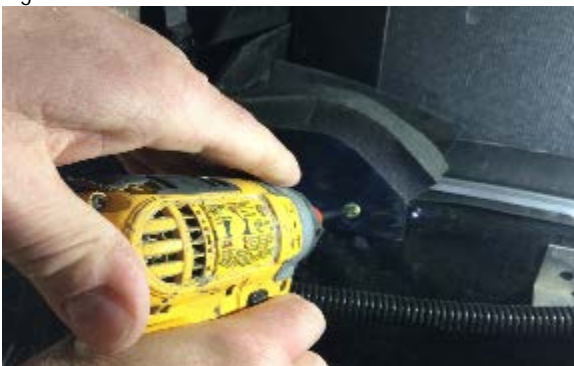


Figure 6



Step 4 - Run the slide to ensure that it operates properly with the corner blocks installed and adjust if necessary.