

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 48-0478

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

July 31, 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 Prime Time Spartan Toy Haulers - STF1241, STF3210, STF3712X fifth-wheel toy hauler 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 notification received by MORryde International; Look for the black seal that is visible in the center of the pulley as shown in the pictures below. If the pulley does not have the seal, there is nothing further that needs to be done. If the pulley has the black seal and was manufactured during the date range, the cable and pulleys need to be replaced.

OWNERS: WHAT SHOULD YOU DO?

Please take your vehicle to any authorized Forest River Authorized Dealership to have the Service Bulletin addressed with your vehicle.

DEALERS: WHAT SHOULD YOU DO?

Please review the attached letter from MORryde International for specific instructions.

MAY FOREST RIVER OR MORRYDE ASSIST YOU FURTHER?

CONTACT	PHONE
Spartan Toy Hauler Customer Service	(574) 862-1025
MORryde Customer Service Center	(574) 293-1581

DEALER FLAT RATE CODES FOR INSPECTION AND/OR REMEDY OF MORRYDE SERVICE BULLETIN

SERVICE BULLETIN	REPAIR CODE	DESCRIPTION	ALLOWABLE HOURS
48-0478	48-000478	INSPECT RAMP DOOR PULLEY	.30 HRS
48-0478	48-000479	REPAIR RAMP DOOR PULLEY	1.00 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 contact Spartan Toy Hauler Customer Service Center at the phone number above to arrange for reimbursement.

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

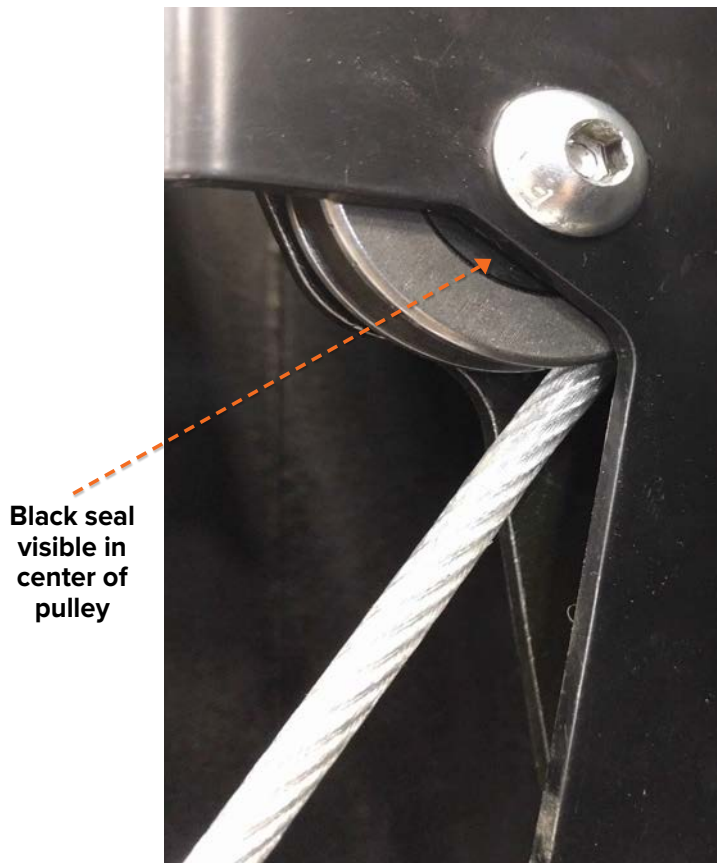
MORryde ZERO G RAMP DOOR PULLEY

SERVICE BULLETIN

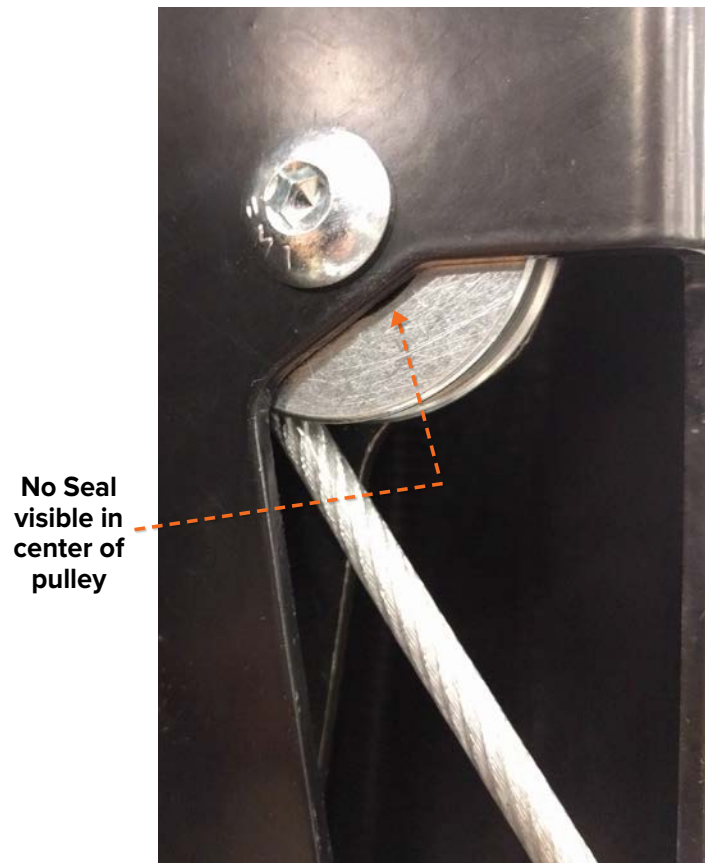
OBJECTIVE: Inspect pulleys in the MORryde Zero G Ramp Door frame and replace pulleys and cables, if necessary.

INSPECTION: Look through the opening that the cable exits and inspect the pulley. Look for the black seal that is visible in the center of the pulley as shown in the pictures below. If the pulley does not have the seal, there is nothing further that needs to be done. If the pulley has the black seal and was manufactured during the date range, the cable and pulleys need to be replaced. Follow the instructions on the next page to do this.

PULLEY THAT NEEDS TO BE REPLACED



GOOD PULLEY



Above. Beyond. Always.

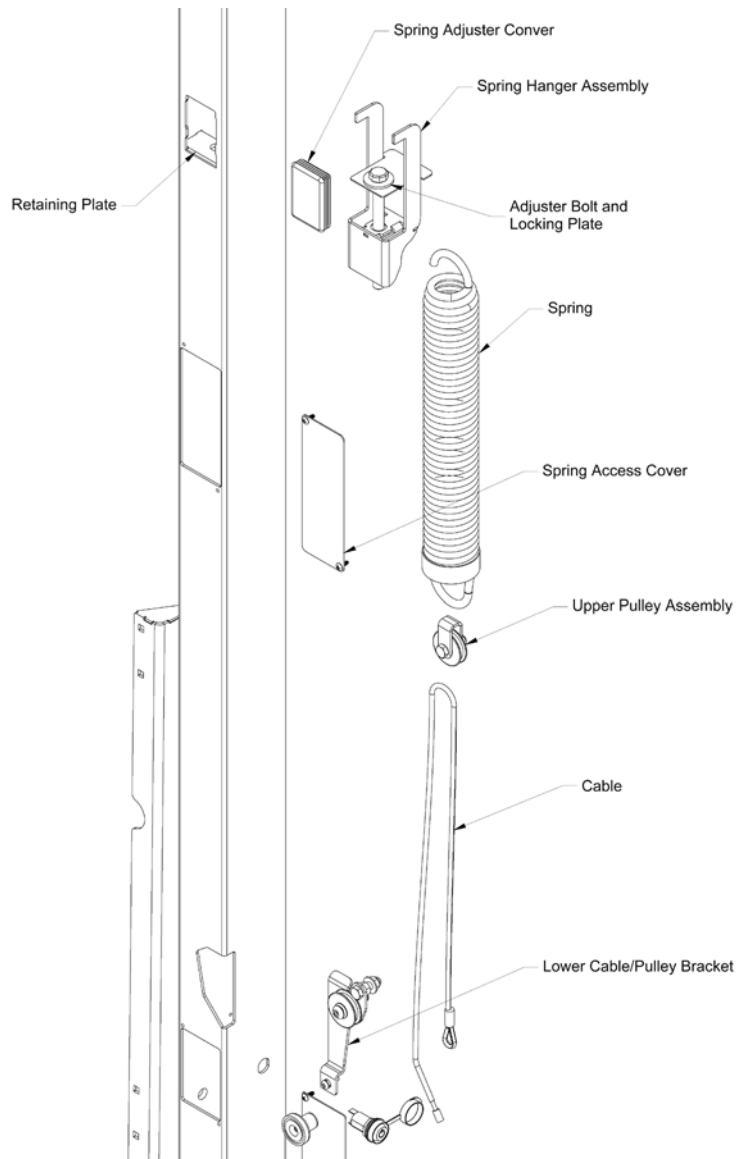
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PARTS REQUIRED: (2) **#THP54-087 Ramp Door Pulley and Cable Replacement** - (1) needed per side **TOOLS**

REQUIRED:

- Magnet for retrieving items that drop into the tube
- 5/32 and 7/32 Allen wrenches
- Wrench
- 9/16 socket and 3/4 socket
- Air and hand ratchets
- Needle-nose pliers
- Vise grips
- Flat blade screwdriver
- Phillips screwdriver or drill
- Mallet

ASSEMBLY OVERVIEW:



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REPLACEMENT INSTRUCTIONS: Please watch the [linked video](#) for this procedure.

1. Using a flat blade screwdriver, pry off the spring adjuster cover to gain access to the spring.
2. Using a 3/4" socket on the air ratchet, loosen the spring adjuster bolt until the hooks on the spring hanger are just touching the retaining plate.
3. Nearly close the door and use needle-nose pliers to remove the cable from the clip on the door.
4. Lower the door to the ground.
5. Using a Phillips screwdriver or drill, remove the spring access cover.
6. Using a 5/32" and 7/32" Allen wrench, remove the 2 bolts from the lower cable/pulley bracket. It is best to remove the smaller bolt first. When removing the larger bolt, hold onto the pulley to prevent it from falling into the tube.
7. Drive a large slotted screwdriver between the spring coils near the top of the spring access opening. This will provide a handle to hold onto the spring while removing the adjuster bolt.
8. Finish loosening the adjuster bolt.
9. Using the screwdriver wedged into the spring, lift the spring up while also lifting the locking plate and adjuster bolt so the hanger can be pushed into the tube. This will allow the hooks to clear the retaining plate. The spring will now be able slide down into the tube. Using the screwdriver, lower the spring until the screw driver touches the bottom of the spring access hole.
10. Remove the screwdriver that has been wedged into the spring and with your hand, control how far the spring is lowered. Wedge the screwdriver into the spring hanger and pry the hooks out of the spring access hole. Lift up while prying on the screwdriver to pull the spring hanger out of the tube. Once the hanger is out, remove the entire spring and cable assembly.
11. Lay the spring and cable assembly on a flat surface and note the routing of the cable. Using a 9/16" wrench and socket, remove the bolt holding the upper pulley assembly together. Re-assemble the upper pulley assembly with a new pulley and new cable. Make sure the cable is aligned the same as before.
12. Remove the bolt that holds that cable to the lower pulley bracket. The orientation of this bolt and bracket is important, so ensure that the bolt remains on the same side of the bracket. Install the new plain nut, *as part of the repair*, onto the bolt and tighten it against the bracket. Install the loop end of the new cable over the bolt and use the locking flange nut to hold the cable on. This should be just loose enough to allow the cable end to rotate around the bracket.
13. Put the spring assembly back together and reinstall the spring into the frame. Make sure the cable is neatly aligned before inserting it through the spring access hole. Push in the cable until the spring hanger reaches the bottom of the hole. Hook up the bottom before the assembly is pulled up.



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14. Make sure the upper pulley is not flipped up on the spring. Through the hole where the cable exits, work the cable back and forth to make sure it rolls nicely on the pulley.
15. Install the smaller button head screw into the lower cable/pulley bracket but do not fully tighten. This will hold the bracket in place while installing the pulley. Install the pulley using the larger button head bolt. Before tightening both of these bolts, make sure the cable is located in the center of the pulley. Once it is, tighten both of the bolts.
16. Lightly clamp a pair of vice grips onto the fitting at the end of the cable. This will keep the cable from being pulled up into the tube when raising the spring.
17. Using a 3/4" open wrench or a large screwdriver wedged into the hanger, insert the spring hanger into the tube. The open end wrench makes it easier to hold the hanger once it is in the tube and will keep it from falling inside the tube. Lift the spring as high possible in the tube and wedge a screwdriver between the coils at the bottom of the spring access opening.
18. Using the screwdriver, lift the spring up until the hooks on the hanger reach the retaining plate. Lift the bolt and locking plate so the hanger hooks can be pulled over the retaining plate. Work the locking plate down between the hanger hooks to keep the hanger in the plate. With the hanger hooked, start the long bolt into the nut in the spring hanger. **Important:** Once the bolt is started, use a hand ratchet to tighten the bolt until the hooks just lift off the retaining plate. This will make sure the bolt is not cross-threaded.
19. Lightly pull on the end of the cable; the spring should be able to stretch a little. Make sure the spring rides smoothly in the pulleys.
20. Lift the door up to the point where it is almost closed and reattach the cable to the bracket on the door.
21. Adjust the spring tension. Using the 3/4" socket in the air ratchet, tighten the bolt until the bottom of the hooks on the spring hanger are 1/4" to 1/2" above the top of the opening for the spring adjuster.
22. Check the tension of the springs by putting the door in patio height and verifying that it maintains the position on its own. Adjust the door further, if necessary. It is recommended to keep the adjustment of the springs similar, but they do not need to be exactly the same.
23. Reinstall the spring adjuster cover.
24. Reinstall the access cover.



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