

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 55-0579

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

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

November 29, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2016 through 2018 Dynamax – Isata - ISC24CBM, ISC24FWM, ISC24FWMCD, ISC24RWM 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?

The screws installed on the latches' for the house-battery may be too long, allowing for the battery's case to be scratched.

OWNERS: WHAT SHOULD YOU DO?

Please make an appointment with your Forest River Dealership to have this Service Bulletin completed.

DEALERS: WHAT SHOULD YOU DO?

Please review the included instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE NUMBER
CUSTOMER SERVICE	(574) 262-3474

Dealer 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).

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
UNITED STATES - 55-0579	R/R LATCH SCREW WITH RIVETS	20-000581	.17 HR.
CANADA - 55-0579	R/R LATCH SCREW WITH RIVETS	20-000582	.17 HR.

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 the Warranty Department at the phone number above to arrange for reimbursement.

Sincerely,

Keith Fisher
Forest River, Inc.
Engineer
Office of Corporate Compliance

DYNAMAX – STEP LATCH FASTENER REMEDY INSTRUCTIONS

Step One: Locate the House Battery under the step lid of the entry steps;

Step Two: Remove the screws that hold the battery lid latches in place (two per latch);

Step Three: Install 5/32 x 3/16 - 1/4 rivet in the place of the screws (two per latch) you will be reimbursed the cost of the rivets

Step Four: Photograph the newly installed rivets and file for payment and submit the photo's for reimbursement

You have completed the remedy of this service bulletin. Please claim the repair code.

Thank you for your help!