

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 53-0597

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

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

January 31, 2018

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2015 through 2016 Shasta Airflyte 16 travel trailer 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 chassis, floor and front wall may have been inconsistently fastened together.

This issue will provide an illusion that the chassis "A-Frame" may not be structurally sufficient. After review of the chassis with the chassis manufacturer, it has been determined that the chassis design is properly welded in the location(s) required.

WHAT IS FOREST RIVER AND OUR DEALERSHIPS GOING TO DO?

The remedy for this service bulletin is available upon receipt of this notice. Forest River is notifying dealerships of the service bulletin. You may have the service bulletin corrected at any Forest River dealership. However, it is preferable if you have your selling dealership perform the remedy. Forest River completely covers your cost for the remedy; you will not receive any bill of sale for anything covered under the above service bulletin number.

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 this Technical Service Bulletin (TSB) in 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 for dealer locations.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE	EMAIL ADDRESS
CUSTOMER SERVICE	(574) 821-1311	dtroxel@forestriverinc.com

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.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

Sincerely,

Forest River, Inc.
Engineer

Office of Corporate Compliance

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

January 31, 2018

Dear Forest River Dealer:

Forest River is alerting you to an issue involving certain 2015 through 2016 Shasta Airflyte 16 travel trailer 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 chassis, floor and front wall may have been inconsistently fastened together.

This issue will provide an illusion that the chassis "A-Frame" may not be structurally sufficient. After review of the chassis with the chassis manufacturer, it has been determined that the chassis design is properly welded in the location(s) required.

SERVICE PROCEDURE:

Dealership Service Department Service procedures for addressing 2015 through 2016 Shasta Airflyte 16 travel trailer recreational vehicles, please see the included remedy instructions.

AVAILABILITY OF REMEDY:

The remedy for this service bulletin is available upon receipt of this notification. Please find the included remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

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CUSTOMER SERVICE	(574) 821-1311	dtroxel@forestriverinc.com

DEALER REPAIR CODES:

TECHNICAL SERVICE BULLETIN	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
53-0597	10-530597	INSTALL FRONT WALL/FLOOR BRACE	3.00 HRS

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

Sincerely,

Forest River, Inc.
Engineer

Office of Corporate Compliance

SHASTA AIRFLYTE – FRONT WALL\FLOOR\CHASSIS REMEDY INSTRUCTIONS

Ensure any power is disconnected from the vehicles' House battery(s) Positive and Negative, ensure the vehicle is disconnected from shore power. Shut off LP supply at the LP Tank. Disconnect and drain water. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

Step 1 Remove the booth dinette seat from the door side of the camper;

- a. Place this seat outside the camper for safe storage;

Step 2 Loosen the lower dinette table wall brackets and remove the table from the unit;

Step 3 Remove the booth dinette seat from the off-door side of the camper;

- a. Some of the booth seats are fastened from the outside wall. Pull the dinette far enough away from the wall to access the front wall area and also to "notch" down the lower corner of the dinette seat in a later step;
- b. In such a case that the 4" x 4" electrical junction box is installed along the front wall, you will need to relocate that back under the dinette seat to provide clearance for the reinforcement bar;



Step 4 Some units may have a batten trim laying on the floor in the front wall area, remove and discard;



Continued;

SHASTA AIRFLYTE – FRONT WALL\FLOOR\CHASSIS REMEDY INSTRUCTIONS

Step 5 Open the front door-side storage door then slide the reinforcement bar into the camper;



Step 6 Lay the bar along the floor line and up against the front wall;
a. Be sure the square holes are against the floor, and the round holes are against the wall;
b. Be sure to keep the bar tight against the front wall during installation;



Continued;

SHASTA AIRFLYTE – FRONT WALL\FLOOR\CHASSIS REMEDY INSTRUCTIONS

Step 7 Using a 1/8" drill bit, make a pilot hole in each of the square holes by drilling down 1/2";

a. It may be necessary to adjust the water heater to access the far end bolts;

Step 8 Once the pilot holes are drilled, pull the bar back to get it out of the way of the holes in the floor;

Step 9 Using a 5/16" x 5" "steel" drill bit, re-drill all the pilot holes until you feel the bit push through the front cross-member of the chassis on the underside of the unit;



Step 10 Insert a 1/4" x 4-1/2" carriage bolt (provided) through the square holes of the reinforcement bar, the floor and through the front cross member of the chassis on the underside of the unit;



Continued;

SHASTA AIRFLYTE – FRONT WALL\FLOOR\CHASSIS REMEDY INSTRUCTIONS

Step 11 With an assistant holding down the carriage bolt, attach the flat washer and the lock nut (provided) onto the end of the ¼" x 4-1/2" bolt. Tighten using an impact tool. Repeat on all six bolts evenly;



Step 12 Tap the ¼" x 1-1/2" lag screws (provided) into the round holes of the bar;

- a. On the off-door side, may not be accessible which is expected;
- b. Tighten these with an impact tool or an impact style screw gun. Do not overtighten which may cause the lag screw to spin, not allowing the wall to draw tight to the bar;



Step 13 For added cosmetic appearance, you may "hand brush" the bolt heads;

Continued;

SHASTA AIRFLYTE – FRONT WALL\FLOOR\CHASSIS REMEDY INSTRUCTIONS

Step 14 You are now ready to re-install the booth dinette seats;

- a. Once the seats are back in place, you will need to mark the lower front edge of the seat;
- b. Cut (notch) out a section of the seat, to allow it to fit around the bar; See photos.
- c. Set the seat in place, and re-install the screws, that hold the seat to the floor, and the wall.
- d. If the off door side dinette seat was fastened from the outside wall, you may need to add #8 x 2-1/2" washer head screws (not provided) through the top 2" x 2" of the seat, and into the wall, to help hold this in place. You should be able to press on the wall, to locate some backer studs;



Step 15 Reinstall the dinette table by re- installing the table bar lower brackets;



Step 16 Replace the top (lid) of the dinette seats, and lay the cushions back in place;

Step 17 Be sure that all excess materials and tools are removed from the camper;

Step 18 Vacuum and clean the work area thoroughly.

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

Thank you for your help!