

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 103-0823

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

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

August 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 2019 Catalina – Destination, Legacy, SBX and Trail Blazer 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?

Catalina – Destination, Legacy and Trail Blazer Travel Trailers were manufactured without the A/V cord(s) installed into the entertainment system. Catalina - SBX Travel Trailers were manufactured without the A/V cord(s) included with the Owners information, in the kitchen drawer.

OWNERS: WHAT SHOULD YOU DO?

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

If you have a **2019 – Catalina – SBX** vehicle, please contact Catalina Customer Service to order the A/V cord(s) and place it in the kitchen drawer.

Owners, this will be for your own installation.

DEALERS: WHAT SHOULD YOU DO?

Please review the included instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-4994
CUSTOMER SERVICE	(574) 825-4995

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)
USA & CANADA - 103-0823	INSTALL A/V CORD(S) IN DESTINATION, LEGACY & TRAIL BLAZER PER REMEDY INSTRUCTIONS	10-103823	.50 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 the Warranty Department at the phone number above to arrange for reimbursement.

If you have already had this condition remedied at no cost under warranty, please disregard this notice.

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



DV3100 A/V CONNECTION TO TV AND RCA WALLPLATE

