

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 47-0961

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

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

February 25, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2017 through 2019 R. POD - ORRPT176, ORRPT179, ORRPT180, RPT171-47, RPT172-47, RPT176-47, RPT178-47, RPT179-47, RPT179-OR, RPT180-47, RPT189-47, RPT190-47, RPT191-47 and 2019 Surveyor - SVT200MBLE-47, SVT226RBDS-47, SVT243RBS-47, SVT245BHS-47, SVT250FKS-47 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 silicone sealant used to seal the vehicle may not adhere to all surfaces as intended. This may allow water to leak into the vehicle.

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 remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	574-642-3119 Option 2

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 - 47-0961	Inspect Interior of Vehicle for Water Ingress	10-470960	.50 HRS
USA & CANADA - 47-0961	Clean & Reseal Entire Vehicle Per Remedy Instructions	10-470961	2.00 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 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,

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

R. POD & SURVEYOR SEALANT - REMEDY INSTRUCTIONS

Inspection:

Step 1: Inspect the interior of the vehicle for any water leaks;

Step 2: If water infiltration is present, please contact the plant at (574) 642-3119 – Option 2;

Step 3: Claim the Inspection Code.

Inspection – No Water Infiltration Present:

Step 1: Inspect the interior of the vehicle for any water leaks;

Step 2: If water infiltration is not present, claim the Inspection Code;

Step 3: See sample photo Figure 1;

Figure 1



STEP 4: Clean off the silicone seal;

STEP 5: Prepare and clean debris and apply Isopropyl Alcohol along the path/area;

STEP 6: Apply new silicone seal along the path/area and allow for proper curing time;

STEP 7: Claim the “Clean & Reseal Entire Vehicle Per Remedy Instructions” Code.

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