

TECHNICAL SERVICE BULLETIN



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

NOTICE: THIS TECHNICAL SERVICE BULLETIN SUPERCEDES ANY PRIOR TECHNICAL SERVICE BULLETIN YOU MAY HAVE RECEIVED.

WE ASK THAT YOU DISREGUARD AND DESTROY THE PREVIOUS BULLETIN.

THIS BULLETIN, PROCEDURES AND REPAIR CODE(S) ONLY BE ACCEPTED.

PRIOR REPAIR PROCEDURES AND REPAIR CODES WILL NOT BE HONORED.

April 9, 2019

Technical Service Bulletin: 225-0970

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

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

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 through 2019 – Crossfit – CFB22CF, CFB22CFEB, CFB22CFEBCA, CFB22DF, CFB22DFEB Class B 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 added SuperSpring on the rear axle (curb and road side) may interfere with Ford Transit 350 vehicle chassis rear factory spring hangers. This interference may result in a mechanical noise when fully loaded as the vehicles' suspension jounces and the SuperSpring contacts the chassis.

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 "TECHNICAL SERVICE BULLETIN – QUICK START SHEET", "REMOVAL PROCEDURE" and "INSTALLATION CORRECTIVE PROCEDURE". If a replacement spring kit is required, the installation instructions will be included with the new springs from SuperSpring.

MAY SUPERSPRING OR FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
SUPERSPRING CUSTOMER SERVICE	(805) 881-3004
CROSSFIT CUSTOMER SERVICE	(574) 825-8590

Dealer Repair Codes:

Pictures are required, prior to and post remedy and/or inspection 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 – 225-0970	41" SPRING – INSPECT AND REMEDY	10-000970	1.00 HRS
USA & CANADA – 225-0970	REPLACE 43" SPRING WITH 41" SPRING	10-000971	1.50 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

TECHNICAL SERVICE BULLETIN – QUICK START SHEET

DEALERS: WHAT SHOULD YOU DO?

STEP 1: MEASURE SUPERSPRINGS' SPRING EYE TO SPRING EYE;



STEP 2: IF THE SPRING MEASURES 41 ¼" OR LONGER, ORDER THE REPLACEMENT SPRING KIT FROM SUPERSPRING – PART NUMBER SSA43;

STEP 3: REFER TO THE INSTALLATION INSTRUCTIONS INCLUDED WITH THE REPLACEMENT SPRINGS FROM SUPERSPRING AND INSTALL ACCORDINGLY;

NOTE: THE SUPERSPRING INSTALLATION INSTRUCTIONS INDICATE THE LOWER SHACKLE HOLE TO BE USED, PLEASE DISREGARD THIS PASSAGE PER SUPERSPRING. USE THE CENTER SHACKLE HOLE ON THE FRONT AND REAR SUPERSPRING SHACKLES.

STEP 4: CLAIM REPAIR CODE 10-000971 **ONLY** THROUGH FOREST RIVER FOR PAYMENT.

DEALERS: WHAT SHOULD YOU DO?

STEP 1: MEASURE SUPERSPRINGS' SPRING EYE TO SPRING EYE;



STEP 2: IF THE SPRING MEASURES 38 ½", BUT NO MORE THAN 41", REFER TO THE INCLUDED DOCUMENT "**INSTALLATION CORRECTIVE PROCEDURE**";

STEP 3: PERFORM THE "**INSTALLATION CORRECTIVE PROCEDURE**"

- ENSURE THE BOLT SHACKLE BOLT (CIRCLED ABOVE) IS IN THE **CENTER HOLE**
- IF REQUIRED, MOVE THE SHACKLE BOLT TO THE **CENTER HOLE** AND RETIGHTEN
- **NOTICE: IT HAS BEEN DETERMINED BY SUPERSPRING THAT THE CENTER SHACKLE HOLE SHALL BE USED IN THE CROSSFIT APPLICATION AS THE MOST OPTIMAL POSITION.**
- THE SUPERSPRING INSTALLATION INSTRUCTIONS INDICATE THE LOWER SHACKLE HOLE TO BE USED, PLEASE DISREGARD THIS PASSAGE PER SUPERSPRING AND USE THE CENTER SHACKLE HOLE ON THE FRONT AND REAR SUPERSPRING SHACKLES;
- VERIFY VERTICAL CLEARANCE OF THE SPRING EYES;

STEP 4: CLAIM REPAIR CODE 10-000970 **ONLY** THROUGH FOREST RIVER FOR PAYMENT.

MAY SUPERSPRING OR FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
SUPERSPRING CUSTOMER SERVICE	(805) 881-3004
CROSSFIT CUSTOMER SERVICE	(574) 825-8590

REMOVAL PROCEDURE



REMOVAL PROCEDURE:

1. Lift chassis so the suspension is unloaded and support the chassis with safety jack stands.
2. Starting in the rear, clamp the SuperSprings to the factory leaf spring assembly using two (2) ITL-1 SuperClamp Installation Tools. Compress the SuperSprings far enough so the load is removed from the shackle.



3. Remove the lower shackle bolt and roller from the shackle.
4. Carefully loosen the clamps until the tension is released from the SuperSprings.
5. Repeat the process on the front of the SuperSprings.
6. Lift and remove the SuperSprings from the vehicle.
7. Install new SSA43 kit per included installation instructions.
8. Place old SuperSprings back in the box along with the ITL-1 SuperClamp Installation Tools. Package securely and ship back to SuperSprings using the included call tag.

Part Number: SSA43 ► Product Line: SUPERSPRINGS

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SuperSprings International, Inc.

505 Maple Avenue
Carpinteria, CA 93013

Technical Support

+1 (866) 898-0720
tech@supersprings.com

supersprings.com

SAFETY NOTICE: We recommend installation be done by a professional or persons with sound mechanical knowledge.

WARNING: These instructions are a general guide for installation. SuperSprings International, Inc. assumes no liability for the actual installation process. Consumers and installers should apply common automotive safety practices when raising and working on any vehicle. **Do not put yourself in a position where, if the vehicle were to move unexpectedly, you may be injured.** SuperSprings' products are designed to improve vehicle ride quality. Do not load any vehicle beyond the manufacturer's specifications.

Never exceed the manufacturer's Gross Vehicle Weight Rating (GVWR) located on your vehicle's identification tag.

BEFORE INSTALLATION: Ensure the vehicle is on a level surface, the parking brake is ON, with the ignition OFF, and place blocks in front of and behind the front tires to prevent the vehicle from moving.

DURING AND/OR AFTER INSTALLATION: Ensure emergency brake cables are not touching the SuperSprings. Ensure all air conditioning lines, brake cables and frame are clear of contact or interference.

INSTALLATION CORRECTIVE PROCEDURE • 02/19/2019

If the SuperSprings are not positioned correctly, this corrective procedure is required. To confirm the installation is correct or needs correction – refer to:

SuperSprings SSA43 - Correct Installation Validation Procedure • 02/19/2019

CORRECTIVE PROCEDURE:**1. POSITIONING THE VEHICLE**

Vehicle must be on level solid surface. Ensure emergency brake is ON and ignition is OFF. Place blocks in front and to the rear of the front tires to prevent the vehicle from moving.

2. JACKING UP VEHICLE

Jack up the vehicle and support the frame with jack stands so that the axle is hanging with tires resting on the ground. Removing the wheels is not necessary.

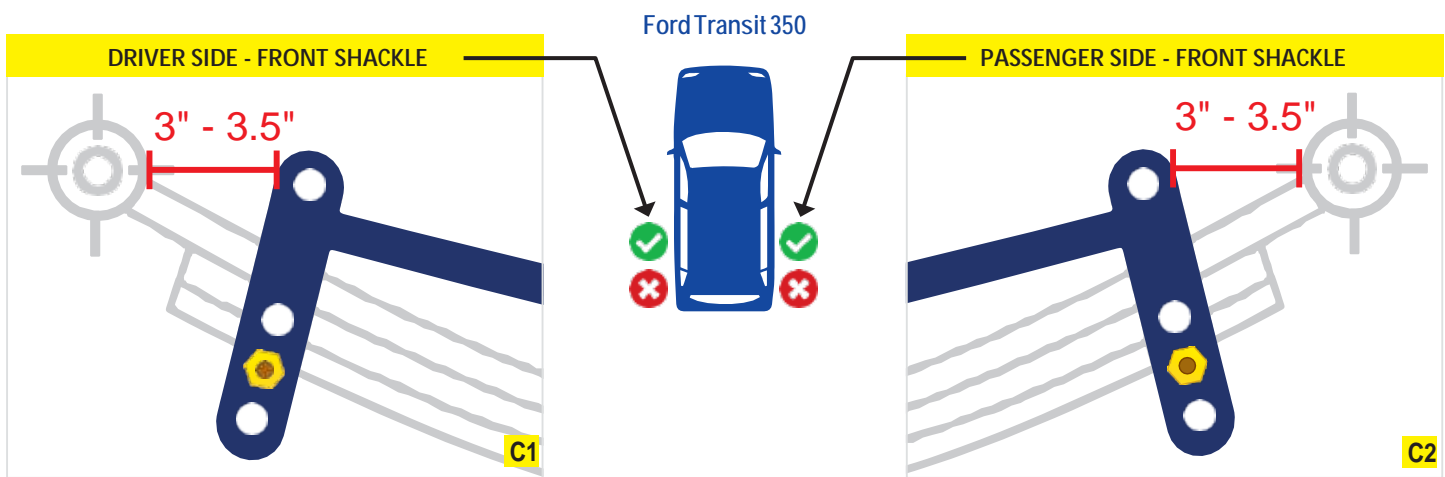
3. ADJUSTING THE SPRING POSITION

- A. Using a ½" wrench and socket loosen the attaching bolt on the poly spring pad lock down clamp located at the center of the SuperSprings. Do not remove hardware. (SEE IMAGE A)
- B. Place a pry bar behind the rear of the SuperSprings with the end against the cross member. (SEE IMAGE B)



INSTALLATION CORRECTIVE PROCEDURE • 02/19/2019

- C. Push the SuperSprings forward with the pry bar to obtain a measurement of 3" to 3.5" between the front of the SuperSprings and the rear of the vehicle front spring eye. (SEE IMAGE C1 AND C2)
 - D. Using a ½" wrench and socket retighten the attaching bolt on the poly spring pad lock down clamp located at the center of the SuperSprings originally loosened during step 3-A.
4. Repeat the same process on the other side if necessary.
 5. **LOWER THE VEHICLE**
Jack up the vehicle, remove the jack stands, and then lower the vehicle to the ground. Remove the blocks from front and rear of the front wheels.



FRONT SUPERSPRINGS SHACKLE IN CORRECT POSITION



REAR SUPERSPRINGS SHACKLE IN CORRECT POSITION