

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-0956

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

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

June 7, 2019

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 – Apex, Avenger, Cardinal, Chaparral, Shasta Phoenix, Columbus, Freedom Express, Impression, Wildcat, Sanibel, Palomino, Puma, Rockwood, Flagstaff, Salem, Wildwood, Spirit and Vibe travel trailer recreational vehicles and certain 2019 – Isata 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?

As Per Lippert Components; Specific 8800 Series windows installed in your recreational vehicle may potentially leak. The windows will be remedied by a Forest River Dealer.

OWNERS: WHAT SHOULD YOU DO?

Please make an appointment with your Forest River Dealership to have this Service Bulletin completed. You may visit www.forestriverinc.com for dealer locations.

DEALERS: WHAT SHOULD YOU DO?

Please review the included remedy instructions.

MAY FOREST RIVER OR LIPPERT COMPONENTS ASSIST YOU FURTHER?

CONTACT	PHONE
Lippert Customer Service	(574) 537-8900
Apex, Spirit	(574) 825-8205
Avenger, Impression, Wildcat, Sanibel	(574) 862-1025
Cardinal	(574) 367-3309
Chaparral, Shasta Phoenix	(574) 825-8360
Columbus	(574) 821-1487
Palomino	(269) 432-3246
Puma	(574) 642-0606
Salem, Wildwood	(574) 533-5934
Rockwood, Flagstaff	(574) 642-8943
Vibe	(574) 296-2084
Isata	(574) 264-3474

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)
USA & CANADA - 51-0956	Repair Window(s) Per Remedy Instructions	10-510956	.30 HRS/WINDOW

TECHNICAL SERVICE BULLETIN

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



LCI 8800 SERIES WINDOW REPAIR

TSB Number:	15-001-19
Product:	LCI Window Repair
Date:	May 20, 2019

Purpose

Repair of specific 8800 Series LCI windows is needed to eliminate potential leaks and reinforce bond.

The OEM will supply a VIN listing of all units potentially affected and requiring the completion of the repair outlined in this Technical Service Bulletin. When reviewing the units included in the VIN listing from the OEM, utilize the information on the following pages to determine the specific windows affected.

On the following pages are images of each affected window and tables listing the full description of the windows, including measurements.

Safety



Use appropriate personal protective equipment (PPE) for the procedure being performed.

Resources Required

- Ladder to reach installed windows
- Flashlight to verify adequate silicone application
- 100 percent silicone
- Caulk gun to apply 100 percent silicone to glass/frame connection
- Scissors or cutters to cut vinyl to size (if replacement vinyl is needed)

Preparation

1. **Vinyl:** Vinyl (Fig. 1) is a rubber seal to function as an initial water management barrier.

Fig. 1



Action Needed

If the vinyl is damaged when it is removed and it cannot be reused, please order replacement vinyl (LCI Part # 213162) online by visiting <https://store.lci1.com>.

Warranty Labor Allowance: 0.3 hour per window



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Instructions

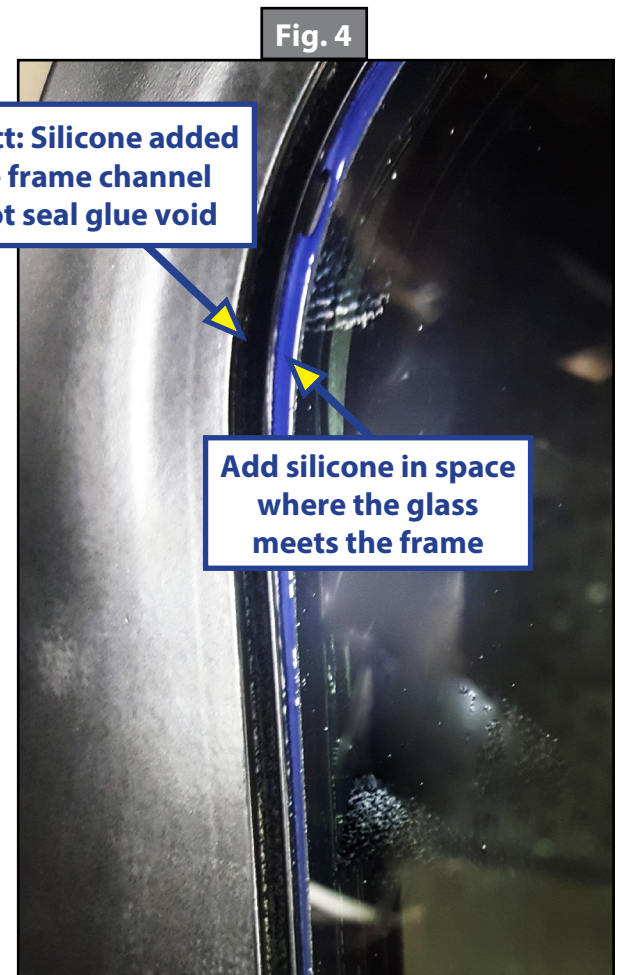
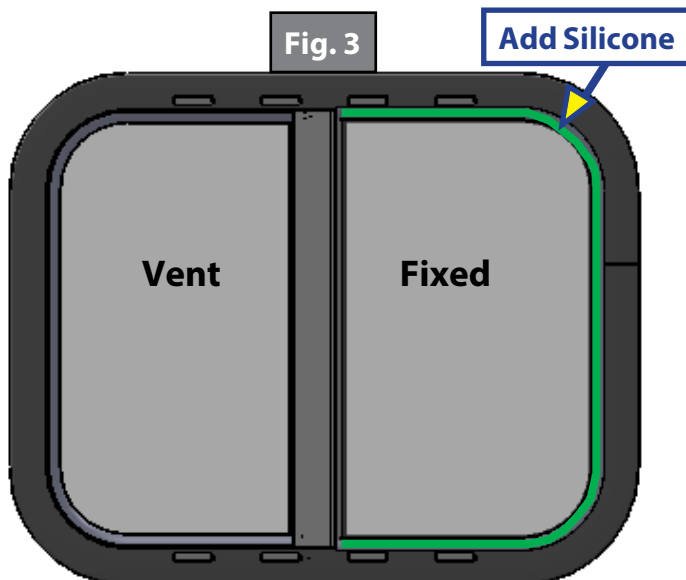
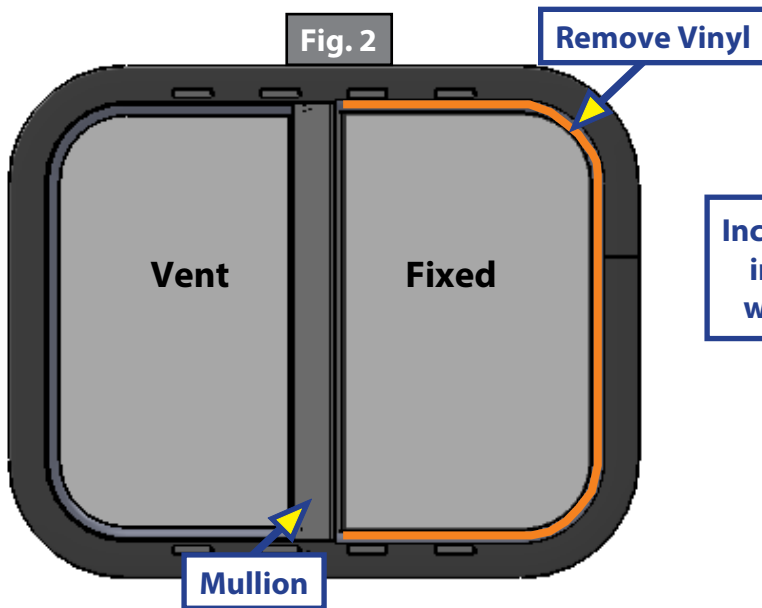
NOTE: Repair is to be completed only on the fixed glass portion of the window, not on every piece of glass.

NOTE: If the window has a glazing bar, it is not required to remove and seal behind the aluminum glazing bar. The bar provides enough compression to keep the seal between the glass and frame tight enough to prevent leaks.

1. Pull out vinyl located around the outer perimeter of the fixed glass (Fig. 2) and save for reuse in areas not covered by a glazing bar.

NOTE: Do not remove vinyl on the mullion side of the glass (Fig. 2).

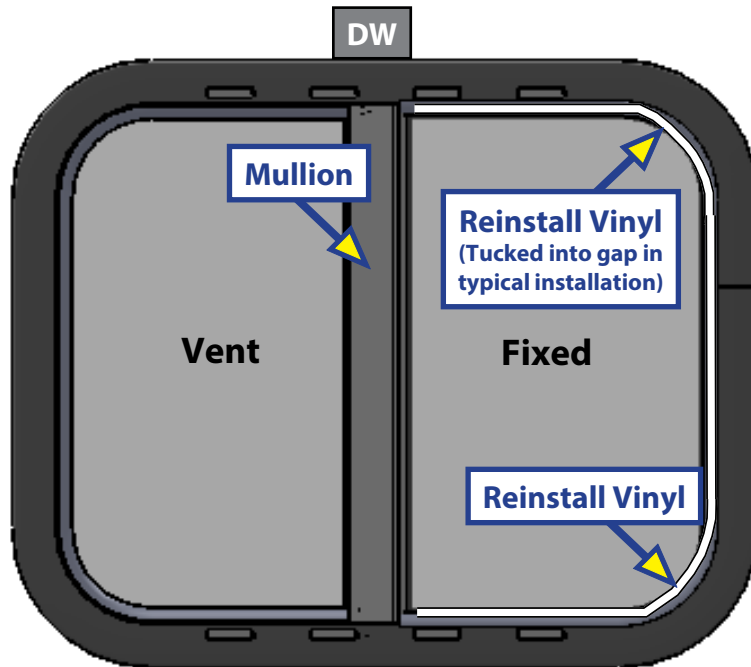
2. Run a bead of 100 percent silicone around the outer perimeter of the fixed glass (Figs. 3 and 4).
3. Reinstall the vinyl that was removed.





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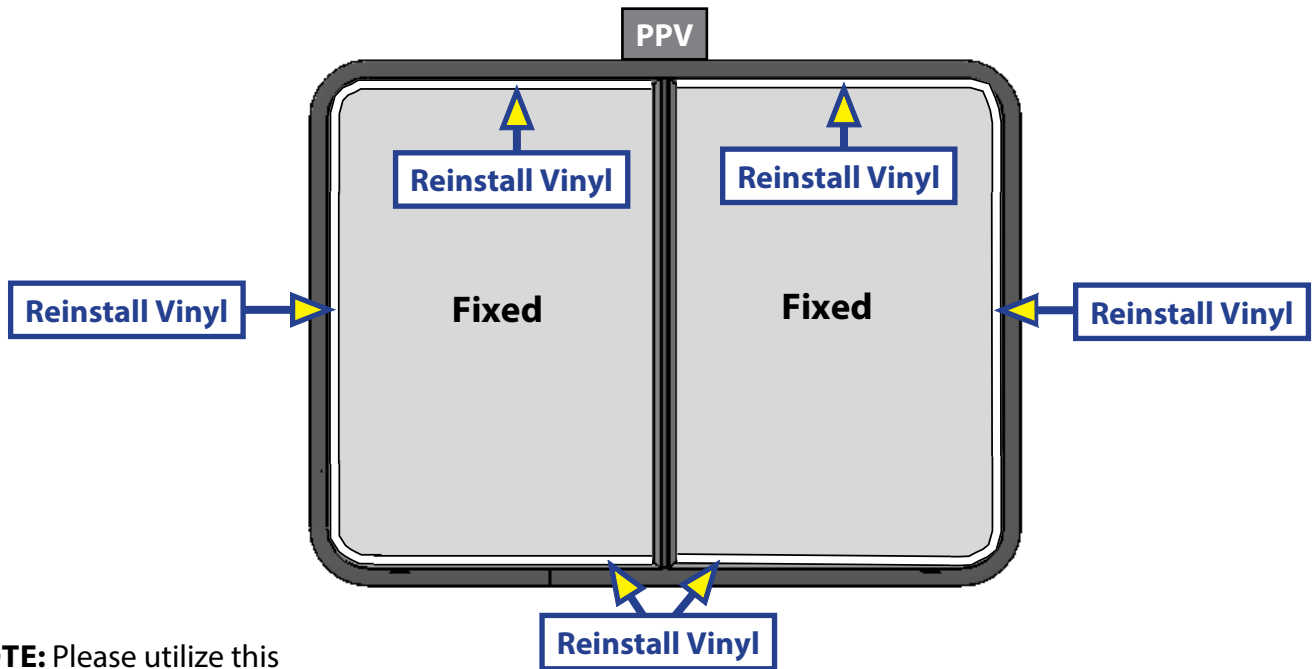
NOTE: Please utilize this table to verify sizes affected of the style window shown above.

8800 Series DW (Dual Weep)
8800 DW 18 X 18 G20 TP BK 8800-44076
8800 DW 18 X 22 G20 TP BK 8800-44077
8800 DW 18 X 22 OBS TP BK
8800 DW 24 X 15 CL TP BK 8800-44380
8800 DW 24 X 15 G20 TP BK 8800-44022
*8800 DW 48 X 29 CL TP BK 8800-44381
*8800 DW 48 X 29 G20 TP BK 8800-44025
*8800 DW 60 X 29 G20 TP BK 8800-44743
*8800 DW 60 X 29 G20 TP BK RED 8800-44402
*8800 DW 72 X 28 G20 TP BK RED 8800-44178



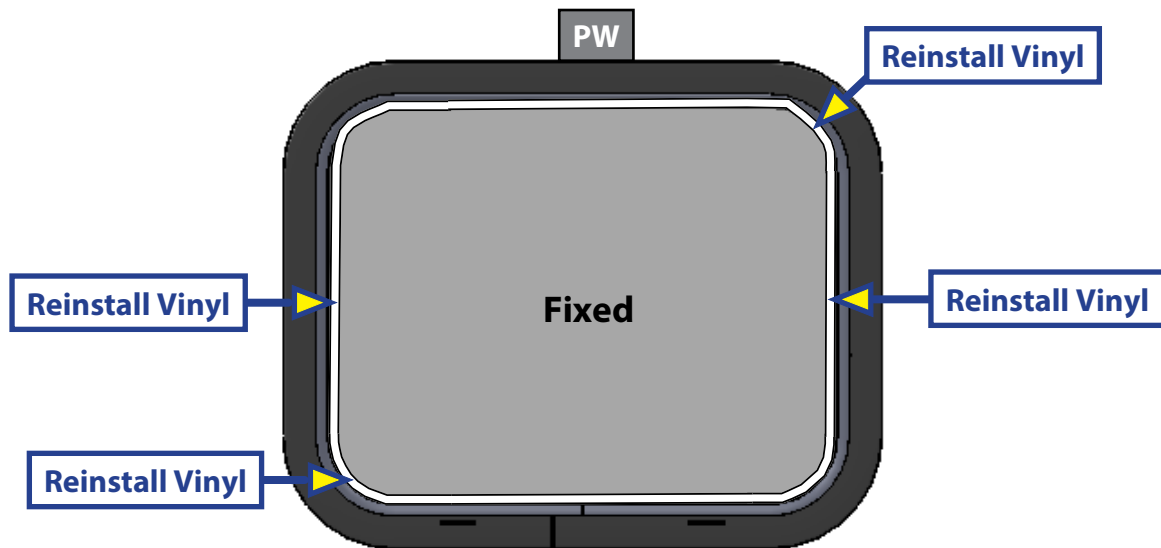
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NOTE: Please utilize this table to verify size affected of the style window shown above.

8800 Series PPV (Picture Picture Vertical)
8800 PPV 72 X 22 G20 TP BK



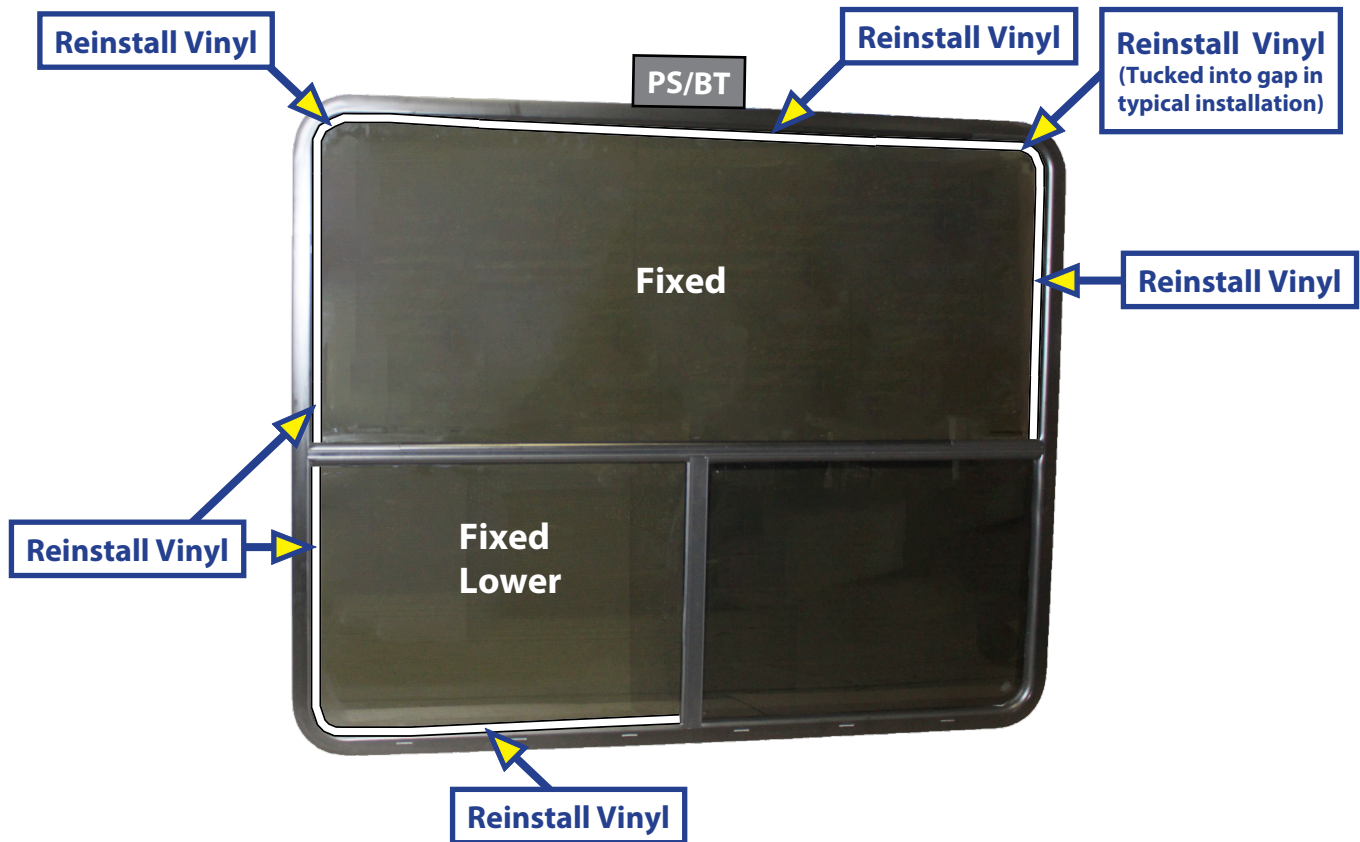
NOTE: Please utilize this table to verify sizes affected of the style window shown above.

8800 Series PW (Picture Window)
8800 PW 18 X 22 G20 TP BK 8800-44070
8800 PW 24 X 15 G20 TP BK 8800-44747
8800 PW 29 X 60 G20 TP BK 8800-44481
8800 PW 60 X 29 CL TP BK
8800 PW 60 X 36 G20 TP BK 8800-44442



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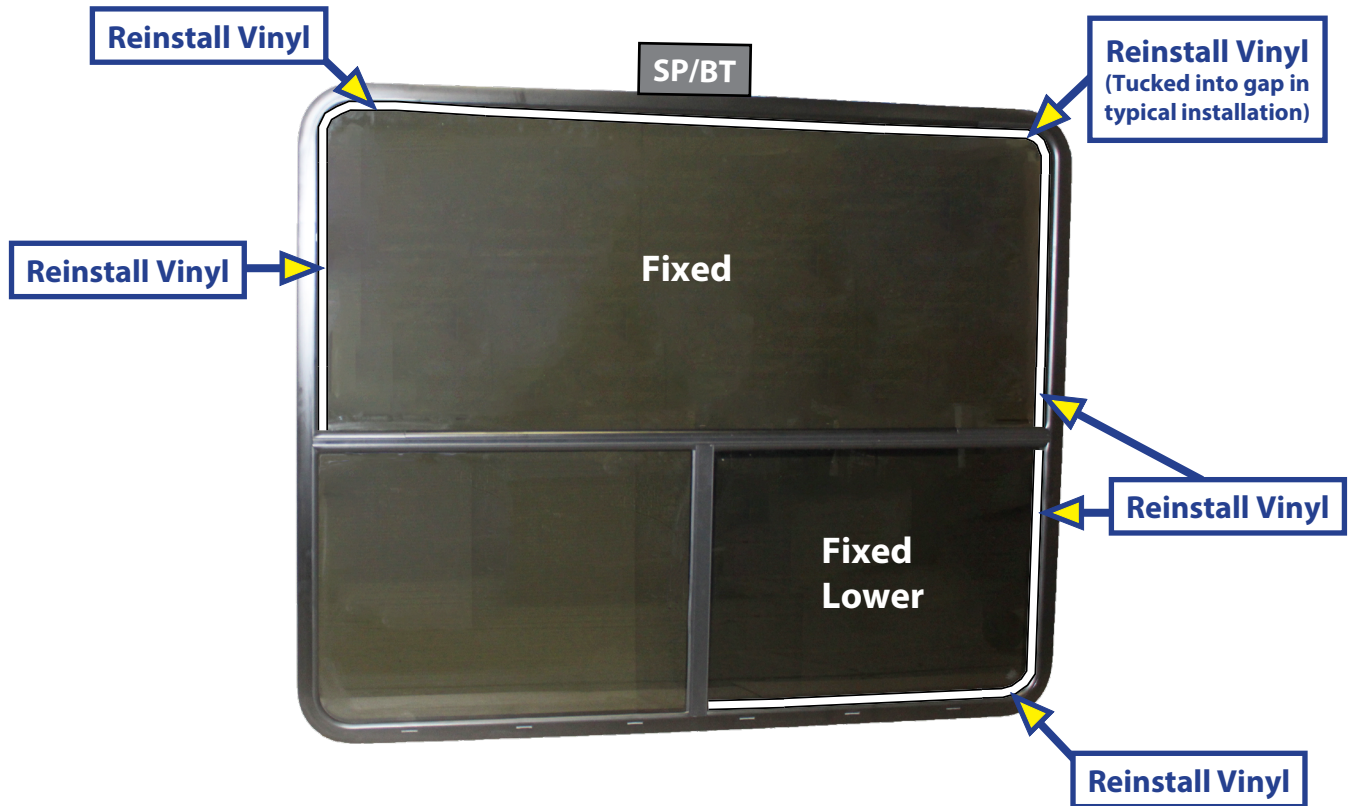
NOTE: Please utilize this table to verify sizes affected of the style window shown above.

PS/BT (Picture Slider Bottom T)
8800 PS/BT 36 X 36 X 9 G20 TP BK 8800-44093
8800 PS/BT 42 X 40 X 9 G20 TP BK 8800-44466
8800 PS/BT 48 X 36 X 9 G20 TP BK 8800-44102
8800 PS/BT 48 X 48 X 20 G20 TP BK 8800-44421
8800 PS/BT 60 X 35 X 20 G20 TP BK RED
8800 PS/BT 60 X 35 X 9 G20 TP BK
8800 PS/BT 60 X 36 X 20 G20 TP BK RED 8800-44172
8800 PS/BT 60 X 36 X 9 G20 TP BK 8800-44106
8800 PS/BT 60 X 42 X 20 G20 TP BK RED 8800-44498
8800 PS/BT 64 X 34 X 20 G20 TP BK RED
8800 PS/BT 70 X 34 X 20 G20 TP BK RED 8800-44176
8800 PS/BT 70 X 46 X 20 G20 TP BK RED
8800 PS/BT 72 X 34 X 20 G20 TP BK RED
8800 PS/BT 72 X 35 X 20 G20 TP BK RED 8800-44036
8800 PS/BT 72 X 48 X 20 G20 TP BK RED 8800-44179



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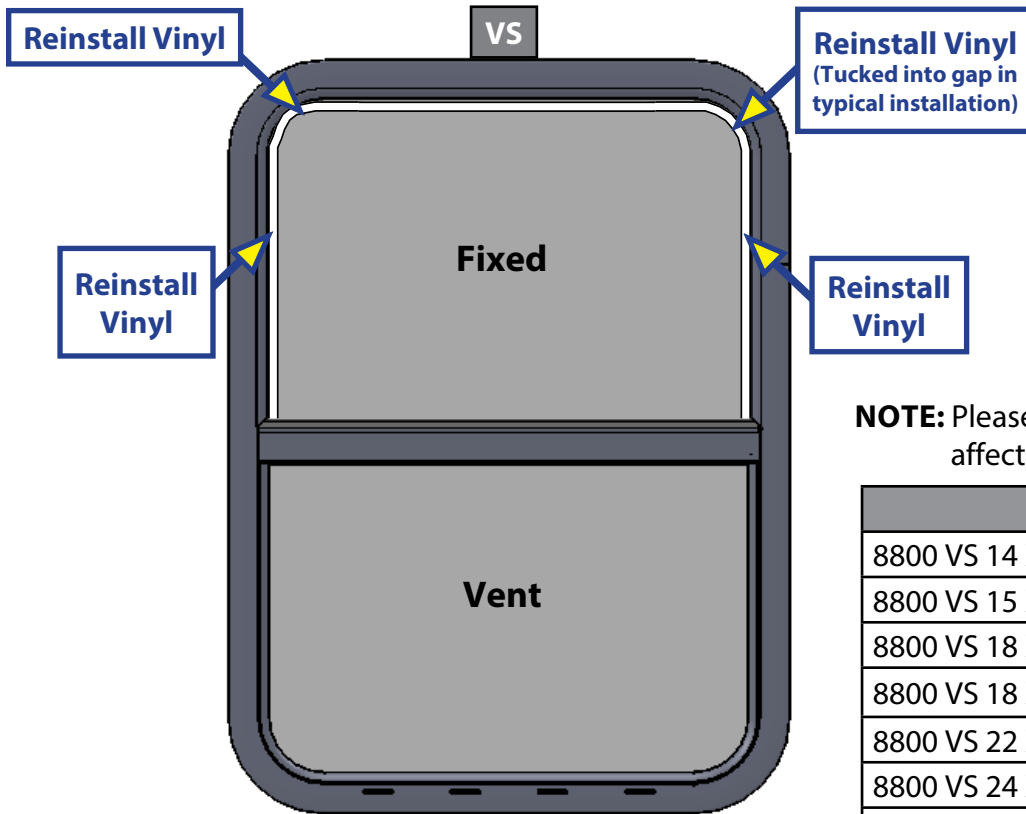
NOTE: Please utilize this table to verify sizes affected of the style window shown above.

SP/BT (Slider Picture Bottom T)
8800 SP/BT 36 x 36 x 9 G20 TP BK 8800-44094
8800 SP/BT 48 x 35 x 9 G20 TP BK
8800 SP/BT 48 x 36 x 9 G20 TP BK 8800-44013
8800 SP/BT 48 X 48 X 20 G20 TP BK 8800-44418
8800 SP/BT 60 X 35 X 9 G20 TP BK
8800 SP/BT 60 X 36 X 20 G20 TP BK RED 8800-44173
8800 SP/BT 60 X 36 X 9 G20 TP BK 8800-44639
8800 SP/BT 60 X 42 X 20 G20 TP BK RED 8800-44499
8800 SP/BT 60 X 42 X 9 G20 TP BK
8800 SP/BT 68 X 36 X 20 G20 TP BK RED 8800-44413
8800 SP/BT 70 X 46 X 20 G20 TP BK RED 8800-44177
8800 SP/BT 72 X 35 X 20 G20 TP BK RED 8800-44454
8800 SP/BT 72 X 35 X 9 G20 TP BK 8800-44403
8800 SP/BT 72 X 40 X 9 CL TP BK 8800-44445
8800 SP/BT 72 X 40 X 9 G20 TP BK 8800-44109
8800 SP/BT 72 X 40 X 9 G55 TP BK 8800-44318



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VS (Vertical Slider)
8800 VS 14 X 22 G20 TP BK 8800-44116
8800 VS 15 X 21 G20 TP BK 8800-44657
8800 VS 18 X 18 G20 TP BK 8800-44124
8800 VS 18 X 22 G20 TP BK 8800-44001
8800 VS 22 X 18 G20 TP BK 8800-44137
8800 VS 24 X 20 G20 TP BK 8800-44142
*8800 VS 27 X 50 G20 TP BK RED 8800-44724

Window Description Abbreviations

SV - Single Vent	VEPW - Venting Egress Picture Window	BTD - Bottom T Double
FV - Full Vent	SP - Slider Picture	TTPS - Top T Picture Slider
SVSE - Single Vent/Side Exit	PS - Picture Slider	TTSP - Top T Slider Picture
FVSE - Full Vent/ Side Exit	DW - Dual Weep	SPFE - Slider Picture Full Exit
SVD - Side Vent Double	VS - Vertical Slider	PSFE - Picture Slider Full Exit
FVD - Full Vent Double	BTSP - Bottom T Slider Picture	VSEG - Vertical Slider Egress
PW - Picture Window	BTPS - Bottom T Picture Slider	PWE - Picture Window Exit
EPW - Egress (or Exit) Picture Window		PPV - Picture Picture Vertical

As a supplier of components to the RV industry, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at (574) 537-8900 or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lci1.com or by downloading the MyLCI app.