

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 20-1066

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

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

September 9, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 through 2020 - Cedar Creek - Hathaway, Silverback and Champagne fifth-wheel travel trailer recreational vehicles and 2019 through 2020- Cedar Creek - Cottage 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 installed icemaker water line union fitting may come apart when under water pressure.

## OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free repair. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Forest River of the issue and provide the TSB number (located at the top of this page) to the dealership. It is also helpful to give the dealership a copy of this letter when you take your vehicle in for the repair.

You may visit [www.forestriverinc.com](http://www.forestriverinc.com) to search for dealer locations.

## HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.00 hours. However, the dealership may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

## DEALERS: WHAT SHOULD YOU DO?

See the attached service instructions.

## MAY FOREST RIVER ASSIST YOU FURTHER?

CUSTOMER SERVICE | (260) 593-4000

## Repair Codes:

Pictures are required for the remedy and is a condition of payment.

## DEALER REPAIR CODES: Dealer Central

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
20-1066	R/R Water Line Union with WATTS PL-3000 Union	10-201066	1.00 HRS.

## DEALER REPAIR CODES: Dealer Connect

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
20-1066	R/R Water Line Union with WATTS PL-3000 Union	SB-397-01--003277	1.00 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 send the service invoice to the following address:

Cedar Creek  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
501 Hawpatch Dr.  
Topeka, IN 46571

Sincerely,

Forest River, Inc.  
Engineer  
Office of Corporate Compliance

# CEDAR CREEK – ICEMAKER UNION – REMEDY INSTRUCTIONS

Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

STEP 1: TURN OFF AND DRAIN WATER FROM ALL WATER LINES;

STEP 2: LOCATE ANY RETAINING STRAPS, FASTENERS, OR OTHER ITEMS IN WHICH MAY HOLD THE REFRIGERATOR IN PLACE WHILE THE VEHICLE IS IN TRAVEL MODEL;

STEP 3: REMOVE AND SET ASIDE RETAINING MECHANISMS;

STEP 4: CAREFULLY PULL THE REFRIGERATOR OUT OF THE OPENING TO ACCESS THE ICEMAKER UNION (*FIGURE 1*);

STEP 5: REMOVE THE ICEMAKER UNION INSTALLED IN THE WATER LINE GOING TO THE REFRIGERATOR (*FIGURE 1*);

STEP 6: IF THE WATER LINE HAD TO BE CUT, ENSURE ALL DEBRIS IS REMOVED FROM THE WATER LINE;

STEP 7: USING THE REPLACEMENT ICEMAKER WATER LINE UNION (WATTS PL-3000) PUSH THE WATER LINES INTO THE UNION ON EACH SIDE (*FIGURE 2*);

STEP 8: GENTLY PULL ON THE WATER LINE ON EACH SIDE OF THE NEW UNION TO ENSURE THE WATER LINE HAS BEEN CAPTURED IN THE UNION;

STEP 9: TURN WATER SOURCE ON AND INSPECT FOR ANY LEAKS (REMEDY ANY LEAK IF PRESENT)

STEP 10: PUSH REFRIGERATOR BACK INTO PLACE AND REPLACE ANY RETAINING MECHANISMS.

**FIGURE 1**



**FIGURE 2**



THANK YOU FOR YOUR HELP