

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1081

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

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

September 24, 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 Salem, Wildwood, Puma XLE and certain 2020 Catalina 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?

Per the notice received from Alpha: "A limited number of units with Alpha Roofing Membrane installed on slide-outs have displayed an adverse reaction in extreme heat conditions where the wiper seal comes into contact with the membrane on the slide when fully extended."

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 to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .30 hours *per slide*. 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?

VENDOR/DIVISION CONTACT	EMAIL/PHONE
ALPHA CUSTOMER SERVICE	warranty@alphallc.us
SALEM/WILDWOOD CUSTOMER SERVICE	(574)295-5206
PUMA CUSTOMER SERVICE	(574) 367-3295
CATALINA CUSTOMER SERVICE	(574) 825-8657

DEALER REPAIR CODES: Dealer Central

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
51-1081	51-1081	10-511081	INSTALL ALPHA DURAPLY TO SLIDE ROOFS	.30 HRS/SLIDE

OR

DEALER REPAIR CODES: Dealer Connect

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
51-1081	51-1081	SB-414-03—003280	INSTALL ALPHA DURAPLY TO SLIDE ROOFS	.30 HRS/SLIDE

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 send the service invoice to the following address:

Salem & Wildwood
Forest River, Inc.
Attn: WARRANTY MANAGER
1803 Century Drive
Goshen, IN 46528

Sincerely,



Forest River, Inc.
Engineer
Office of Corporate Compliance



September 13th, 2019

Re: TECHNICAL SERVICE BULLETIN – Alpha Systems Roofing Membrane on select slide roofs

Dear Alpha System's Customer:

Alpha Systems, LLC is alerting you to a potential issue involving the Alpha Systems Roofing material, installed on the slide roof of units manufactured between 11/1/2018 and 8/15/19.

What is the issue? A limited number of units with Alpha Roofing Membrane installed on slide-outs have displayed an adverse reaction in extreme heat conditions where the wiper seal comes into contact with the membrane on the slide when fully extended. This issue has been known to occur on Rockwood, Flagstaff, Vibe, Hemisphere, Heritage Glen, Salem, Wildwood, Catalina and Puma slide roofs manufactured within the stated period.

Dealers: What should you do? • Please inspect and apply preventative maintenance products to any slide out roofs that fall within the production period of 11/1/18 and 8/15/19 on the listed Forest River makes. Check for an adverse reaction of the membrane, paying special attention to where the wiper seal comes in contact with the membrane when fully extended. • Please note the unit's VIN, Make, Model and Year, as well as your dealer information. Preventative measures need to be taken to eliminate this from happening in the future, Alpha Systems has a kit for this. • Upon approving a claim, Alpha Systems will ship appropriate materials to fix the unit. Max time allowed for inspection .3 hours per slide out roof.

Dealers: How do I repair the affected Alpha Roof membrane? Instructions for completing the repair are included with this bulletin. Please contact warranty@alphallc.us if you have questions or file the claim directly with Forest River.

May Alpha Systems, LLC assist you further? Email any questions or pictures to Monica McCabe at warranty@alphallc.us

Sincerely,
Alpha Systems, LLC

5120 Beck Drive ♦ Elkhart, IN 46516 ♦ Phone #574-295-5206 ♦ Fax #574-970-2703

ALPHA DURAPLY SLIDE-OUT REPAIR

MATERIALS NEEDED:

- PART NUMBER: DPT.33AL - .33 (4") X 14' DURAPLY – ALMOND 4.62 SF/ROLL
- PART NUMBER: DPT.33BE - .33 (4") X 14' DURAPLY – BEIGE 4.62 SF/ROLL
- PART NUMBER: DPT.33GY - .33 (4") X 14' DURAPLY – GRAY 4.62 SF/ROLL
- PART NUMBER: DPT.33WH - .33 (4") X 14' DURAPLY – WHITE 4.62 SF/ROLL
- LADDER;
- DROP CLOTH;
- ISOPROPYL ALCOHOL;
- BOX OF RAGS;
- BOX OF BLACK BINDER CLIPS;
- SCISSORS;
- ALPHA DURAPLY ROLLS WITH TAPE;
- SMALL 2" PIECES OF PEEL AND STICK TAPE (TWO SIDED);
- SMALL QUART OF CLEANER.

STEP 1: SET UP LADDER FOR EXTENDED SLIDE OUTS (*proceed with step 2*) OR REPAIR FROM INSIDE IF SLIDE OUT IS IN (*go to step 4*);

STEP 2: PLACE DROP CLOTH ON TOP OF SLIDE ROOF;



STEP 3: USING LARGE BINDER CLIPS, CLIP EXISTING TOP WIPER SEAL TO BULB SEAL APPROX EVERY 12";



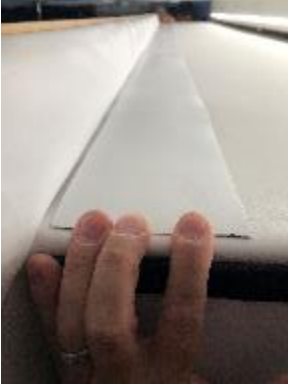
STEP 4: CLEAN SLIDE-OUT ROOF AREA WHERE THE TOP WIPER SEAL TOUCHES THE ROOF WITH ISOPROPYL ALCOHOL;

STEP 5: CUT OFF END OF DURAPLY IF ANY EXCESS TAPE IS PRESENT;



ALPHA DURAPLY SLIDE-OUT REPAIR

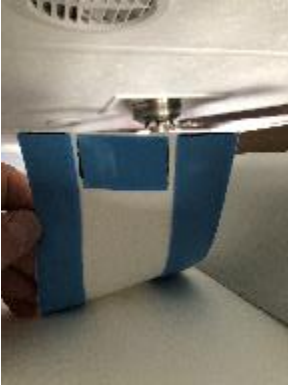
STEP 6: SIZE PIECE OF DURAPLY TAPE FOR THE LENGTH OF THE SLIDEOUT;



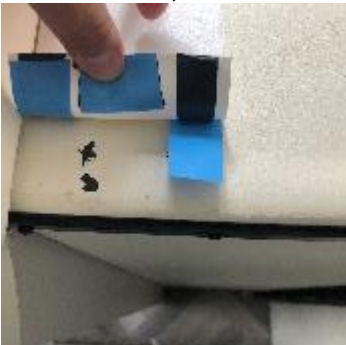
STEP 7: CUT DURAPLY TO APPROPRIATE LENGTH WITH SCISSORS (*DO NOT USE A KNIFE OR BOX CUTTER*);



STEP 8: PLACE A SMALL 2" PIECE OF TAPE ON EACH END OF THE DURAPLY EDGE TO HELP LAY FLAT;

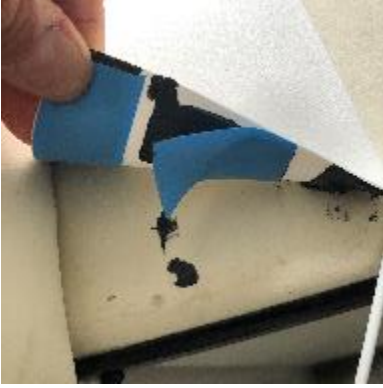


STEP 9: (a) PULL OUTSIDE STRIP OF TAPE OFF DURAPLY AND USE A HAND TO PRESS DURAPLY DOWN FLAT; (b) CONTINUE TO PULL TAPE OFF TOWARDS OPPOSITE END OF THE SLIDE OUT, USING A HAND TO PRESS DOWN AFTER THE TAPE RELEASES;



ALPHA DURAPLY SLIDE-OUT REPAIR

STEP 10: PULL OFF SMALL 2" PIECE OF TAPE ON SLIDE OUT END TO HELP LAY FLAT;



STEP 11: PULL INSIDE STRIP OF TAPE OFF DURAPLY AND USE A HAND TO PRESS DURAPLY DOWN FLAT AND THEN REPEAT STEP 9b (STOP PULLING TAPE BEFORE END OF SLIDE);



STEP 12: PULL OFF REMAINING 2" TAPE AND INSIDE TAPE EDGE TO COMPLETE CORNER; PRESSING DOWN TO LAY FLAT;



STEP 13: CLEAN UP.