

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 310-1070

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

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

November 5, 2019

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 2020 Coachmen Mirada - MDA32SS Class A 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 slide mechanism may not have been installed within optimal operating tolerance.

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 4.00 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?

CONTACT	PHONE	EMAIL ADDRESS
CUSTOMER SERVICE	(574) 825-8212	tbuss@forestriverinc.com
CUSTOMER SERVICE	(574) 825-8317	swambaugh@forestriverinc.com

Repair Codes:

Pictures are required for the remedy and/or inspection after installation.

DEALER REPAIR CODES: Dealer Central

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
310-1070	PERFORM SLIDE AND/OR SLIDE MECHANISM REMEDY	10-311070	4.00 HRS.

DEALER REPAIR CODES: Dealer Connect

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
310-1070	PERFORM SLIDE AND/OR SLIDE MECHANISM REMEDY	SB-426-09--003279	4.00 HRS.

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:

Coachmen Class A
Forest River, Inc.
Attn: WARRANTY MANAGER
1310 CR 37
Middlebury, IN 46540

Sincerely,

A handwritten signature in black ink, appearing to read "Keith Fisher".

Forest River, Inc.
Engineer
Office of Corporate Compliance

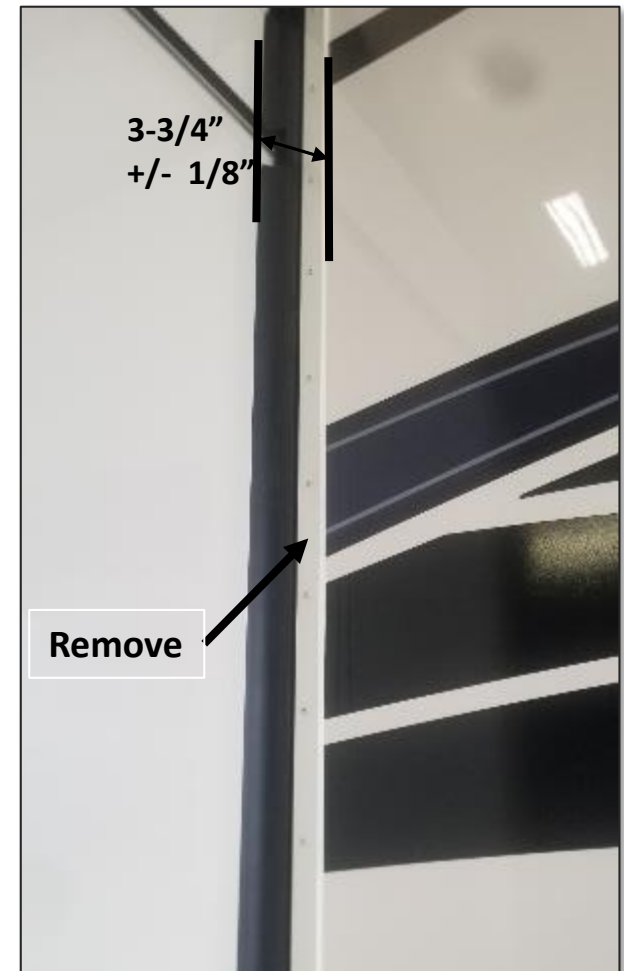
Slide Repair Guide

Power Gear Slim Rack

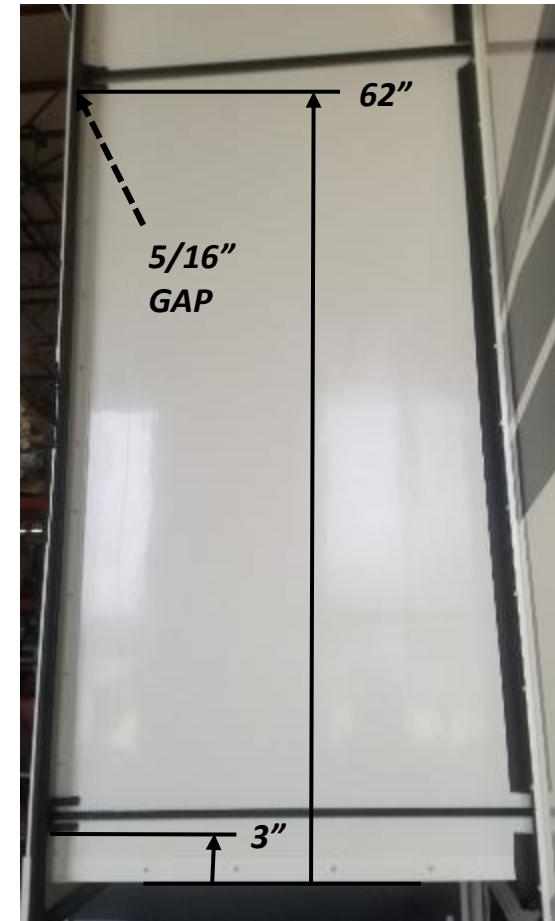
- <https://youtu.be/kv3OQ6xDWHI>

4. ATTEMPT TO REPROGRAM THE SYSTEM PER THE PROCESS SHOWN IN THE LINKED VIDEO.

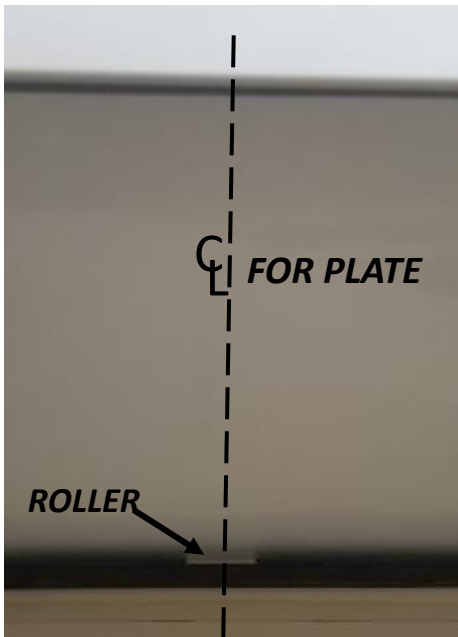
5. VERIFY THE SLIDE COLUMN CLEARANCES. IF COLUMNS ARE NOT MEASURING TO THE SPEC OF 3-3/4" +/- 1/8" FROM COLUMN TO ENDWALL THEN COLUMNS NEED RELEASED. TRIM COVERS WILL BE INSTALLED OVER THE RACK, YOU MAY NEED TO REMOVE THESE TO ACHIEVE AN ACCURATE MEASUREMENT. COLUMNS WILL NEED TO BE UNSCREWED FROM THE SIDEWALL ON THE INSIDE AND OUTSIDE OF THE MOTORHOME. ONLY RELEASE ONE END OF THE ROOM AT A TIME UNLESS INTENT IS TO REMOVE THE ROOM COMPLETELY. FOR SAFETY REASONS ANY TIME A MECHANISM IS LOOSE A SUPPORT DEVICE SHOULD BE UNDER THAT END OF THE SLIDE ROOM. ROOM OPENING MAY NEED GROUND TO REMOVE FLASHING AND ANY BUILD UP ON SLIDE OPENING. ONCE TARGET MEASUREMENT IS ACHIEVED RESECURE RACKS. MEASUREMENTS SHOULD BE TAKEN WITH THE ROOM AT MID STROKE WITH THE ROOM IN TIME TO THE SIDEWALL. MEASURE TOP AND BOTTOM JUST ABOVE OR BELOW OF THE GEAR RACKS.



7. WHILE THE ROOM IS STILL SUPPORTED THE TOP GEAR RACK SHOULD BE RELEASED FROM THE SLIDE ENDWALL. A 5/16" SHIM NEEDS PLACED BETWEEN THE HORSESHOE OF THE GEAR RACK AND T-BAR AT THE TOP EXTERIOR MOUNTING LOCATION ONLY. THIS WILL BE FOR PLACEMENT ONLY AND WILL BE REMOVED. BEFORE RESECURING THE GEAR RACK TO ENDWALL AT THIS NEW LOCATION MEASUREMENTS SHOULD BE TAKEN FOR VERTICAL PLACEMENT. THE HORSESHOE PLACEMENT MEASUREMENTS SHOULD BE AT 3" AND 62" RESPECTIVELY TO THE BOTTOM OF THE HORSESHOES AT THE ENDWALL FROM THE BOTTOM RAIL. THIS WILL ENSURE THAT THE GEAR RACKS ARE RUNNING IN PARALLEL, ADJUST IF NEEDED AND RESECURE.



7. INSTALL ROLLER PLATES ON BOTTOM OF SLIDE FLOOR TO BE DIRECTLY CENTERED OVER EXTERIOR ROLLERS. WHEN PLATES ARE INSTALLED THEY ARE TO BE FLUSH WITH THE T-BAR ON EXTERIOR AND MUST EXTEND BEYOND SUPPORT ROLLERS. IF INTERIOR ROLLERS ARE PRESENT THEN THE PLATE WILL NEED RAN BEYOND THOSE AS WELL.



8. BULB SEAL LOCATED ON THE SLIDE ROOM T-BAR WILL NEED TO BE REMOVED. BULB SEAL ON THE SIDEWALL SLIDE PAN WILL NEED TO BE REPLACED WITH A TALLER BULB SEAL TO ACCOMPLISH PROPER COMPRESSION WHEN CLOSED.

