

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1058

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

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

November 12, 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 and 2020 – R. POD 189, 190 and certain 2020 – R. POD 195 and 196 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 medicine cabinet may detach from the bathroom wall during transit.

## **OWNERS: WHAT SHOULD YOU DO?**

Please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for arranging 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?**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-1612

## **Repair Codes:**

Prior Authorization is required for verification purposes. Pictures are not required.

## **DEALER REPAIR CODES: Dealer Central**

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
51-1058	10-511058	REINSTALL MEDICINE CABINET IN BATHROOM	1.00 HRS.

**OR**

## **DEALER REPAIR CODES: Dealer Connect**

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
51-1058	SB-467-13--003293	REINSTALL MEDICINE CABINET IN BATHROOM	1.00 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:

R. POD  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2405 Century Dr.  
Goshen, IN 46528

Sincerely,



Forest River, Inc.  
Engineer  
Office of Corporate Compliance

## R. POD - RPT189, RPT190, RPT195 & RPT196 – MEDICINE CABINET – 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: LOCATE THE MEDICINE CABINET IN THE VEHICLE;

STEP 2: USE A MAGNET TO LOCATE THE GALVANIZED BACKER(S) IN THE WALL THE MEDICINE CABINET IS MOUNTED TOO

STEP 3: ENSURE THE FASTENERS ARE ALIGNED WITH THE BACKER(S) (NOTE: THE BACKERS ARE 3" WIDE EACH)

STEP 4: MEASURE FROM THE MEDICINE CABINET TO THE CEILING/SIDEWALL MEET AND RECORD THAT MEASUREMENT;

STEP 5: IF THE MEDICINE CABINET IS NOT ALIGNED WITH THE BACKER(S), REMOVE THE FASTENERS THAT MOUNT THE MEDICINE CABINET TO THE WALL;

STEP 6: CONFIRM THE LOCATION OF THE BACKERS WITH THE MAGNET THEN SLIDE THE MEDICINE CABINET LEFT OR RIGHT, **AS NEEDED**, DEPENDING ON THE LOCATION OF THE BACKER(S), **MAINTAINING THE MEASUREMENT FROM THE CEILING FROM STEP 4**, THEN REFASTEN THE MEDICINE CABINET TO THE WALL. YOU WILL FEEL THE FASTENER "GRAB" THE BACKER(S);

STEP 7: IF THE BACKER(S) ARE TOO FAR APART TO REMOUNT THE MEDICINE CABINET, YOU WILL NEED TO USE A HOLLOW WALL ANCHOR (MOLLY ANCHOR) TO FASTEN THE MEDICINE CABINET TO THE WALL. FIRST, CONFIRM THE LOCATION OF THE BACKERS WITH THE MAGNET THEN SLIDE THE MEDICINE CABINET LEFT OR RIGHT, **AS NEEDED**, DEPENDING ON THE LOCATION OF THE BACKER(S), **MAINTAINING THE MEASUREMENT FROM THE CEILING FROM STEP 4**;

STEP 8: IF YOU ARE ABLE FASTEN THE LEFT OR RIGHT SIDE WHILE **MAINTAINING THE MEASUREMENT FROM THE CEILING FROM STEP 4**, OF THE MEDICINE CABINET INTO A BACKER AND THE OPPOSITE SIDE MISSES A BACKER, MEASURE, MARK AND DRILL THE APPROPRIATE SIZE HOLES FOR THE MOLLY ANCHORS AND FASTEN THE MEDICINE CABINET INTO THE BACKER ON ONE SIDE WHILE FASTENING THE OTHER SIDE INTO THE MOLLY ANCHORS;

**STEP 9: AS REQUIRED:** IF YOU ARE **UNABLE** TO LOCATE ANY BACKER(S) WITH A MAGNET; MEASURE, MARK AND DRILL THE APPROPRIATE SIZE HOLES FOR THE MOLLY ANCHORS AND FASTEN THE MEDICINE CABINET INTO THE MOLLY ANCHORS WHILE **MAINTAINING THE MEASUREMENT FROM THE CEILING FROM STEP 4**;

STEP 10: ENSURE CLEANLINESS OF THE WORK AREA;

STEP 11: CLAIM THE REPAIR CODE AS MENTIONED IN THE NOTIFICATION.