

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 15-1110

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

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

November 20, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2020 – Cardinal fifth-wheel recreational vehicles manufactured between June 2019 through August 2019. Please see the information attached and 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?

A limited number of outer dome skylights have displayed cracks soon after installation. Cracks may originate at the flange of the skylight and extend outward. The cracks may lead to water infiltration of the vehicle if left unchecked.

DEALERS: WHAT SHOULD YOU DO?

Please review the included remedy instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(574) 296-7700

Dealer Central Repair Codes:

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
15-1110	R/R Skylight (With Photos)	10-151110	1.00 HRS

Dealer Connect Repair Codes:

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
15-1110	R/R Skylight (With Photos)	SB-460-01-003313	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 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,

Keith Fisher
Forest River, Inc.
Engineer
Office of Corporate Compliance

15-1110 - CARDINAL SKYLIGHT – 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: FROM THE ROOF SIDE OF THE UNIT, REMOVE THE COMPLETE SKYLIGHT;

STEP 2: PREPARE THE REPLACEMENT 24" X 36" PART NUMBER 177079 POLYCARBONATE SKYLIGHT AS FOLLOWS;

- APPLY ¼ INCH BY ¾ INCH BUTYL TAPE TO THE BOTTOM OF THE SKYLIGHT SCREW FLANGE.

STEP 3: USE ALFA SEAL PART # N102106T ON IT AND NOT THE DÉCOR SEAL SO THAT IT DOES NOT CRACK AGAIN

STEP 4: POSITION THE REPLACEMENT SKYLIGHT AND INSTALL THE NEW SKYLIGHT TO THE UNIT USING 1 ¾ INCH SCREWS;

STEP 5: FINISH BY APPLYING SEALANT TO THE FLANGE OF THE REPLACEMENT SKYLIGHT OVERLAPPING ONTO ANY OF THE ORIGINAL SEALANT;

SAMPLE OF CRACKED SKYLIGHT

