

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 40-1164

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

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

May 7, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2020 - Berkshire - BEA45A-450, BEA45B-450 and BEA45CA-450 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 side access door of the generator may not be able to be opened for servicing.

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 .50 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?

Please see the included remedy instructions, order Kit # F100175895 from Berkshire.

MAY FOREST RIVER ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
BERKSHIRE CUSTOMER SERVICE	(574) 522-1368

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
40-1164	SB-512-03-00-003445	INSTALL SPACER TUBES PER REMEDY INSTRUCTIONS	.50 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:

Berkshire Class A
Forest River, Inc.
Attn: WARRANTY MANAGER
1800 West Hively
Elkhart, IN 46517

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance



TECHNICAL SERVICE BULLETIN

2020 BERKSHIRE-XLT 10K GENERATOR RAISE

Creation Date: 2/18/2020
Revision Level: 1
Rev Date: N/A

Condition:

This Technical Service Bulletin ensures that the side access door of the generator can be opened for servicing on 2020MY units with I.F.S

ITEMS REQUIRED: Kit Number - F100175895

- 1.) Two spacer tubes part number 0210-501766
- 2.) Four 3/8"-16 x 2-1/2" bolts
- 3.) Four 3/8" flat washers

TOOLS REQUIRED:

- 1.) Floor Jack
- 2.) 9/16" socket with either a ratchet or impact wrench
- 3.) 4 x 4 wood block

PRIOR TO BEGINNING THIS PROCEDURE ENSURE THE VEHICLE IS PARKED IN A SECURE WELL VENTILATED AREA, ON LEVEL GROUND.

Verification:

Prior to performing any repairs please confirm via visual inspection that a concern exists or by contacting Forest River Berkshire Warranty Service at (574) 522-1368.

NOTE: Use the following process for the **Service Procedure:**

1. Locate 4 bolts that attach the generator to the slide tray; (Fig-1)
2. Loosen the bolts to a point that they are just started in threads;
3. Place jack and wood block under generator and lift the generator until there is a minimum of 1" gap between generator and the tray; (Fig-2)
4. Remove the front 2 bolts, place the new spacer tube(s) between generator and the flat strap that's installed in the slide tray; (Fig-3)
5. Insert the new longer bolts;
6. Repeat steps 4 & 5 for rear bolts;
7. Lower generator and remove jack;
8. Tighten new bolts.



TECHNICAL SERVICE BULLETIN

2020 BERKSHIRE-XLT 10K GENERATOR RAISE

Creation Date: 2/18/2020
Revision Level: 1
Rev Date: N/A

Fig 1

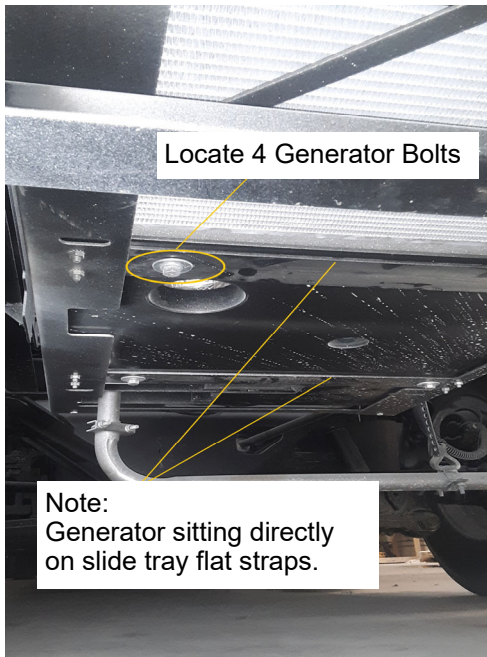
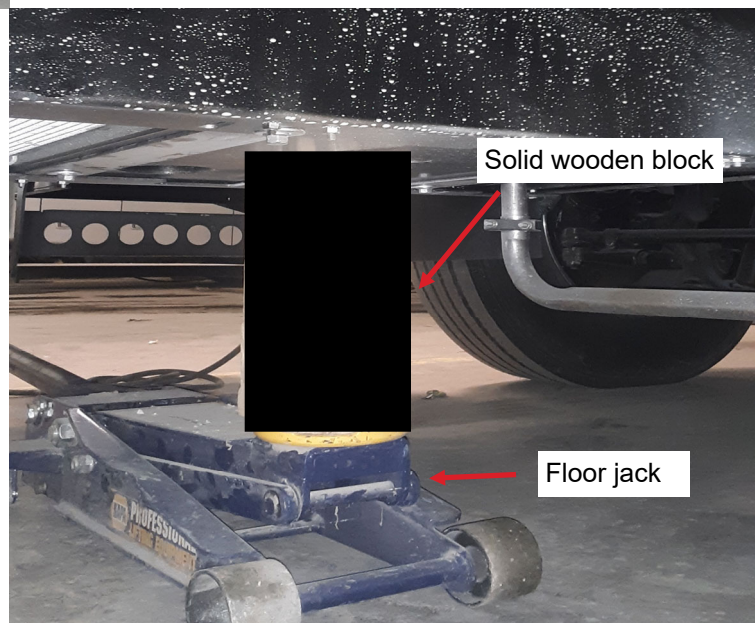


Fig 2



Warranty Labor Rate: 0.5 hrs

Contact Information:
Forest River Berkshire Warranty Dept.
574-522-1368



TECHNICAL SERVICE BULLETIN

2020 BERKSHIRE-XLT 10K GENERATOR RAISE

Creation Date: 2/18/2020
Revision Level: 1
Rev Date: N/A

Fig. 3

