

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1086

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

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

May 15, 2020

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 – Surveyor, R. POD and NOBO 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 P-Trap swivel fitting may crack during normal use, potentially allowing water to leak, which may lead to premature degradation of any non-water resistant components.

## **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 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?**

Remedy Instructions are located on Dealer Connect

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

CONTACT	PHONE NUMBER
CUSTOMER SERVICE	(574) 642-1612

## **Repair Codes:**

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

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

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

TSB	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
51-1086	REPLACE P-TRAP SWIVEL FITTINGS - ALL	SB-510-01-00-003449	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 send the service invoice to the following address:


SURVEYOR, R. POD & NO BO  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
2405 Century Dr.  
Goshen, IN 46528

Sincerely,

Forest River, Inc.  
Engineer

Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 51-1086 REMEDY INSTRUCTIONS

	Make(s): Surveyor, R. POD & NOBO Model(s): All Model Year(s): 2018, 2019 and 2020	Repair Code: SB-510-01-00-003449 Allotted Time: 1.00 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The P-Trap swivel fitting may crack during normal use, potentially allowing water to leak, which may lead to premature degradation of any non-water resistant components.	Photo(s) Required: Yes Prior Authorization Required: Yes Part(s) Kit Number: P-Trap & Swivel Fitting Part(s) Return: No

**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: Remove any access panel that a P-Trap is behind;

STEP 2: Access the Swivel Fitting;

STEP 3: Remove Swivel Fitting from Plumbing Line and P-Trap

STEP 4: If the Swivel Fitting was Broken, CONTACT CUSTOMER Service:

STEP 5: If the Swivel Fitting was NOT Broken, Replace with New Part(s) Supplied by Surveyor, R. POD and NO BO Parts and Warranty.

STEP 6: Claim the Repair Code.