

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 425-1172

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

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

June 12, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 – Puma 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 Model Year identifier in the VIN (10th digit) that is printed on the Federal Placard is incorrect.

OWNERS: WHAT SHOULD YOU DO?

Federal Placard Installation:

- The labels are located on the road side of the unit, low on the sidewall or on the upper deck on the same side and on the entry door;
- Wipe off the labels with isotropic alcohol;
- Match the labels and carefully place the new labels directly on top of the old labels

If you are uncomfortable with replacing the Federal Placards, 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 .10 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.

MAY FOREST RIVER ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

| CONTACT | PHONE |
|-----------------------|----------------|
| PUMA CUSTOMER SERVICE | (574) 367-3295 |

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 NUMBER | REPAIR CODE | DESCRIPTION | ALLOWABLE HOUR(S) |
|------------|---------------------|---------------------|-------------------|
| 425-1172 | SB-511-01-00-003477 | R/R FEDERAL PLACARD | .10 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:

PUMA
Forest River, Inc.
Attn: WARRANTY MANAGER
2551 Century Dr.
Goshen, IN 46528

Sincerely,



Forest River, Inc.
Engineer
Office of Corporate Compliance

RECREATIONAL VEHICLE TRAILER CARGO CARRYING CAPACITY

VIN: 5ZT2PTNB1M [REDACTED]

THE WEIGHT OF CARGO SHOULD NEVER EXCEED

952 kg or 2099 lbs

CAUTION:

A full load of water equals 185 kg or 407 lbs of cargo @ 1 kg/L (8.3 lb/gal)

RECREATIONAL VEHICLE TRAILER CARGO CARRYING CAPACITY

Capacité de transport de chargement de caravane de véhicule de récréation

CARGO-CARRYING CAPACITY IS DETERMINED WITH THE FRESH WATER TANKS FULL AND THE WASTE TANKS EMPTY

Capacité de chargement est calculée avec les réservoirs d'eau douce pleins et les réservoirs d'eaux usées vides

| | | | |
|--|---------|--|-----------------------|
| Dry weight/Poids Sec: | 2557 KG | VIN/NOY: | 5ZT2PTNB1M [REDACTED] |
| Cargo carrying capacity: | 767 KG | Capacité de transport de chargement: | 767 KG |
| Calculated with the fresh water tanks full | | Calculé avec les réservoirs d'eau douce pleins | |
| Cold: | 162 KG | Froid: | 162 KG |
| Hot: | 23 KG | Chaud: | 23 KG |
| Mass of waste water tank full: | 260 KG | Masses de réservoirs d'eaux usées pleins: | 260 KG |



TIRE AND LOADING INFORMATION

The combined weight of Cargo should Never Exceed: 952 Kgs or 2099 Lbs

| TIRE | SIZE | COLD TIRE PRESSURE | SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION |
|-------|---------------|--------------------|---|
| FRONT | ST205/75R15/D | 65 PSI / 448 KPA | |
| REAR | ST205/75R15/D | 65 PSI / 448 KPA | |
| SPARE | ST205/75R15/D | 65 PSI / 448 KPA | |



RENSEIGNEMENTS SUR LES PNEUS ET LE CHARGEMENT

Le poids du chargement ne doit jamais dépasser 952 Kgs or 2099 Lbs

| PNEU | DIMENSIONS | PRESSION DES PNEUS À FROID | VOIR LE MANUEL DE L'USAGER POUR PLUS DE RENSEIGNEMENTS |
|------------|---------------|----------------------------|--|
| AVANT | ST205/75R15/D | 65 lb/ps2 448 KPA | |
| ARRIÈRE | ST205/75R15/D | 65 lb/ps2 448 KPA | |
| DE SECOURS | ST205/75R15/D | 65 lb/ps2 448 KPA | |



5ZT2PTNB1M [REDACTED]

Dry Weight: 5638 lbs



Dry Weight: 5638 lbs

MANUFACTURED BY / FABRIQUE PAR: FOREST RIVER, INC.
 VIN/NOY: 5ZT2PTNB1M [REDACTED] PTT24FBC-425 [REDACTED]
 GVWR/PNEU: 3527 KG 7775 (LB) TIRE/TYRE: TRA/REM
 COUPLER/DATE:

DATE: 03/06/2020

| | GVWR/PNEU | TIRE/PNEU | REMS/DATE | COLD INFL. PRESS/PRESS. DE GONFL. A FROID |
|---------------|-------------------|---------------|-----------|--|
| FRONT/AVANT | 1588 KG (3500 LB) | ST205/75R15/D | 15X6.0J | 448 HP SINGLE DUAL (65 PS/LP) <input checked="" type="checkbox"/> <input type="checkbox"/> |
| INTERM/INTERM | 0 KG (0 LB) | | | 0 HP SINGLE DUAL (0 PS/LP) <input type="checkbox"/> <input type="checkbox"/> |
| REAR/ARRIÈRE | 1588 KG (3500 LB) | ST205/75R15/D | 15X6.0J | 448 HP SINGLE DUAL (65 PS/LP) <input checked="" type="checkbox"/> <input type="checkbox"/> |

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

THIS VEHICLE CONFORMS TO ALL APPLICABLE STANDARDS PRESCRIBED UNDER THE CANADIAN MOTOR VEHICLE SAFETY REGULATIONS IN EFFECT ON THE DATE OF MANUFACTURE.

CE VEHICULE EST CONFORME A TOUTES LES NORMES QUI LUI SONT APPLICABLES EN VERTU DU REGLEMENT SUR LA SECURITE DES VEHICULES AUTOMOBILES DU CANADA EN VIGUEUR A LA DATE DE SA FABRICATION.