

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 225-1173

- 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 2020 through 2021 – Coachmen Galleria GAB24AM, GAB24AM4X4, GAB24FLM and GAB24FLM4X4 Class B Motor Home Recreational Vehicles. Please see the information below and on page two, which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

Uneven surface on the non-skid floor of the shower causing water to pool near or along the drain.

OWNERS: WHAT SHOULD YOU DO?

Please contact Charleston Corporation at the below phone number or email address 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 Charleston Corporation concerning your two-piece shower.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 4.00 hours. However, the Charleston Corporation technicians 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?

Contact Charleston Corporation at the below phone number or email address below to schedule an appointment.

MAY FOREST RIVER OR CHARLESTON CORPORATION ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
Charleston Corp. Customer Service	(574) 546-5222 EXT:2108	servicerequest@diamondtubshowers.com
Forest River Coachmen Class B Customer Service	(574) 825-6225	glegatt@forestriverinc.com

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:

Coachmen Galleria
Forest River, Inc.
Attn: WARRANTY MANAGER
423 N Main St.
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN



Charleston Corporation
1445 Polk Dr.
Warsaw, IN 46582
P: (574)-546-5222



Technical Service Bulletin: 225-1173

Forest River, Inc.
Office of Corporate Compliance
423 N. Main St.
Middlebury, IN 46540

June 9, 2020

Dear Forest River:

Charleston Corporation is alerting you to an issue involving certain two-piece showers, Part Number 181108, which have the drain in a position where the water will pool away from the drain. This two-piece shower is sold to Forest River – Coachmen Class B Motor Homes; the two-piece shower is proprietary to Forest River – Coachmen Class B Motor Homes. 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?

Uneven surface on the non-skid floor of the shower causing water to pool near or along the drain.

WHAT SHOULD YOU DO?

Please have your Owners and Dealers contact Charleston Corporation to schedule an on-site service appointment by a technician at the location of the vehicle at the Owners and/or Dealers convenience. This remedy should not take more than four hours to complete. However, due to locations of and logistics, scheduling and servicing may take extra time to complete.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 4.00 hours. However, the Charleston Corporation technicians may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

MAY CHARLESTON CORPORATION ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
Charleston Corp. Customer Service	(574) 546-5222 EXT:2108	servicerequest@diamondtubshowers.com

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:

Charleston Corporation
Attn: WARRANTY & REPAIR
1445 Polk Drive
Warsaw, IN 46582

Sincerely,
Robert Fuentes
Charleston Corporation
Business Unit Director