

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 225-1190

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

July 1, 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 – Class B Motor Home 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?

According to the Technical Service Bulletin 2020-06-29 received from Carefree of Colorado; “The awning Arms may loosen from the Lead rail on certain Carefree of Colorado model “Freedom Evolution” awnings beginning with style code “IJ.” This can be caused by the incorrect positioning of the Lead rail connector and washer, which attaches the components.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for arranging 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 .60 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 Number F100203450 from Coachmen Class B, free of charge.

MAY FOREST RIVER ASSIST YOU FURTHER?

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-6310

Repair Codes:

Pictures are required for the remedy 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)
225-1190	SB-424-03-00-003499	REMEDY AWNING PER INCLUDED INSTRUCTIONS	.60 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

Coachmen Class B
Forest River, Inc.
Attn: Warranty Manager
423 N. Main St.
Middlebury, Indiana 46540

Sincerely,

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



SERVICE BULLETIN 2020-06-17

DATE: JUNE, 2020

Service

To: Authorized Carefree of Colorado Dealers and Service Centers

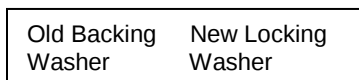
Subject: Lead rail Connector Locking Washer Replacement

For nearly 50 years, Carefree of Colorado has provided the RV Industry innovative, safe, reliable and quality awnings with a focus on first class service and support even after the initial purchase. It has recently been reported in a few instances that the awning Arms may loosen from the Lead rail on certain Carefree of Colorado model "Freedom Evolution" awnings beginning with style code "IJ." This can be caused by the incorrect positioning of the Lead rail connector and washer which attaches the components. To improve connector positioning and eliminate the risk of loosening connectors, a new locking washer system should be installed.

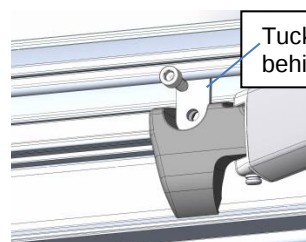
LOCKING WASHER SYSTEM INSTALLATION

Tools: 5mm Hex Drive, #2 Phillips Head drive

- 1) Fully extend the awning.
- 2) Find the Lead rail Securing bolt on each arm, located at the end of each arm. Follow the procedure on one connector at a time.
- 3) Mark the Lead rail connector position prior to loosening the securing bolt. Remove the securing bolt and discard the backing washer. Replace the washer with the new lead rail locking washer, tucking the head of the washer between the fabric channel and the face of the lead rail.

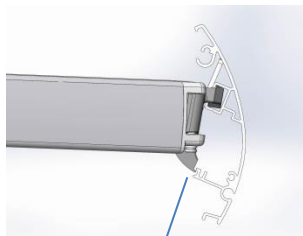


Remove old backing washer

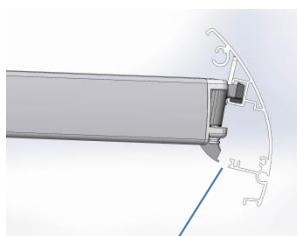


Install new lead rail locking washer

- 4) Re-tighten the bolt to 25-35 in-lbs., paying attention to assure proper angle between connector and Lead rail and left-right positioning of the connector in the Lead rail.

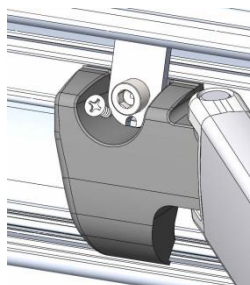


Correct, gap of .125" or less acceptable

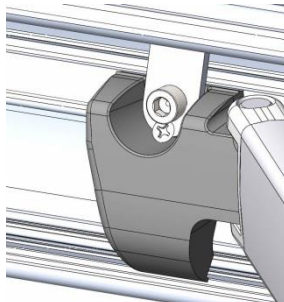


incorrect, gap larger than .125"

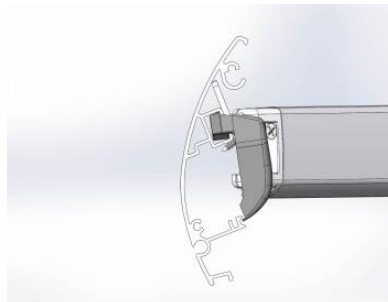
- 5) Install washer locking screw in the Lead rail locking washer slot, located directly below the bolt. It may be necessary to press up on the canopy slightly to obtain the correct angle for driving the screw.



Install screw in cutout on washer



Screw head location, under bolt head



Screw location between lead rail and casting

Dealer Labor Allowance: .60 HOUR FLAT RATE