

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 400-1207

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

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

August 17, 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 – 2021 – Soft Side Truck Camper 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 front roof membrane may not be adequately secured.

### **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](http://www.forestriverinc.com) to search for dealer locations.

### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .40 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
PALOMINO/REAL-LITE CUSTOMER SERVICE Email – <a href="mailto:jsummey@forestriverinc.com">jsummey@forestriverinc.com</a>	(269) 432-3246

### **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)
400-1207	SB-414-05-00-003663	INSPECT ROOF FOR PROPER MEMBRANE SECUREMENT	.10 HRS
400-1207	SB-414-03-00-003664	REPAIR ROOF PER REMEDY INSTRUCTIONS	.40 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:

Palomino/Real-Lite  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1047 E M-86  
Colon, MI 49040-0802

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

# TECHNICAL SERVICE BULLETIN 400-1207 REMEDY INSTRUCTIONS

	Make(s): Soft Side Truck Campers Model(s): See Below Model Year(s): See Below	Repair Code: SB-414-03-00-003664 Allotted Time: .40 HRS Inspection Code: SB-414-05-00-003663 Allotted Time: .10 HRS
	Concern: The fasteners of the edging metal that clamps the roofing material may not be adequately secured to the roof.	Photo(s) Required: Yes, Before/After Prior Authorization Required: Yes Part(s) Kit Number: F100212160 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.

- REAL-LITE TRUCK CAMPER – 2020 – 2021
- ROGUE TRUCK CAMPER – 2020 – 2021
- SOFT SIDE TRUCK CAMPER – 2020 – 2021

STEP 1: APPLY BUTYL TAPE TO THE LONG LEG CORNER EXTRUSION (FIGURE 1);

STEP 2: USE THE LONG LEG CORNER EXTRUSION AND PLACE IT ON THE FRONT OF THE ROOF, FROM CORNER CAP TO CORNER CAP (DRIVERS SIDE TO PASSENGER SIDE) (FIGURE 2);

STEP 3: SECURE THE EXTRUSION DOWN TO THE ROOF WITH THE INCLUDED SCREWS (FIGURE 2);

STEP 4: APPLY SELF-LEVELING ACROSS THE TOP EDGE AND OVER EACH SCREW (FIGURE 3);

STEP 5: APPLY BLACK SEAL ALONG THE EDGE WHERE THE EXTRUSION MEETS THE CORNER CAP AND ALONG THE BOTTOM EDGE WHERE THE EXTRUSION OVERLAPS THE ROOF "T" METAL;

STEP 6: LET DRY COMPLETELY AND CLAIM THE REPAIR CODE.

FIGURE 1



FIGURE 2



FIGURE 3

