

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 205-1264

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

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

December 8, 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 – Coachmen Catalina ACAT293QBCKLE 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 bunkroom door is missing and needs installed.

## **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 (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 1.0 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?**

CATALINA CUSTOMER SERVICE | (574) 825-4995

## **Repair Codes:**

Pictures and part return are required for the remedy and is a condition of payment.

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

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
205-1264	INSPECT FOR BUNKROOM DOOR	SB-599-05-00-003857	.10 HRS.
205-1264	INSTALL BUNKROOM DOOR	SB-599-03-00-003858	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:

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

Sincerely,  
Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 205-1264 REMEDY INSTRUCTIONS



Make(s): CATALINA  
 Model(s): ACAT293QBCKLE  
 Model Year(s): 2021

Concern:  
 THE BUNK ROOM DOOR IS MISSING  
 AND NEEDS TO BE INSTALLED.

Repair Code: SB-599-03-00-003858  
 Allotted Time: 1.00 HRS  
 Inspection Code: SB-599-05-00-003857  
 Allotted Time: .10 HRS  
 Photo(s) Required: YES  
 Prior Authorization Required: YES  
 Part(s) Kit Number: F100237766  
 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: SLIDE ROLLERS ONTO DOOR TRACK AND THEN SECURE TRACK TO CEILING WITH SCREWS (FIG. 1);
- STEP 2: HANG DOOR ONTO ROLLERS AND ADJUST AS NEEDED, CLOSE CLIPS (FIG. 2);
- STEP 3: INSTALL BOTTOM GUIDE ONTO WALL TOWARDS FRONT OF DOOR, ADJUST AS NEEDED (FIG. 3);
- STEP 4: ADJUST DOOR EVEN WITH WALL IN CLOSED POSITION; INSTALL STOP SCREW INTO TRACK TO STOP DOOR FROM OPENING TOO FAR.
- STEP 5: DOOR HUNG INSTALLED AS DESIGNED/INTENDED (FIG. 4)

FIGURE 1

FIGURE 2



FIGURE 3

FIGURE 4

