

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 205-1281

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

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

January 25, 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 Catalina ACAT303QBCKLE 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 incorrect length spring hangers were installed on the vehicle. This condition may not allow the stabilizing jacks to touch the ground when an operator tries to stabilize the vehicle for use.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer and request a service appointment to schedule the free repair within one year of receiving this notice. 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 .80 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
CATALINA CUSTOMER SERVICE	(574) 825-4995

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

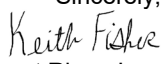
TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
205-1281	SB-455-01-00-003969	R/R INSTALL LONGER STABILIZER JACKS	.80 HRS.

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 205-1281 REMEDY INSTRUCTIONS

	Make(s): CATALINA Model(s): ACAT303QBCKLE Model Year(s): 2021	Repair Code: SB-455-01-00-003969 Allotted Time: .80 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The incorrect length spring hangers were installed on the vehicle. This condition may not allow the stabilizing jacks to touch the ground when an operator tries to stabilize the vehicle for use.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: F100245000 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.

F100245000 - PARTS KIT INCLUDES:

4 – 30" STABILIZER JACKS
 4 – 3/8" x 1" GRADE 5 HEX BOLT
 20 – FLAT WASHERS
 4 – LOCK WASHERS
 4 – HEX NUTS
 12 – 3/8" x 1" SELF DRILLING SCREWS

STEP 1: PLACE THE A NEW JACK FROM THE PARTS KIT BY THE CURRENT FOUR LOCATIONS OF THE CURRENT INSTALLED JACKS;

STEP 2: USE AN IMPACT DRILL OR SOCKET REMOVE THE 3/8" x 1" SELF-DRILLING SCREWS;

STEP 3: USE AN IMPACT DRILL OR SOCKET AND WRENCH, REMOVE THE 3/8" x 1" GRADE 5 BOLT;

- CAREFULLY LOWER AND REMOVE THE STABILIZER JACK FROM THE VEHICLE

STEP 4: INSTALL THE NEW/REPLACEMENT STABILIZER JACK BY USING THE SAME HOLE(S);

- REPLACE ALL HARDWARE WITH THE PROVIDED NEW HARDWARE;
- TAKE CARE TO NOT STRIP OUT THE THREE SELF TAPPING SCREWS;
- INSTALL THE BOLT USING A FLAT WASHER ON THE BOLT HEAD SIDE, A FLAT WASHER AND LOCK WASHER THEN A NUT ON THE OTHER SIDE AND TORQUE TO CORRECT SPECIFICATION;
- IT IS **REQUIRED** TO HAVE A MINIMUM OF ONE BOLT INSTALLED IN EACH JACK FOR SAFETY REASONS;

STEP 5: REPEAT FOR ALL STABILIZER JACKS ON THE VEHICLE.

STEP 6: ONCE ALL FOUR STABILIZERS HAVE BEEN REPLACED, DISCARD OLD STABILIZERS APPROPRIATELY THEN CLAIM THE REPAIR CODE ASSOCIATED.

NOTE:SEE NEXT PAGE FOR PHOTOS.

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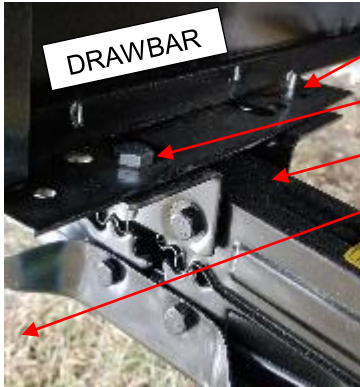
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Part(s) Number: F100245000
Part(s) Return: NO

FRONT JACK



DRAWBAR

3/8" X 1" SELF TAPPING SCREW

3/8" X 1" BOLT

STABILIZER JACK

FRONT OF UNIT

FRONT JACK CONTINUED



3/8" X 1" SELF TAPPING SCREW

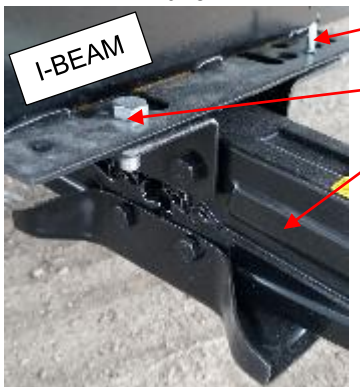
3/8" X 1" BOLT

STABILIZER JACK

FRONT JACK CONTINUED



REAR JACK



I-BEAM

3/8" X 1" SELF TAPPING SCREW

3/8" X 1" BOLT

STABILIZER JACK

