

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 203-1287

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

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

February 23, 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 BCAT184BHS 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?**

On certain vehicles, the air conditioner diverter is installed incorrectly.

## **OWNERS: WHAT SHOULD YOU DO?**

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 .50 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)
203-1287	SB-431-03-00-003973	REMEDY A/C DIVERTER PER REMEDY INSTRUCTIONS	.50 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,  
  
Keith Fisher  
Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 203-1287 REMEDY INSTRUCTIONS

	Make(s): Catalina Model(s): BCAT184BHS Model Year(s): 2021	Repair Code: SB-431-03-00-003973 Allotted Time: .50 HRS Inspection Code: N/A Allotted Time: N/A
	Concern: On certain vehicles, the air conditioner diverter is installed incorrectly.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: N/A 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: REMOVE THE INTERIOR AIR CONDITIONER SHROUD BY REMOVING 8 SCREWS ATTACHING IT TO THE CEILING PANEL;

STEP 2: THEN TWO SCREWS ATTACHING IT TO THE BLACK INTERIOR AIR CONDITIONER FRAME;

STEP 3: REMOVE THE CONTROL KNOBS BY PULLING THE PLASTIC KNOBS STRAIGHT DOWN;

STEP 4: LOCATE THE FOUR BOLTS THAT CLAMP THE BLACK INTERIOR FRAME TO THE AIR CONDITIONER BODY;

STEP 5: **ROTATE** THE BLACK INTERIOR FRAME 180 DEGREES AND RE-ATTACH USING THE SAME BOLTS BACK TO THE EXTERIOR AIR CONDITIONER. TAKE CARE TO DRAW/CLAMP THE AIR CONDITIONER DOWN WITH THE BOLTS AS RECOMMENDED IN THE AIR CONDITIONER INSTALLATION MANUAL TO PREVENT ANY FUTURE LEAKS;

STEP 6: INSTALL AIR BLOCK FROM THE REAR SIDE OF THE INTERIOR AIR CONDITIONER FRAME;

STEP 7: RE-ATTACH THE AIR CONDITIONER SHROUD, TAKE NOTE, THERE MAY BE A LIGHT ON THE REAR SIDE OF THE AIR CONDITIONER THAT MAY NEED TO BE MOVED BACK (REARWARDS) TO ALLOW THE SHROUD TO BE INSTALLED CORRECTLY. ADDITIONALLY, THERE MAY BE TWO HOLES EXPOSED ON THE FRONT SIDE OF THE AIR CONDITIONER SHROUD. THESE HOLES WILL NEED TO BE FILLED OR COVERED.

STEP 8: CLAIM THE REPAIR CODE.

NOTE:  
PHOTOS ON ATTACHED PAGES FOR REFERENCE.

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Model(s): BCAT184BHS  
Model Year(s): 2021

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Repair Code: SB-431-03-00-003973  
Allotted Time: .50 HRS  
Inspection Code: N/A  
Allotted Time: N/A  
Photo(s) Required: YES  
Prior Authorization Required: YES  
Part(s) Number: N/A  
Part(s) Return: NO



Locate the interior A/C shroud.

The "SMALL" grill will be on the rearward side (incorrect)

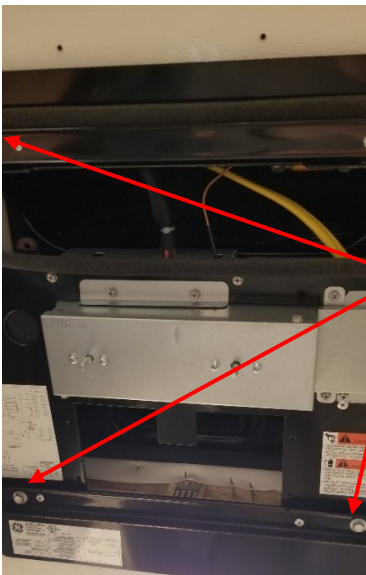
The "LARGE" grill will be on the forward side (incorrect)



Remove 8 screws around the parameter of the shroud.



Remove 2 Philips head screws that secure the shroud to the interior A/C chassis. One on each side of the "SMALL" opening.



Remove the four bolts that clamp the interior black A/C chassis to the exterior A/C.

Detach the interior chassis from all components, **ROTATE** 180 degrees and re-install using the same four bolts.

**Be sure to follow the GE Air Conditioner Installation of how much compression is required!**

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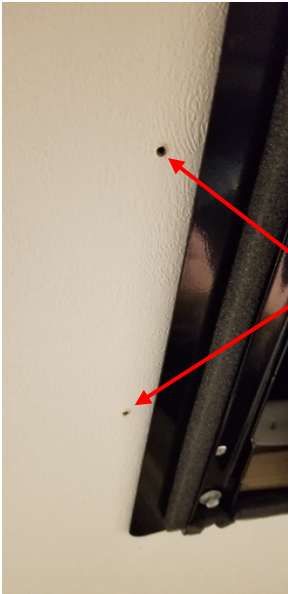
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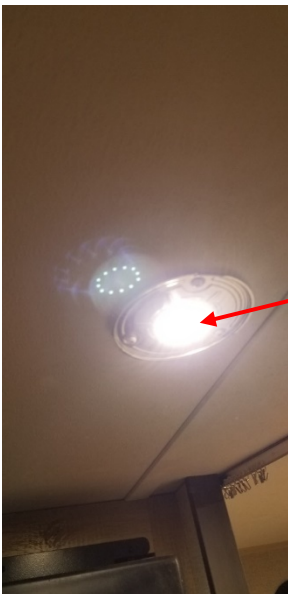
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Re-install the air deflector as show in this photo. If there was not an air deflector installed, be sure to install one in this manor to isolate the air to flow appropriately across the cooling fins of the A/C.



With the interior A/C chassis rotated, on the forward side, there is a potential for two screw holes to be left exposed. These will need to be filled and repaired so they are not visible.



With the interior A/C chassis rotated, on the rearward side, there is a potential for the ceiling light to interfere with the plastic A/C shroud. Move the ceiling light rearward just enough to miss the A/C shroud and still hide any holes it may leave.