

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 15-1308
Expiration Date: April 30, 2022

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

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

March 26, 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 Cardinal and Wildcat Fifth-Wheel 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 pleated shades covering the windows may retract on their own.

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. This TSB will expire on April 30, 2022 or at the end of the Forest River's Manufacture Warranty. 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 .70 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
CARDINAL & WILDCAT CUSTOMER SERVICE	(574) 296-7700

Repair Codes:

Pictures and prior authorization 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)
15-1308	SB-473-03-00-004008	PERFORM PER REMEDY INSTRUCTIONS	.70 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:

Cardinal & Wildcat
Forest River, Inc.
Attn: WARRANTY MANAGER
3603 South Nappanee St.
Elkhart, IN 46517

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 15-1308 REMEDY INSTRUCTIONS

	Make(s): CARINAL & WILDCAT Model(s): MANY, SEE BELOW Model Year(s): 2021	Repair Code: SB-473-03-00-004008 Allotted Time: .70 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The pleated shades covering the windows may retract on their own.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: 940599 Part(s) Return: N/A

Affected 2021 Cardinal Fifth-Wheels: CAF352BHLE, CAF352BHLE-W, CAF366DVLE, CAF366DVLE-W, CAF377MBLE, CAF377MBLE-W, CAF403FKLE and CAF403FKLE-W

Affected 2021 Wildcat Fifth-Wheels: WCF298RLS, WCF298RLS-W, WCF336RLS, WCF336RLS-W, WCF368MB and WCF368MB-W



CORDLESS PLEATED SHADES CORRECTIVE ACTION FOR BALANCING SHADE

WHAT YOU WILL NEED: **FLATHEAD SCREWDRIVER**
WEIGHTS

WE HIGHLY RECOMMEND THAT YOU KEEP SHADE INSTALLED WHILE ADDING WEIGHTS. Please note: Shade below is not installed for photo purposes.

INSTRUCTIONS:

Step 1- Use the flathead screw driver to carefully remove the end cap. The end cap should slide out easily.



TECHNICAL SERVICE BULLETIN 15-1308 REMEDY INSTRUCTIONS

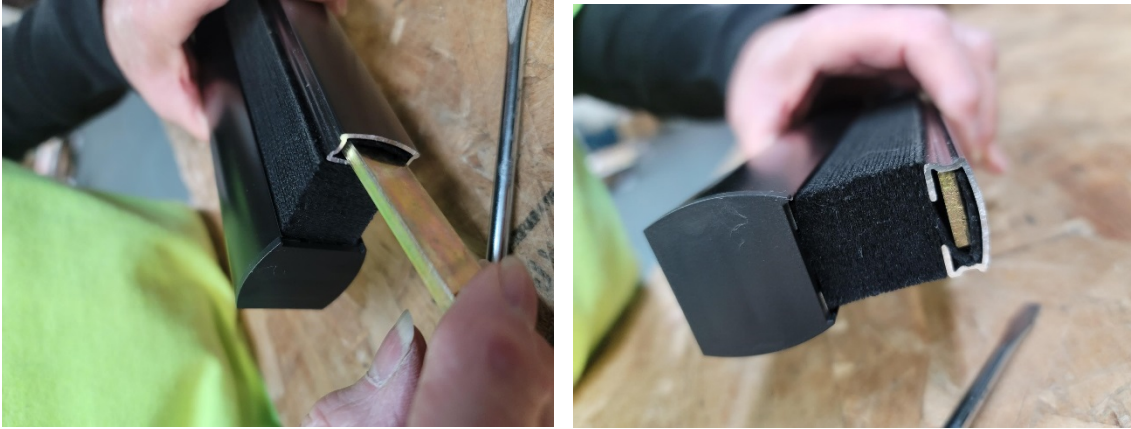


Make(s): CARINAL & WILDCAT
Model(s): MANY, SEE BELOW
Model Year(s): 2021

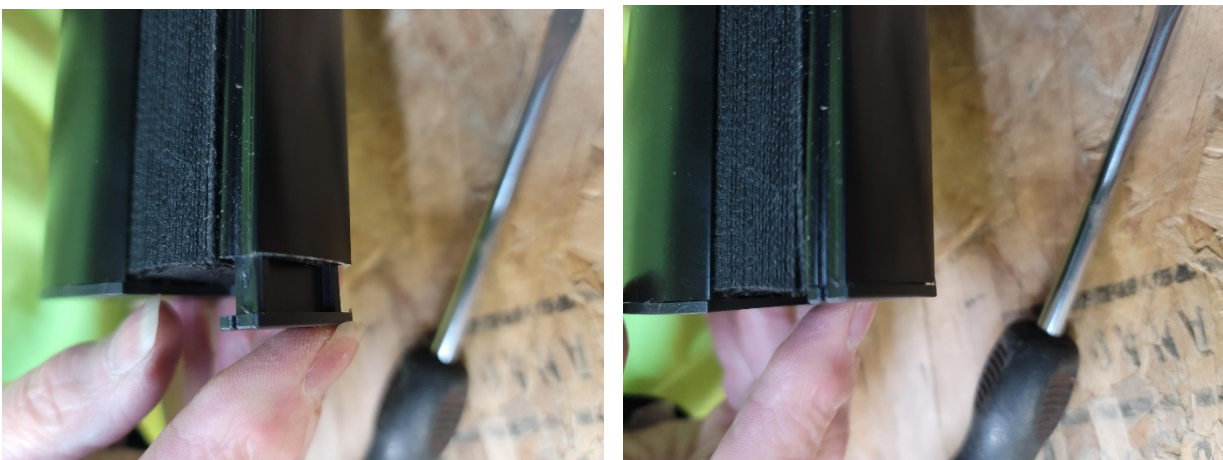
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Repair Code: SB-473-03-00-004008
Allotted Time: .70 HRS.
Inspection Code: N/A
Allotted Time: N/A
Photo(s) Required: YES
Prior Authorization Required: YES
Part(s) Number: 940599
Part(s) Return: N/A

Step 2- Add the weight into the hem bar. Please refer to the chart for additional weight requirements by shade size.



Step 3- Line the end cap up with the headrail and insert it into the rail, pushing it closed. Please note- the curved side of the cap needs to match with the curved side of the rail.



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Curved side of end cap



Curved side of hem bar


Step 4- Repeat on other side

Shade Size:	Width	Drop	Additional weights required
	15	24	2
	15	37	3
	16	38	3
	19	38	4
	26	24	3
	30	44	2
	39	24	3
	51	24	2
	51	37	2
	67	36	6

To determine shade size measure the width and height (drop) of the window and find the size that matches closes on the chart.

For an instructional video visit: UnitedShade.com and click on "How to" videos or scan the QR code below

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IF YOU HAVE ANY QUESTIONS PLEASE REACH OUT TO ALLENA THOMPSON AT UNITED SHADE FOR ASSISTANCE.

574-264-2699 EXT 1303

ATHOMPSON@UNITEDSHADE.COM