

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 502-1357

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

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

June 9, 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 Tandara fifth wheel travel trailer recreational trailers. 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 upper mount(s) for the jack leg(s) may bend vertically which allows the jack(s) to put the cross-shaft and motor into a bind, which will not allow an operator to retract or extend the landing legs of the vehicle.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer 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 to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The dealership will need to schedule an appointment with you for a date to fit into their regular service schedule.

DEALERS: WHAT SHOULD YOU DO?

Dealer Service Procedure can be found on Dealer Connect.

CONTACT	PHONE
TANDARA CUSTOMER SERVICE	(574) 264-6664

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	TIME
502-1357	SB-665-05-00-004068	INSPECT JACK LEG UPPER MOUNTS	.20 HRS.
502-1357	SB-665-03-00-004069	REFORM REMEDY PER INDUCED INSTRUCTIONS	1.50 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:

East to West
Forest River, Inc.
Attn: WARRANTY MANAGER
3000 County Road 6 West
Elkhart, IN 46514

TECHNICAL SERVICE BULLETIN 502-1357 REMEDY INSTRUCTIONS

	Make(s): TANDARA Model(s): MANY, SEE BELOW Model Year(s): 2021	Repair Code: SB-665-03-00-004069 Allotted Time: 1.50 HRS Inspection Code: SB-665-05-00-004068 Allotted Time: .20 HRS
	Concern: The upper mount(s) for the jack leg(s) may bend allowing the jack(s) to put the cross-shaft and motor into a bind, which will not allow an operator to retract or extend the landing legs of the vehicle.	Photo(s) Required: YES, EACH SIDE Prior Authorization Required: YES Part(s) Number: F100272150 Part(s) Return: N/A

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.

MAKES: TDF285RL, TDF286RLOK, TDF320RL, TDF321RLOK, TDF375BHOK, TDF385MB AND TDF386MBOK

STEP 1: SUPPORT THE FRONT OF THE UNIT REMOVING THE LOAD FROM THE LANDING GEAR LEGS (FIG. 1);

STEP 2: USING A 9/16" SOCKET OR WRENCH, REMOVE THE TWO 3/8" CARRIAGE BOLTS THAT HOLD THE LANDING GEAR LEG IN PLACE AND REMOVE THE LEG FROM THE MOUNTING BRACKETS (FIG. 2);

STEP 3: PLACE A BOTTLE JACK DIRECTLY ON TOP OF THE MOUNTING BRACKET. PUSHING AGAINST THE FRAME MEMBER ABOVE THE BRACKET, USE THE BOTTLE JACK TO STRAIGHTEN THE TUBE THAT THE BRACKET IS WELDED TO (FIG. 3);

NOTE: USE A PIECE OF WOOD OR STEEL TO SPREAD THE LOAD ON THE FRAME MEMBER THAT THE JACK IS PUSHING AGAINST, SO THE BOTTLE JACK DOES NOT DAMAGE THE STEEL TUBING.

STEP 4: INSERT THE PROVIDED 1.75" X 1.75" TUBE INTO THE EXISTING 2"X 2" TUBE (FIG. 4);

STEP 5: RELEASE THE PRESSURE FROM THE BOTTLE JACK (FIG. 4);

STEP 6: RUN THE PROVIDED SELF-TAPPING SCREW THROUGH BOTH TUBES TO HOLD THE INSERTED TUBE IN PLACE (FIG. 5);

STEP 7: REINSTALL THE LANDING GEAR LEG USING THE ORIGINAL 3/8" HARDWARE. TIGHTEN UNTIL SNUG (FIG. 6);

NOTE: BE SURE THE LEG IS INSTALLED IN THE CORRECT LOCATION SO THAT THE FLARED "STOP TAB" IS JUST UNDER THE TOP MOUNTING BRACKET.

FIG. 1

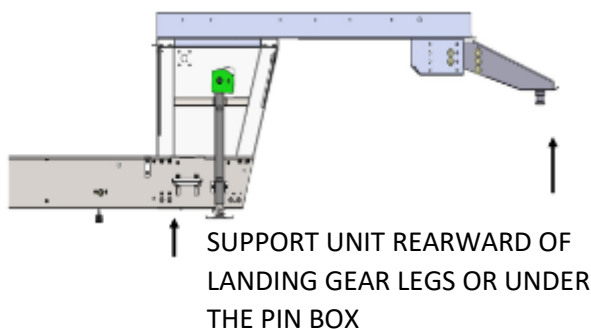
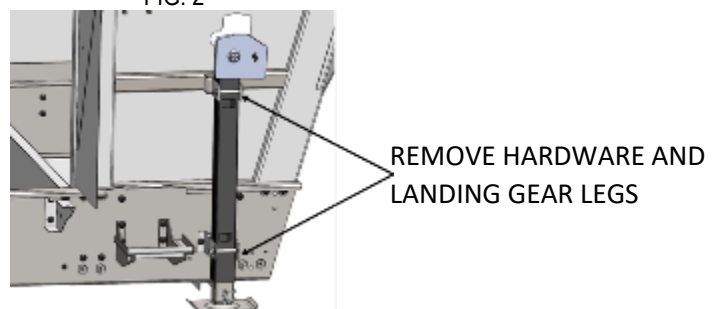


FIG. 2



TECHNICAL SERVICE BULLETIN 502-1357 REMEDY INSTRUCTIONS



Make(s): TANDARA
Model(s): MANY, SEE BELOW
Model Year(s): 2021

Concern: The upper mount(s) for the jack leg(s) may bend allowing the jack(s) to put the cross-shaft and motor into a bind, which will not allow an operator to retract or extend the landing legs of the vehicle.

Repair Code: SB-665-03-00-004069
Allotted Time: 1.50 HRS
Inspection Code: SB-665-05-00-004068
Allotted Time: .20 HRS
Photo(s) Required: YES, EACH SIDE
Prior Authorization Required: YES
Part(s) Number: F100272150
Part(s) Return: N/A

FIG. 3

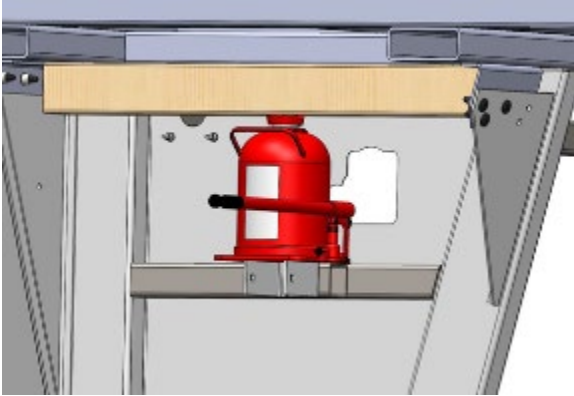


FIGURE 4

INSERT TUBE

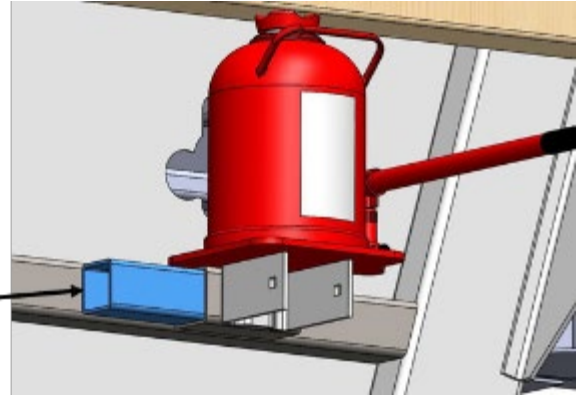


FIG. 5

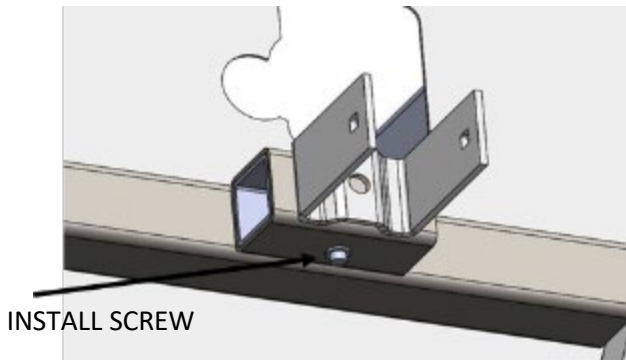


FIG. 6

INSTALL HARDWARE
LOCATE TAB BELOW
UPPER BOLT

