

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 410-1371

Expiration Date: August 31, 2022

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

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

8/2/2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 – COLUMBUS - CMF390RL, CMF390RLW, CMF392MB AND CMF392MBW fifth wheel 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?

Possible poor seal insulation at the return air portion and/or air duct or trunk line of the air conditioner.

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 August 31, 2022 or at the end of the Forest River's Manufacture Warranty. 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 to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 2.50 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?

Dealer Service Procedures are located on Dealer Connect. If more time than 2.50 hrs. is needed, please submit for prior authorization.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE	EMAIL
COLUMBUS CUSTOMER SERVICE	(574) 821-1487	columbusservice@forestriverinc.com

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).

TSB NUMBER	REPAIR CODE	DESCRIPTION	TIME
410-1371	SB-431-19-00-004078	PERFORM REMEDY PER INSTRUCTIONS	2.50 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:

Columbus
Forest River, Inc.
Attn: WARRANTY MANAGER
105 14th Ave.
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 410-1371 REMEDY INSTRUCTIONS

	Make(s): COLUMBUS FIFTH WHEEL Model(s): MANY, SEE BELOW Model Year(s): 2021	Repair Code: SB-431-19-00-004078 Allotted Time: 2.50 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: POSSIBLE POOR SEAL INSULATION AT THE RETURN AIR PORTION AND/OR AIR DUCT OR TRUNK LINE OF THE AIR CONDITIONER.	Photo(s) Required: YES Prior Authorization Required: SEE NOTE Part(s) Number: N/A 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.

MODES: CMF390RL, CMF390RLW, CMF392MB AND CMF392MBW

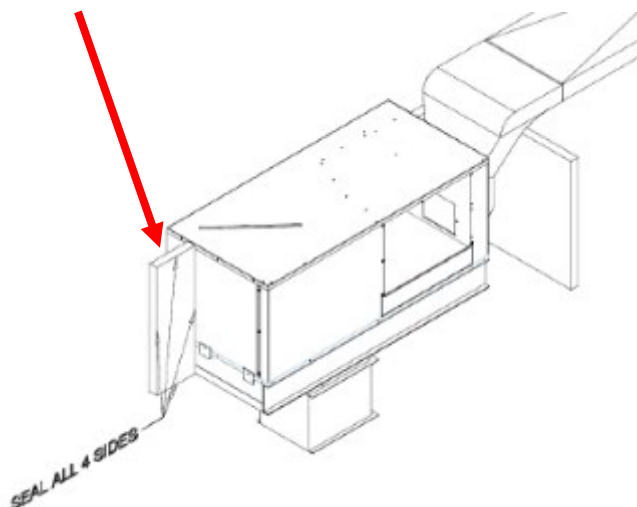
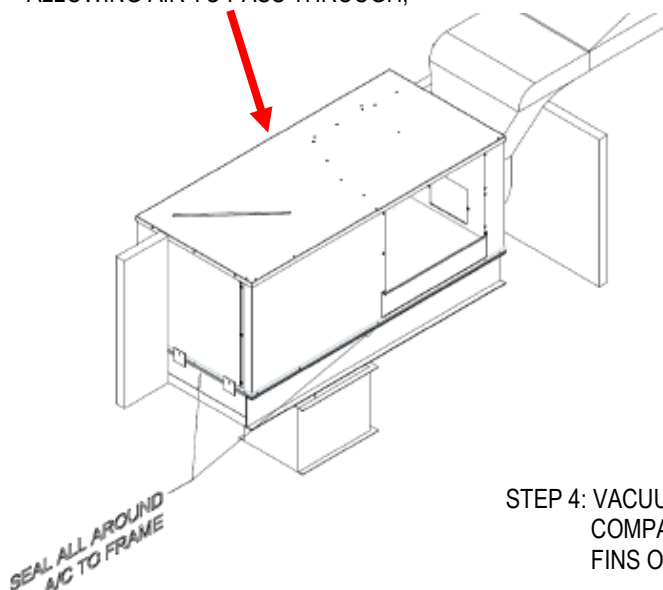
NOTE: IF MORE TIME THAN 2.50 HRS. IS NEEDED, PLEASE SUBMIT FOR PRIOR AUTHORIZATION. PHOTOS OF THE SEALED OFF REAR OF THE AC BEFORE AND AFTER REPAIR IS A CONDITION OF PAYMENT

STEP 1: REMOVE THE PANEL ON THE BACKSIDE OF THE AIR CONDITIONER, WHICH IS ACCESSIBLE FROM THE REAR TRUNK DOOR. CHECK TO SEE IF A 1.5" FOAM PIECE IS BEHIND PANEL. THIS INSULATES AND ADDS STRENGTH TO THE PANEL TO PREVENT DAMAGE FROM STOWED ITEMS. ALSO, CHECK THAT FOAM WAS ADDED TO THE FRONT PORTION OF THE AIR CONDITIONER HOUSING;



STEP 2: REMOVE THE FOAM TO ACCESS THE DIVIDER PANEL. ENSURE THAT THE DIVIDER PANEL IS SEALED ON ALL FOUR SIDES;

STEP 3: CHECK ALL THE WAY AROUND THE AIR CONDITIONER, ALONG THE BOTTOM, TO BE SURE THAT IT'S SEALED TO THE MOUNTING FRAME. SCREWS IN THE FRAME CAN CAUSE THE AIR CONDITIONER TO BE LIFTED SLIGHTLY, ALLOWING AIR TO PASS THROUGH;

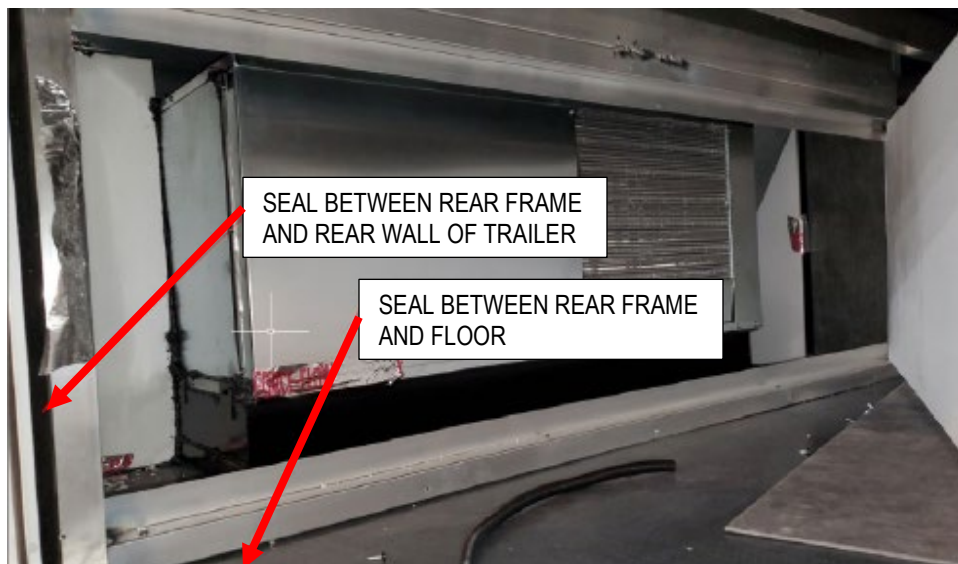


STEP 4: VACUUM OUT ANY FOAM BEADS THAT ARE LEFT IN THE COMPARTMENT, AS THEY TEND TO GET PULLED INTO THE REAR FINS OF THE AIR CONDITIONER.

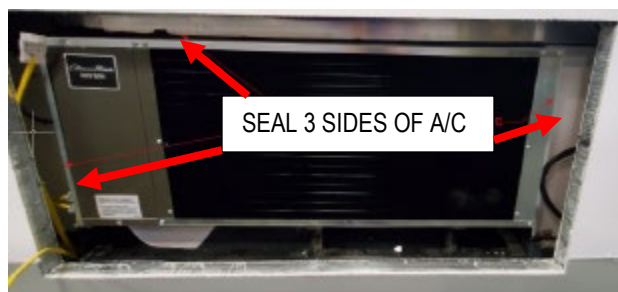
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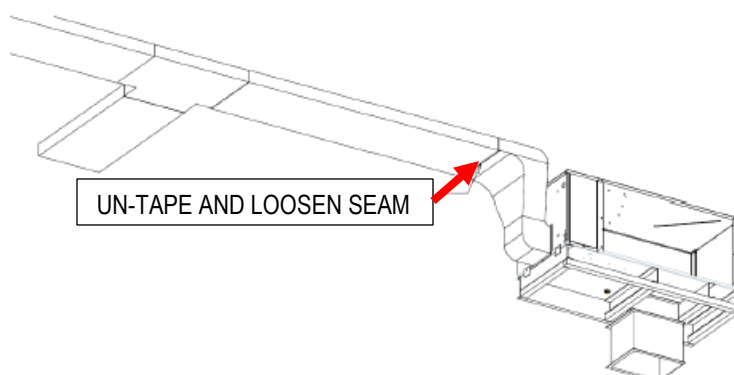
STEP 5: SEAL BETWEEN THE REAR FRAME AND THE REAR WALL OF THE UNIT. ALSO, SEAL BETWEEN THE REAR FRAME AND THE FLOOR OF THE UNIT;



STEP 6: TAKE OFF THE EXTERIOR GRILL AND MAKE SURE THE TOP OF THE AIR CONDITIONER IS SEALED OFF TO THE RETURN AIR AREA. IF IT IS SEALED WITH SILVER FOIL TAPE, IT NEEDS TO BE RESEALED WITH A BLACK FOAM SEAL OR CAULKING;



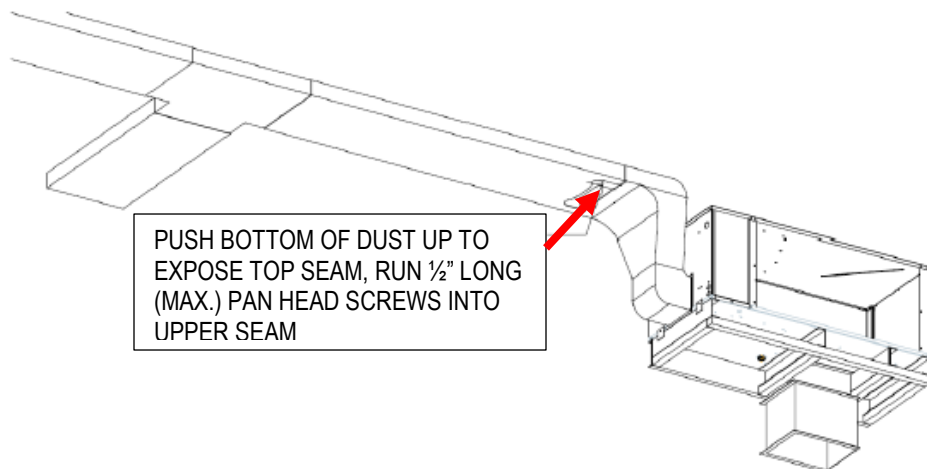
STEP 7: CHECK TO SEE IF AIR IS ESCAPING OUT OF THE DUCTING IN THE AREA SHOWN. THERE HAVE BEEN ISSUES WITH BUCKLING AT THE TOP AND AIR LEAKING. IF AIR IS LEAKING, SEE STEP 8 TO RESEAL;



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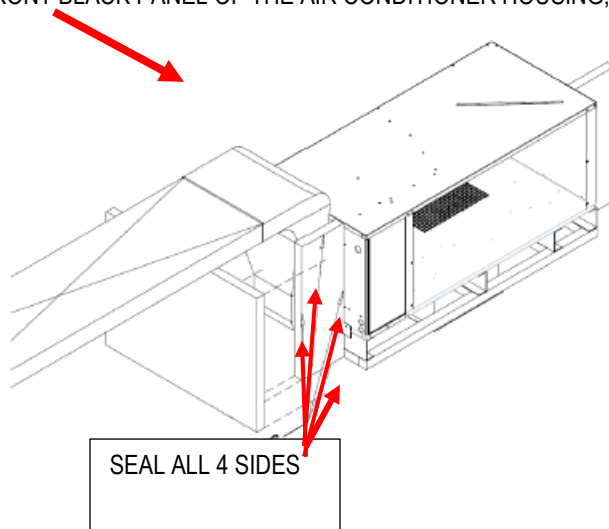
STEP 8: TO RESEAL, PUSH THE BOTTOM OF THE DUCT UP TO REVEAL THE TOP SEAM. RUN 1/2" (MAX) SCREWS THROUGH THE UPPER SEAM INTO THE PLYWOOD FLOOR. BE SURE TO USE SCREWS 1/2" OR LESS TO PREVENT GOING THROUGH THE FLOOR. AFTER THE SEAM IS SECURED, RESEAL THE BOTTOM;



STEP 9: ENSURE THAT THE FRONT OUTBOARD FOAM IS SEALED TO THE FRONT BLACK PANEL OF THE AIR CONDITIONER HOUSING;

STEP 10: MAKE SURE THE DAMPER VENTS IN THE STORAGE AREA ARE SHUT. IN EXTREME HOT WEATHER, THEY CAN BE TAPED OFF TO COMPLETELY SEAL THEM FROM AIR ESCAPING;

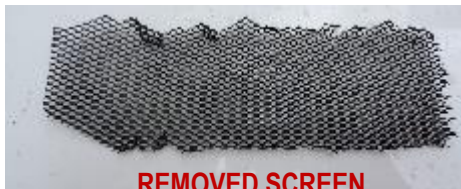
STEP 11: CHECK ANY OTHER VISIBLE DUCTING IN THE STORAGE AREA BY FEELING FOR AIR LEAKING WHILE THE AIR CONDITIONER IS RUNNING.



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STEP 12: FROM UNDERNEATH THE UNIT, LOCATE THE OPENING DIRECTLY UNDER THE AIR CONDITIONER. CAREFULLY CUT OUT AND REMOVE THE SCREEN WITHOUT DAMAGING AIR CONDITIONER OR DUCTING AROUND IT. THE IMAGE TO THE RIGHT HAS THE SCREEN ALREADY REMOVED.



STEP 13: GET AN AMP DRAW FROM THE BLOWER MOTOR TO SEE IF THE BLOWER IS BEING RESTRICTED. ANYTHING BELOW 2.8 AMPS WOULD INDICATE THAT THE BLOWER MOTOR RPMS ARE LOW, INDICATING RESTRICTIONS TO AIRFLOW.



STEP 14: COVER THE AIR CONDITIONER AND TEMPERATURE SENSORS IN A FOAM INSULATION WRAP LIKE THE PICTURE BELOW.

