

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 225-1471

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

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

March 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 – 2022 Coachmen Galleria Class B 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 manufacturing plant installs the bike rack. When in use, the bike rack is causing indentations into the rear door skin on the Mercedes-Benz van body. This is due to an extremely small "foot print" of the bike rack.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for arranging to have the work completed. Please state Coachmen has notified you of the issue and provide the TSB number 225-1471. 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 <https://www.coachmenrv.com/dealer-locator> to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.0 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. Pictures are required inside and outside of door after remedy kit is installed and are a condition of payment in which must be provided with a claim against the repair code(s). No prior authorization is required.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
COACHMEN CUSTOMER SERVICE - WARRANTY	(574) 825-6319
COACHMEN CUSTOMER SERVICE – PARTS	(574) 825-6307

Parts:

F100318075: KIT, TSB 225-1471 SUMMIT BIKE RACK, GALLERIA – This part can be ordered on Dealer Connect

Repair Code:

TSB NUMBER	REPAIR CODE	DESCRIPTION	TIME
225-1471	SB-562-03-00-004166	INSTALL DOOR KIT	1.0 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:

Coachmen Galleria
Forest River, Inc.
Attn: WARRANTY MANAGER
423 N Main St.
Middlebury IN 46540

Sincerely,

Forest River
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 225-1471 REMEDY INSTRUCTIONS

	Make(s): GALLERIA Model(s): MANY, SEE BELOW Model Year(s): 2019 - 2022	Repair Code: SB-562-03-00-004166 Allotted Time: 1.00 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: When in use, the bike rack may cause indentations into the rear door skin on the Mercedes-Benz van body.	Photo(s) Required: YES, AFTER (INSIDE & OUT) Prior Authorization Required: NO Part(s) Number: 108079_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.

CERTAIN MODELS: GAB24AM, GAB24AM4X4, GAB24FLM, GAB24FLM4X4, GAB24QM, GAB24QM4X4, GAB24TM & GAB24TM4X4

STEP 1: ENSURE THE VEHICLE HAS A FACTORY INSTALLED BIKE RACK. THE BIKE RACK IS OPTIONAL FROM THE FACTORY. THE VIN SHOULD BE CHECKED IN DEALERCONNECT, THE VEHICLE WILL HAVE A FLAG FOR A CAMPAIGN IF AFFECTED;

STEP 2: ORDER THE KIT: **F100318075: KIT, TSB 225-1471 SUMMIT BIKE RACK, GALLERIA – This part can be ordered on Dealer Connect**

STEP 3: INSTALL THE REMEDY KIT: PER THE "SUMMIT PRODUCTS" REMEDY INSTRUCTIONS;

- FOR HELP WITH INSTALLATION AND/OR TECHNICAL SUPPORT, CONTACT SUMMIT AT 1-800-329-2958
- ENSURE YOU HAVE THE 17 DIGIT MERCEDES-BENZ VIN AVAILABLE WHEN CONTACTING SUMMIT OR COACHMEN

STEP 4: CLAIM THE REPAIR CODE THROUGH DEALER CONNECT AGAINST THE VEHICLE.

REFERENCE THE "**SUMMIT PRODUCTS INSTALLATION INSTRUCTIONS**"

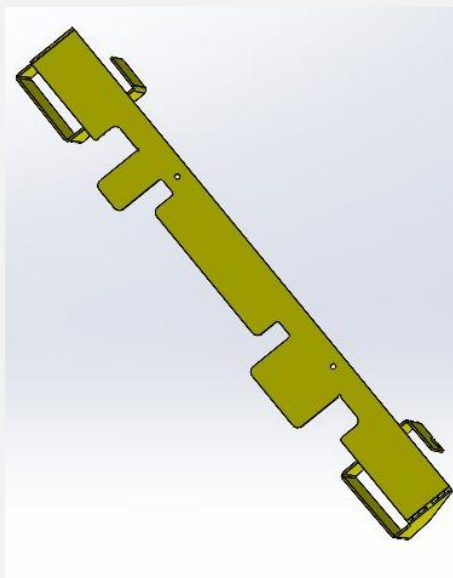


1-800-329-2958

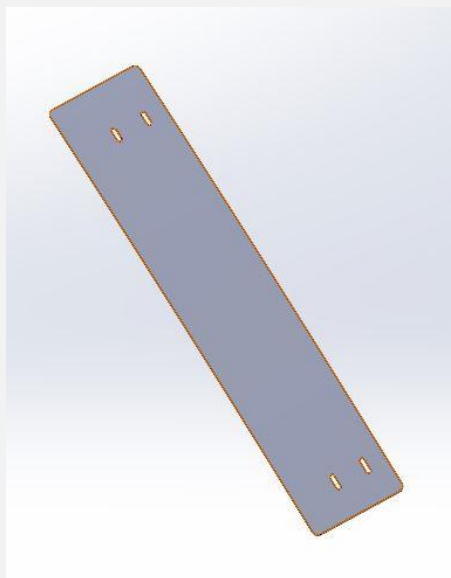
INSTALLATION INSTRUCTIONS

DESCRIPTION:	MERCEDES SPRINTER BIKE RACK SUPPORT BRACKET KIT
APPLICATION:	2019 AND NEWER MERCEDES SPRINTER
PART NUMBER:	108079_A

KIT CONTENTS:



INTERIOR DOOR SUPPORT



EXTERIOR DOOR SUPPORT



(2) #8 SELF TAPPING SCREWS AND ALCOHOL CLEANING PAD

TOOLS REQUIRED:

1. #2 PHILLIPS SCREW GUN/DRIVER
2. 5/32 ALLEN WRENCH
3. PENCIL OR DRY ERASE MARKER



⚠ WARNING

1. MANUFACTURER OR DEALER INSTALLATION REQUIRED
2. **INSTALLATION OF THIS KIT DOES NOT INCREASE THE CARRYING WEIGHT OF BIKE RACK**
3. CLEAN EXTERIOR DOOR BEFORE INSTALLATION



- 1) REMOVE BIKE RACK FROM THE REAR DOOR USING THE KNOBS. OPEN PASSENGER REAR DOOR AND REMOVE LOWER INTERIOR PANEL. REMOVE INSULATION TO EXPOSE THE DOOR CAVITY. ORIENTATE INTERIOR DOOR TO ALLOW FOR EASY ACCESS AND SECURE DOOR.



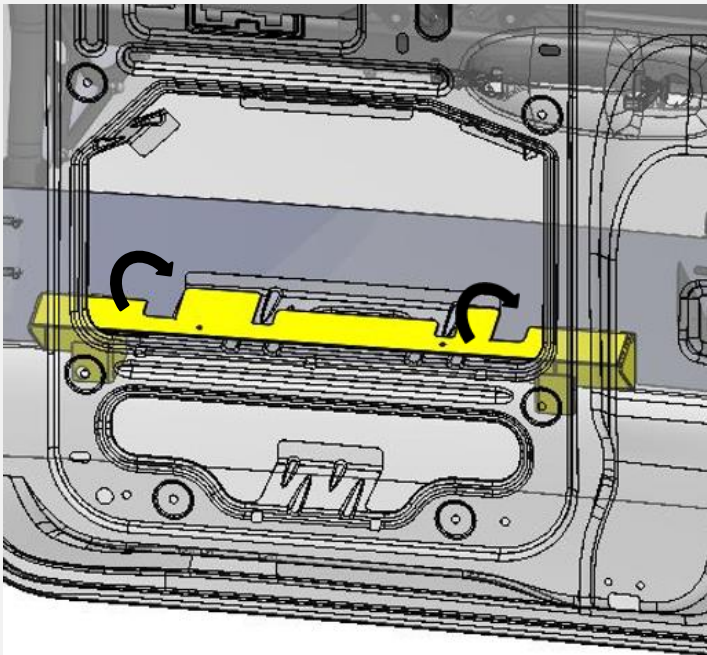
- 2) INSERT THE LEFT END OF THE INTERIOR DOOR BRACKET INTO THE DOOR CAVITY. ANGLE THE BRACKET AS SHOWN SO THE GRAY DOOR RELEASE CABLE CAN BE ROUTED OVER THE RIGHT END OF THE SUPPORT. SLIDE THE BRACKET TO THE LEFT IF NEEDED TO CLEAR THE RELEASE CABLE.



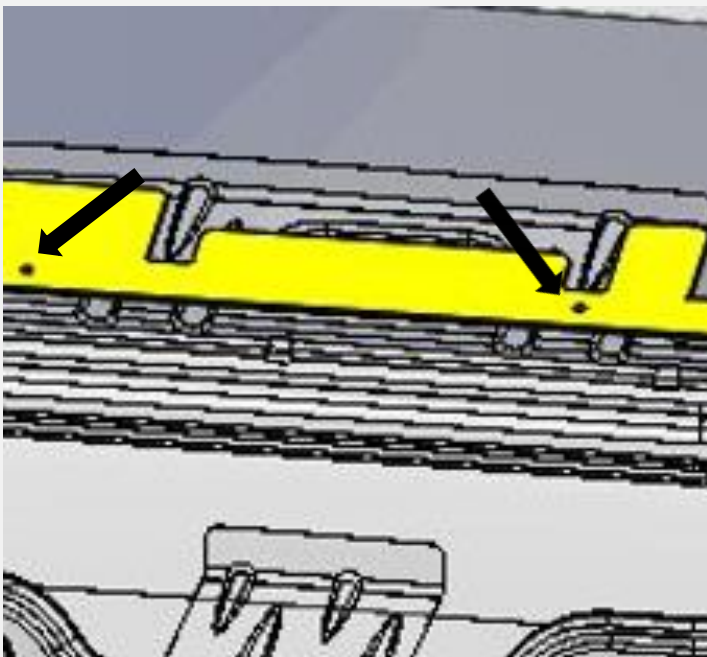
- 3) CENTER THE INTERIOR DOOR BRACKET IN THE OPENING. LET IT REST AGAINST THE MIDDLE DOOR SUPPORT AS SHOWN.



- 4) NOTE THE INTERIOR DOOR SUPPORT CLEARING THE DOOR RELEASE CABLE. THE CABLE MAY REQUIRE SOME TRIAL AND ERROR TO GET IT OVER THE BRACKET AS SHOWN.

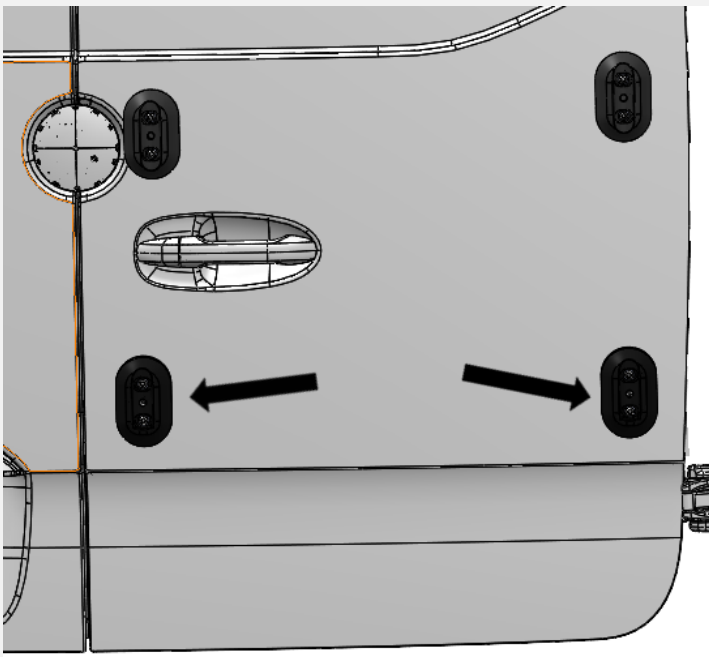


- 5) ROTATE THE INTERIOR DOOR SUPPORT DOWNWARD SO THAT IT ALIGNS WITH THE MIDDLE DOOR BRACE. THE ENDS OF THE INTERIOR DOOR SUPPORT WILL BE VERTICAL, FLUSH WITH THE INNER AND OUTER DOOR SKIN. THE BRACKET WILL ALIGN WITH THE RIBS IN THE DOOR SUPPORT BRACKET WHEN PROPERLY ALIGNED.



- 6) USE THE TWO (2) #8 SELF DRILLING SCREWS TO ATTACH THE INTERIOR DOOR SUPPORT TO THE MIDDLE DOOR BRACE THROUGH THE ATTACHMENT HOLES. THE INNER DOOR BRACKET INSTALLATION IS COMPLETE.

REINSTALL INSULATION AND INNER DOOR PANEL.

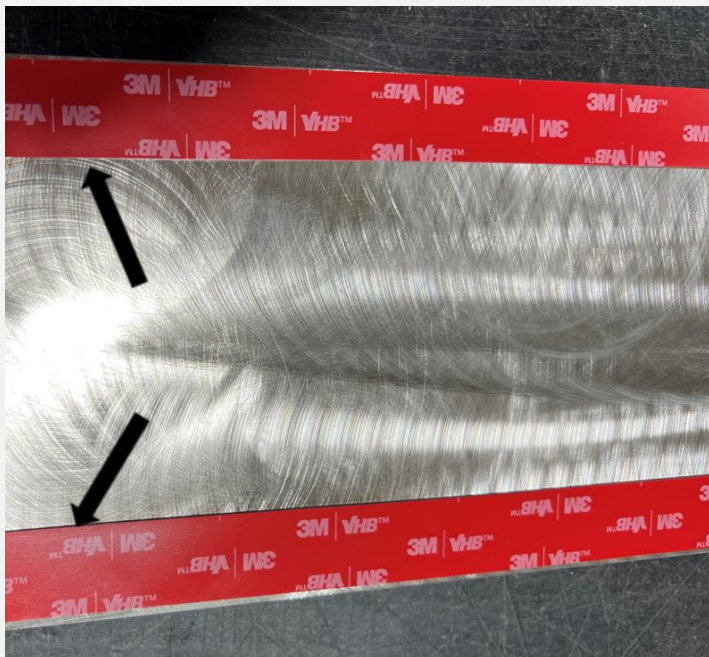


- 7) CLOSE REAR PASSENGER DOOR. USE THE 5/16" ALLEN WRENCH TO REMOVE TWO (2) BOLTS FROM EACH LOWER DOOR MOUNT.

REMOVE THE MOUNTING PUCKS AND THE RUBBER BACKERS FROM THE DOOR AND SET ASIDE.



- 8) POSITION THE EXTERIOR DOOR SUPPORT BY CENTERING IT OVER THE FOUR (4) MOUNTING HOLES. ALIGN THE BOTTOM HEM WITH THE RIDGE IN THE DOOR. MARK THIS POSITION WITH A PENCIL OR DRY ERASE MAKER.

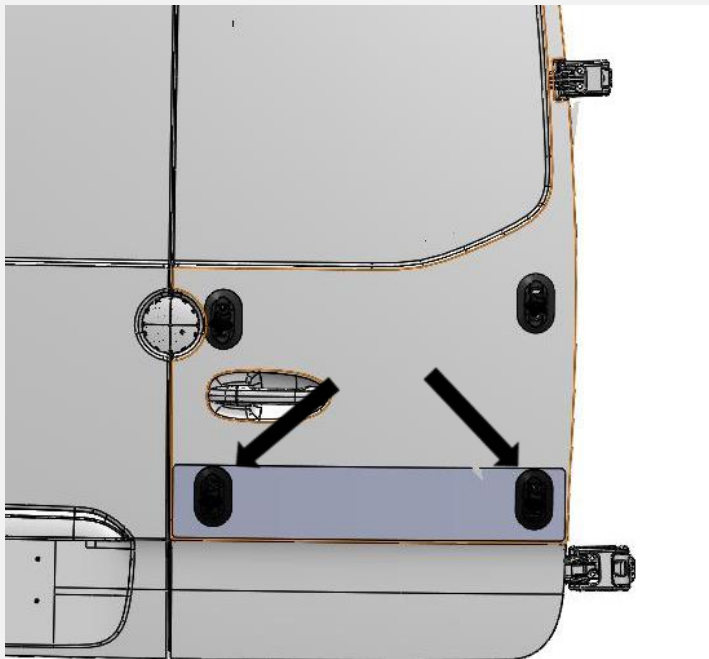


- 9) SET THE PANEL ON A CLEAN FLAT SURFACE FACE DOWN AND REMOVE THE RED PROTECTIVE FILM FROM THE MOUNTING TAPE.

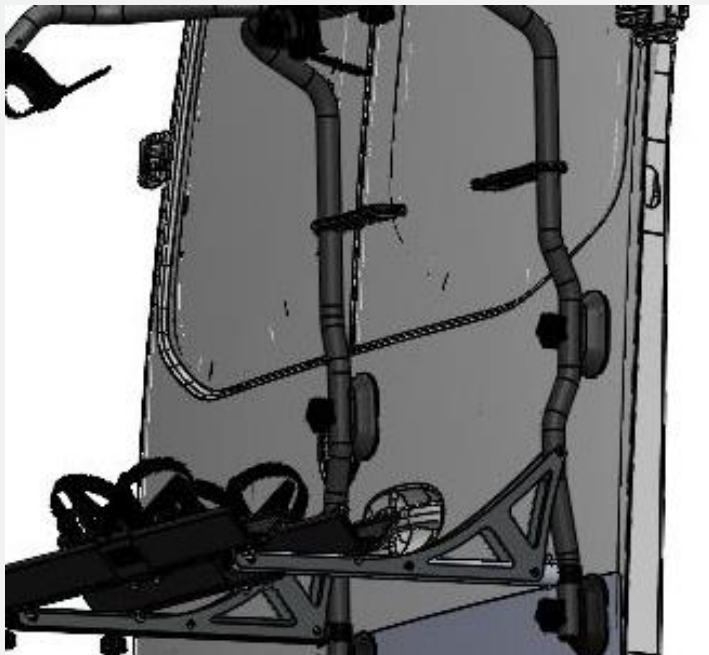
CLEAN THE MOUNTING AREA OF THE EXTERIOR DOOR SURFACE WITH THE ALCOHOL WIPE.



- 10) PLACE THE EXTERIOR DOOR BRACKET BACK ON THE CLEAN SURFACE OF THE DOOR IN THE MARKED POSITION. PRESS THE UPPER AND LOWER EDGES OF THE BRACKET TO ADHERE THE ADHESIVE TAPE.



- 11) REINSTALL THE LOWER DOOR MOUNTS USING THE SAME TWO (2) BOLTS REMOVED IN STEP 7. MAKE SURE TO INCLUDE THE RUBBER BACKER BEHIND THE MOUNTING PUCK.



- 12) REINSTALL THE BIKE RACK ON THE REAR DOOR AS PREVIOUSLY MOUNTED.