

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 20-1565

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

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

October 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2022-2023 Cedar Creek 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?**

Manufacturing did not install the slideroom skis. Without the skis present, the slideroom floors edges may be exposed to weather elements.

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

Please contact your dealer without delay and request a service appointment to schedule the free repair. 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. 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?**

Dealer Service Procedures are locate on Dealer Connect

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

CONTACT	PHONE
CUSTOMER SERVICE	(260) 593-4000

## **Repair Codes:**

Prior Authorization and 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
20-1565	SB-041-05-00-004253	INSPECTION ONLY	.10 HRS
20-1565	SB-041-03-00-004254	INSPECTION AND PERFORM REMEDY	.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:

Cedar Creek  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
501 Hawpatch Dr.  
Topeka, IN 46571

Sincerely,  
  
Forest River  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 20-1565 REMEDY INSTRUCTIONS

	Make(s): CEDAR CREEK Model(s): MANY, SEE BELOW Model Year(s): 2022 - 2023	Repair Code: SB-041-03-00-004254 Allotted Time: .50 HRS. Inspection Code: SB-041-05-00-004253 Allotted Time: .10 HRS.
	Concern: Moisture may wick into the ends of the slideroom floors, causing layer delamination of the floor.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: 20-1565 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.**

CERTAIN: 2022 CEDAR CREEK - CRF375RD, CRF388WDM, CRF38EBS, CRF38EKS, CRF38EL & CRT40CBAR

CERTAIN: 2022 CEDAR CREEK - CRF311RL, CRF345IK, CRF360RL, CRF371FL, CRF375BHO, CRF377BH, CRF385TH, CRF388RK2, CRT40CCK, CRT40CDL, CRT40CFK2 & CRT40CRS

## **REMEDY:**

STEP 1: USE A FLOOR JACK, JACK SLIDE OUT UP ENOUGH TO WHERE THERE IS GAP BETWEEN THE BOTTOM SWEEP AND FLOOR.

- THE WEAR BAR SHOULD BE VISIBLE ON FLUSH FLOOR ROOMS;
- IN THE BED SLIDE, THE FLOOR HAS BEEN RAISED ENOUGH TO WHERE THERE IS APPROXIMATELY A 3/4" GAP BETWEEN THE FLOOR AND THE BOTTOM SWEEP (FIG. 1)

STEP 2: REMOVE ALL SCREWS FROM BOTTOM END WALL RAIL (FIG. 2);

STEP 3: USE A STRAIGHT SCREWDRIVER OR FLAT PRY TOOL, SLOWLY LOOSEN BOTTOM PORTION OF END WALL GLASS;

- LOOSENING THE BOTTOM PORTION OF THE END WALL GLASS WILL ALLOW THE SKI TO EASILY SLIDE UNDER;
- FIG. 3;

STEP 4: MEASURE THE DEPTH OF THE FLOOR AND CUT SKI TO LENGTH;

- MAKE SURE SKI COVERS THE ENTIRE FLOOR UP PAST THE WEAR BAR;
- FOR BED SLIDE APPLICATIONS, THE SKI WILL HAVE TO BE NOTCHED (FIG. 4) DUE TO THE INSTALLATION OF A CARPET BACKER (FIG. 5 ) THAT WILL INTERFERE;

STEP 5: WIPE FLOOR CLEAN WITH A SOLVENT BLEND OR EQUIVALENT (FIG. 6 & FIG. 7);

STEP 6: REMOVE DOUBLE-SIDED TAPE BACKING AND INSTALL SKI ON SLIDE OUT FLOOR. MAKE SURE THE SHORT LIP OF THE SKI IS INSTALLED UP AND IN BETWEEN THE END WALL GLASS AND FLOOR (FIG. 8 & FIG. 9);

STEP 7: PUT SCREWS BACK INTO HOLES IN BOTTOM END WALL RAIL.

- FINISHED SKI INSTALLATION SHOULD LOOK AS IT DOES IN FIG. 9 & FIG. 10;

STEP 8: CLEAN AREA AND VEHICLE;

STEP 9: CLAIM REPAIR CODE.

PHOTOS ON NEXT PAGES.

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 Model(s): MANY, SEE BELOW  
 Model Year(s): 2022 - 2023

Concern:  
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 Allotted Time: .50 HRS.  
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 Prior Authorization Required: YES  
 Part(s) Number: 20-1565  
 Part(s) Return: N/A

FIG. 1



FIG. 2

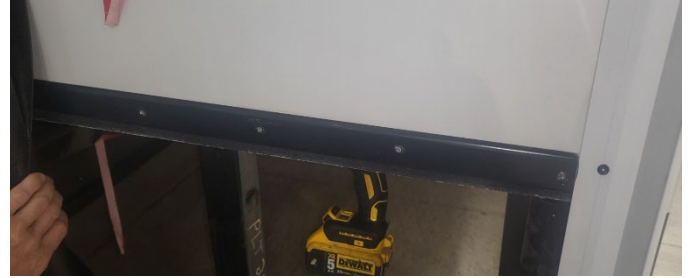


FIG. 3

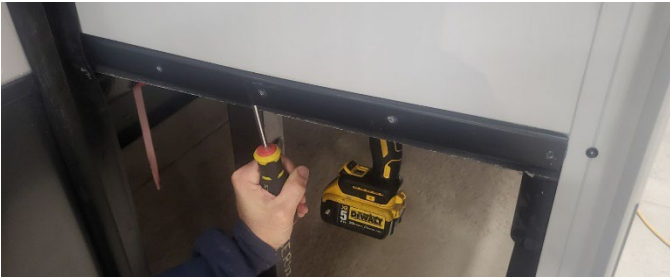


FIG. 4



FIG. 5



FIG. 6



FIG. 7

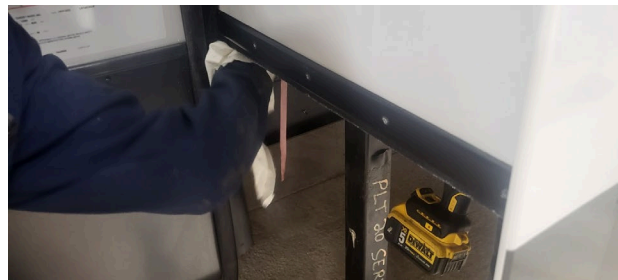


FIG. 9



FIG. 8



FIG. 10

