

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1576

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

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

December 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 Georgetown, FR3, Coachmen Encore, Mirada, pursuit and Coachmen Class A Motorhome 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?

As per Lippert's TSB 85-001-2022 – There is a potential for some of the Gen1 jack legs on motorized units to bend or deform under extreme side loads.

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 (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 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 of the ID tags and jacks that are being replaced are required. No prior authorization is required.

MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
CUSTOMER SERVICE	(574) 206-7600

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
51-1576	SB-665-05-00-004279	Inspection Only / Per Unit	.3 HRS
51-1576	SB-665-01-00-004280	Inspection and Replacement/ Per Jack	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.

TECHNICAL SERVICE BULLETIN

Please send the service invoice to the following address:

Division
Forest River, Inc.
Attn: WARRANTY MANAGER
Address
City, ST ZIP

Sincerely,

Forest River
Office of Corporate Compliance

JACK INSPECTION, REMOVAL AND REPLACEMENT (IF NEEDED) FOR 8K JACKS ON MOTORIZED UNITS

TSB Number:	85-001-2022		
Product:	8K Leveling Jacks		
Date:	November 18, 2022	Labor Rate:	0.3 Hour Inspection per Unit
			1.0 Hour Replacement per Jack

Purpose

There is the potential for some of the Gen I jack legs on motorized units to bend or deform under extreme side loads. Some of the affected units utilize four of the 8K jacks, so all four jacks may need to be replaced. Some units utilize two 8K jacks and two 14K leveling jacks, so in these instances the two 8K jacks may need to be replaced. The 14K jacks do not need to be inspected or replaced. The ship date range for the hollow 8K jacks was approximately October 2021 through June 2022.

NOTE: Lippert does **NOT** require any advance contact to our Customer Care Center and no pre-authorization is required. Submit any requests for reimbursement directly to the RV Manufacturer including full unit info and clear photos of the jacks replaced including the ID tag.

Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

WARNING

The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

WARNING

The unit **MUST** be supported per manufacturer's recommendations before working underneath. Failure to do so may result in death or serious personal injury.

CAUTION

The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.

CAUTION

Moving parts can pinch, crush or cut. Keep clear and use caution.

Resources Required

- Electric or cordless drill or screw gun
- Appropriate sockets
- Appropriate drive bits
- Torque wrench
- Open-end wrenches
- O-ring face seal tee fitting, PN [143108](#), if needed
- O-ring face 90 degree elbow fitting, PN [141610](#)
- Gen II jacks, PN [372892](#)

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Procedures

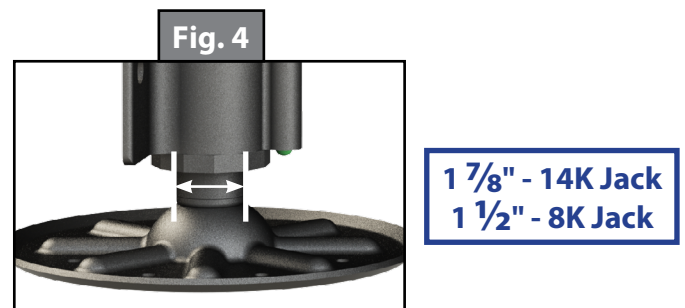
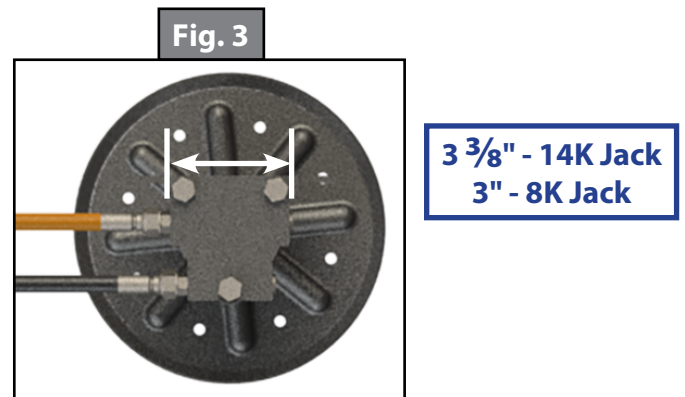
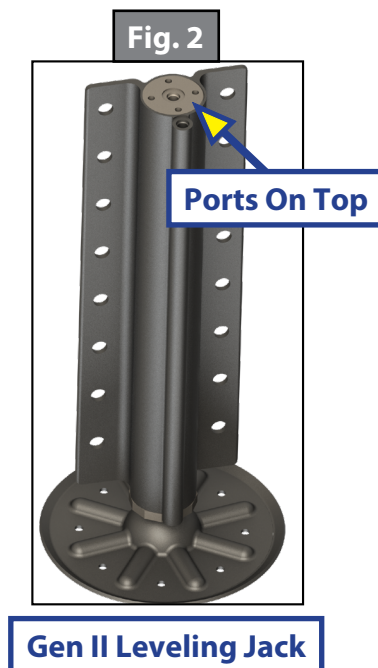
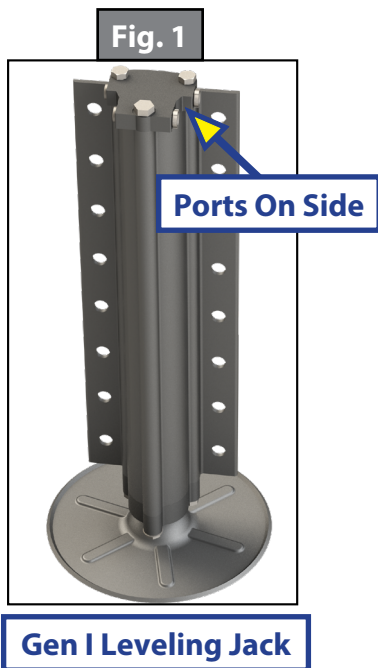
Inspection

1. Inspect the unit's 8K jacks to determine if they are Gen I or Gen II jacks. Gen I jacks have ports on the side (Fig. 1) and Gen II jacks have ports on the top (Fig. 2).

NOTE: If it is determined that the unit has Gen II jacks, then no replacement per this TSB is required. If unit has Gen I jacks, proceed with inspection.

2. If the unit has 14K jacks, they do not need to be inspected or replaced. The 14K jacks, which are typically located in the rear of the unit, can be identified in two ways:
 - A. By measuring across the top cap of the jack from side to side. A 14K jack should measure 3 3/8" while an 8K measures 3" (Fig. 3).
 - B. By measuring the diameter of the rod that the footpad is attached to. A 14K jack should measure 1 7/8" while an 8K measures 1 1/2" (Fig. 4).

NOTE: Be sure to measure carefully and accurately.



JACK INSPECTION, REMOVAL AND REPLACEMENT (IF NEEDED) FOR 8K JACKS ON MOTORIZED UNITS

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3. If the unit has 8K Gen I jacks, the ONLY Gen I jacks involved in this TSB document have a crimped pattern which indicates a hollow rod (Fig. 5), visible even when the jack is retracted. Solid rod jacks do not have the crimped pattern (Fig. 6), showing a solid smooth edge around the machined end.

NOTE: If it is determined that the unit has Gen I jacks with a solid rod, then no replacement per this TSB is required.

Fig. 5

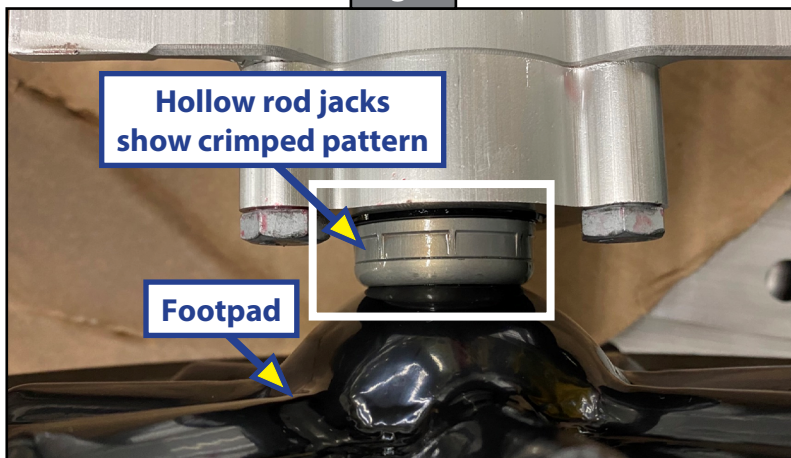
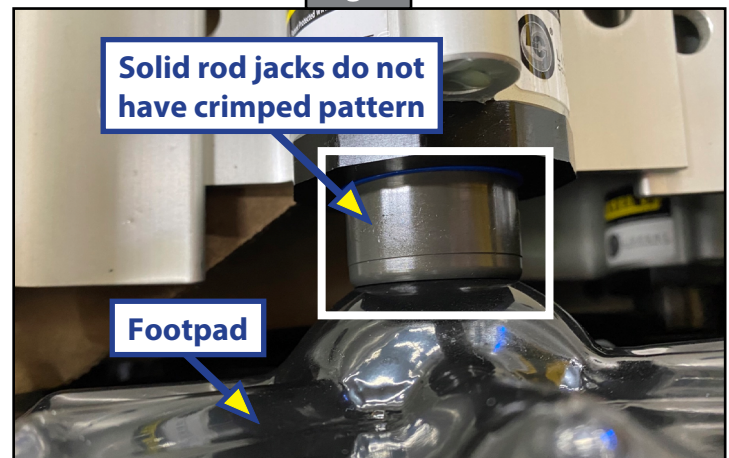


Fig. 6



JACK INSPECTION, REMOVAL AND REPLACEMENT (IF NEEDED) FOR 8K JACKS ON MOTORIZED UNITS

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NOTE: The removed jacks **MUST** be destroyed and disposed of properly.

Replacement Jack Location

NOTE: The procedures listed below ensure proper location of the replacement jacks.

1. Before removing the original jack, note the location of the mounting holes on the jack and the mounting bracket (Fig. 7 or Fig. 8).

NOTE: Count the number of mounting holes from the first bolt to the bottom of the jack.

2. Measure the distance from the ground to the footpad of the retracted jack (Fig. 5 or Fig. 6).
3. When reinstalling jacks, match the number of mounting holes from the first bolt to the bottom of the jack (Fig. 7 or Fig. 8).
4. When reinstalling jacks, be sure to install bolts in the same location based on the number of mounting holes to the bottom of jack.
5. Once installation of the Gen II jack has been completed, measure the distance from the footpad to the ground to verify installation is correct.

Fig. 7

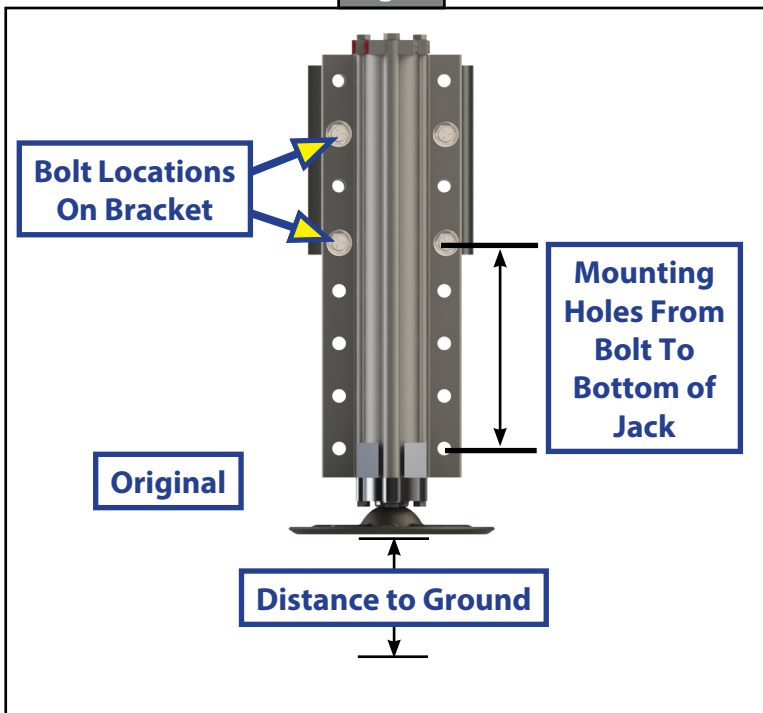
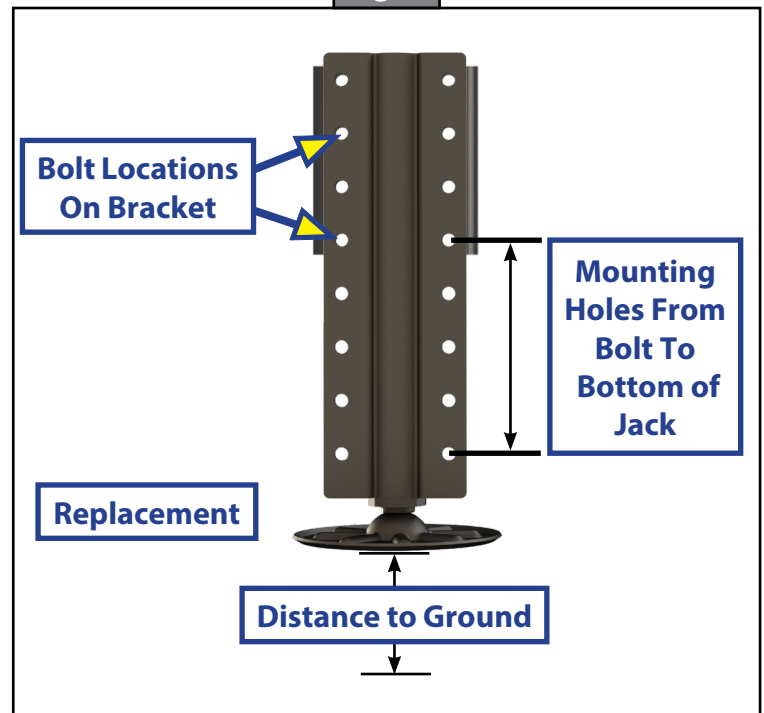


Fig. 8



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Replace 8K Hollow Leg Jacks

1. Remove hoses from the 8K jacks on the unit.
2. Follow procedures outlined in the Replacement Jack Location section, and then unbolt and remove existing leveling jacks (Fig. 7).
3. Match the number of mounting holes from the first bolt to the bottom of the jack and then bolt the new Gen II jacks (Fig. 8) to the mounting brackets.
 - A. Upper and lowermost bolts are vertically spaced with a minimum of two-hole patterns spaced 4.5" apart (Fig. 9) and tightened. Torque to 90 ft-lbs for a lubricated bolt or torque to 120 ft-lbs for dry bolt. A spacing of three-hole patterns (6.75") is recommended where possible.
4. Measure the distance from the footpad to the ground to verify installation is correct.
5. Connect the hoses to the new 8K Gen II jacks.

NOTE: On motorized leveling, the extend hose is black and the retract hose is orange.

- A. If the Gen I jack has two orange extend hoses and two black retract hoses (Fig. 10A), an O-ring face tee fitting (Fig.11) must be used to connect the hoses to the single extend and retract hoses on the Gen II jack (Fig. 11).
- B. If the Gen I jack has only one orange extend hose and one black retract hose (Fig. 10B), a 90-degree O-ring face elbow fitting (Fig. 11) will be needed to connect the single black and orange hoses to the Gen II jack (Fig. 11).

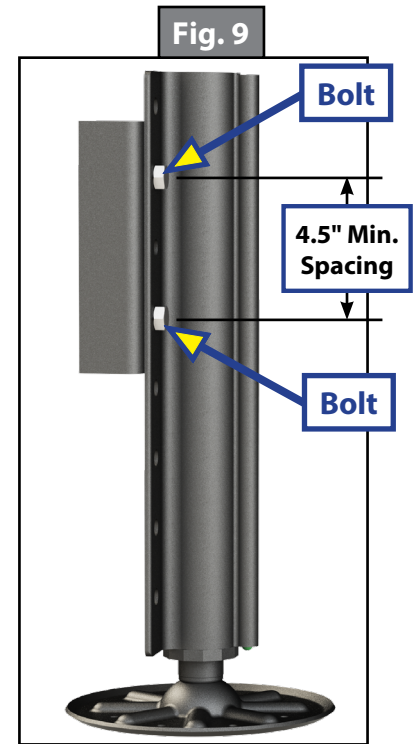
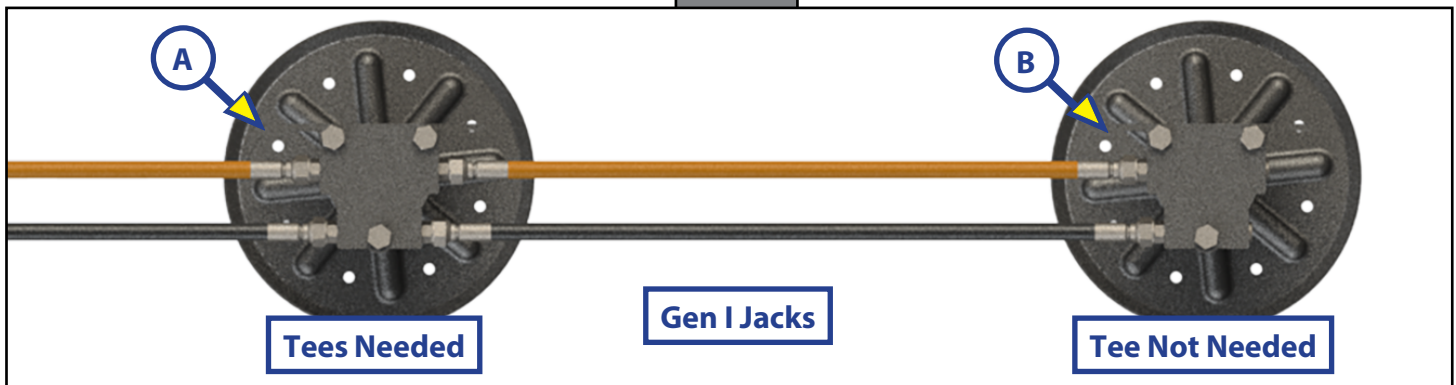
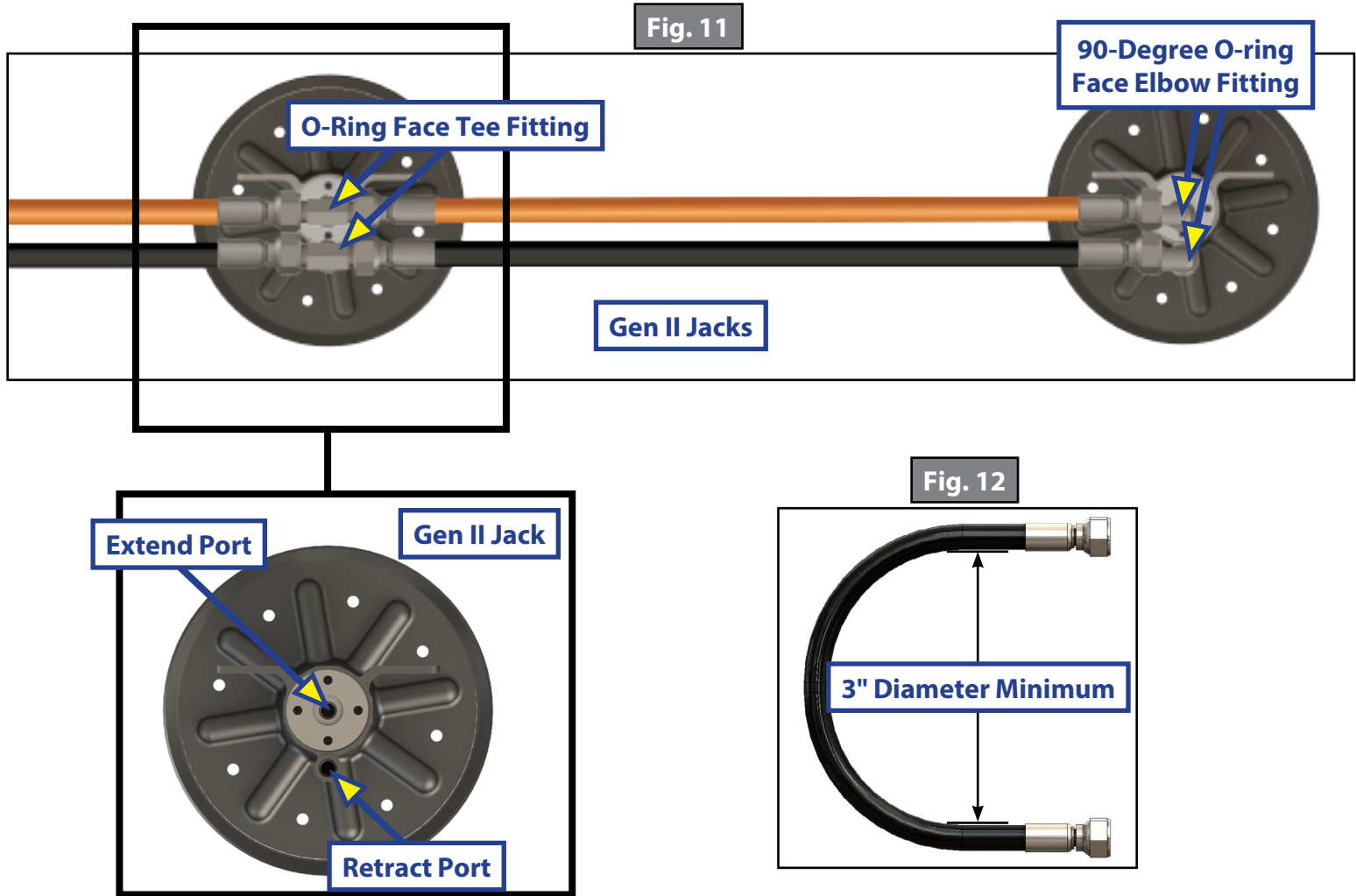


Fig. 10



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NOTE: If hoses need to be replaced, measure and make the hydraulic hoses. Always follow the manufacturer's specifications for the correct minimum bend radius throughout the entirety of the hose route. Use gauges to verify areas with questionably tight bends. Fitting orientation can be adjusted to achieve this in some applications. The correct bend radius is shown in Fig. 8.