

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 410-1598

\*Expiration Date: March 1, 2024\*

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

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

February 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to an issue involving certain 2021-2023 Columbus 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?

The backsplash may warp from the heat of the range.

## OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer without delay and request a service appointment to schedule the free repair. A Deflector will be installed to prevent warping of the backsplash. 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](http://www.forestriverinc.com) to search for dealer locations.

**\*EXPIRATION: 12 MONTHS OR AT THE END OF THE VEHICLES WARRANTY, WHICHEVER COMES LAST.\***

## HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is .25 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

## MAY FOREST RIVER ASSIST YOU FURTHER?

| CONTACT                   | PHONE          | EMAIL  |
|---------------------------|----------------|--|
| COLUMBUS CUSTOMER SERVICE | (574) 821-1487 | <a href="mailto:COLUMBUSSERVICE@FORESTRIVERINC.COM">COLUMBUSSERVICE@FORESTRIVERINC.COM</a> |

## REPAIR CODE:

| TSB NUMBER | REPAIR CODE         | DESCRIPTION                                  | TIME    |
|------------|---------------------|--|---------|
| 410-1598   | SB-667-03-00-004299 | INSTALL DEFLECTOR AS PER REMEDY INSTRUCTIONS | .25 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 14<sup>th</sup> Ave  
Middlebury, IN 46540

Sincerely,  
  
Forest River  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 410-1598 REMEDY INSTRUCTIONS



Make(s): COLUMBUS  
 Model(s): MANY, SEE BELOW  
 Model Year(s): 2021 - 2023

Concern:  
 Install a deflector to help prevent warping of the backsplash from the heat of the range.

Repair Code: SB-667-03-00-004299  
 Allotted Time: .25 HRS.  
 Inspection Code: N/A  
 Allotted Time: N/A  
 Photo(s) Required: NO  
 Prior Authorization Required: NO  
 Part(s) Number: F100361521  
 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: 2021 – COLUMBUS - CMF378MB

CERTAIN: 2021 – 2022 – COLUMBUS - CMF329DVC, CMF378MBC, CMF382FBC, CMF383FBC, CMF389FL & CMF389FLC

CERTAIN: 2022 – COLUMBUS - CMF299RLC, CMF379MBC & CMF384RKC

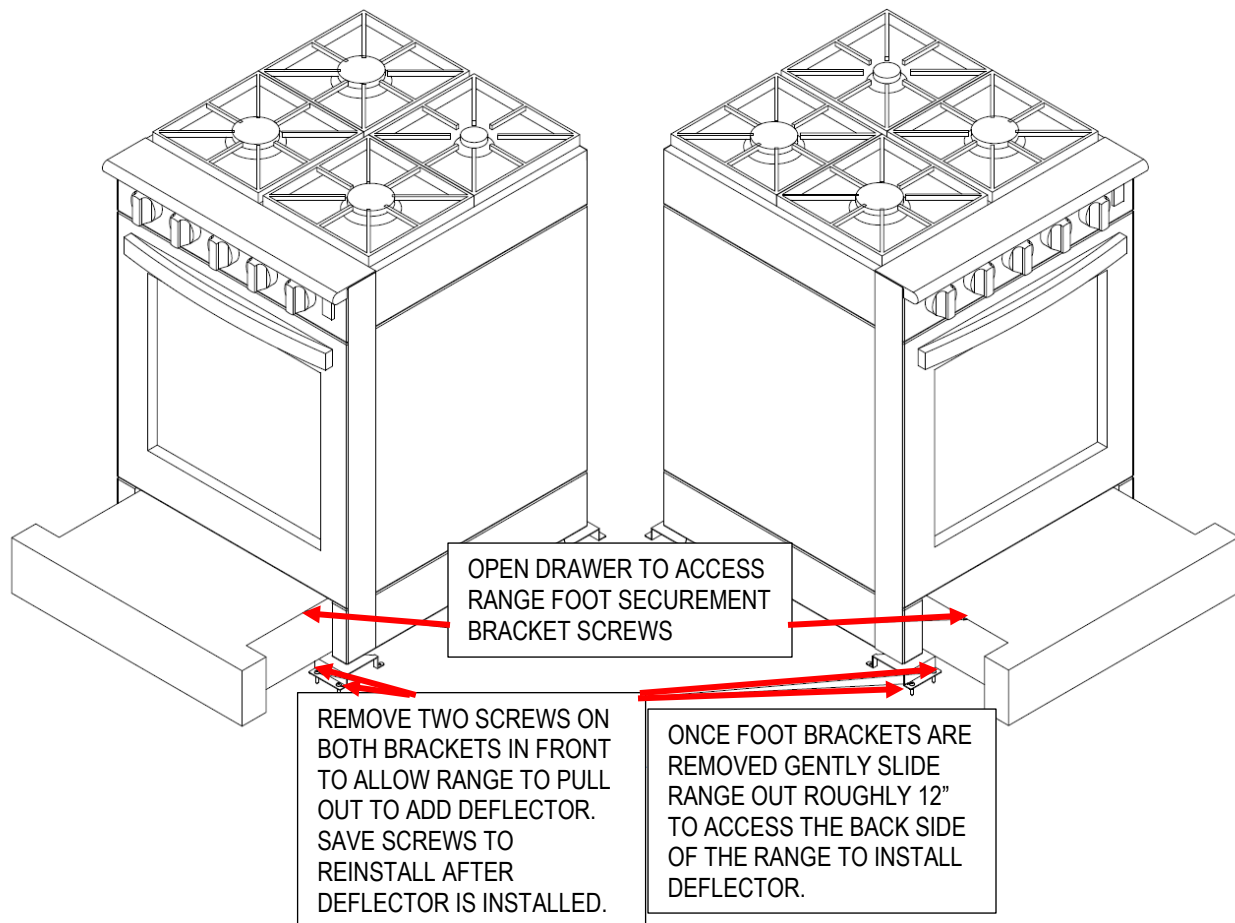
CERTAIN: 2022 – 2023 – COLUMBUS - CMF379MB & CMF384RK

CERTAIN: 2021 – 2023 – COLUMBUS - CMF299RL, CMF329DV, CMF382FB & CMF383FB

CERTAIN: 2023 – COLUMBUS - CMF375BH

STEP 1: PULL OUT THE DRAWER UNDER THE RANGE TO ACCESS THE SCREWS OF THE FRONT RANGE FEET BRACKETS;

STEP 2: REMOVE THE TWO SCREWS FROM EACH RANGE FRONT FOOT BRACKETS TO ALLOW RANGE TO BE MOVED AWAY FROM THE WALL ABOUT 12" OR SO TO ALLOW ACCESS TO THE TOP SCREWS ON THE BACK OF THE RANGE. BE SURE TO SAVE THESE SCREWS FOR REINSTALLATION AFTER PLATE IS INSTALLED;



STEP 3: USE CAUTION WHEN SLIDING THE RANGE OUT NOT TO DAMAGE THE LINOLEUM ON FLOOR WITH THE FEET OF THE RANGE;

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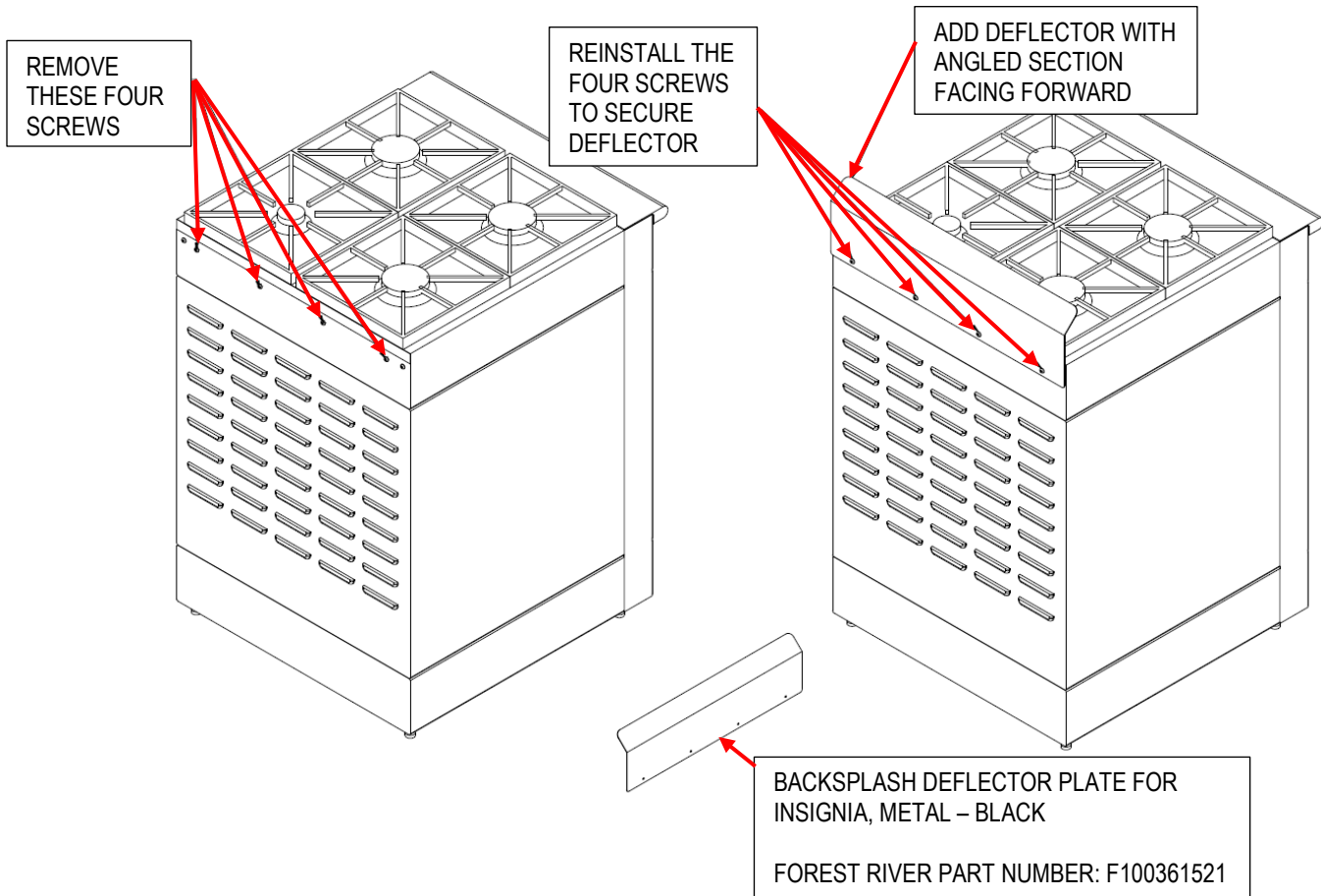
Concern:  
Install a deflector to help prevent warping of the backsplash from the heat of the range.

Repair Code: SB-667-03-00-004299  
Allotted Time: .25 HRS.  
Inspection Code: N/A  
Allotted Time: N/A  
Photo(s) Required: NO  
Prior Authorization Required: NO  
Part(s) Number: F100361521  
Part(s) Return: N/A

STEP 4: REMOVE THE FOUR CENTER SCREWS (LEAVING THE OUTER 2 SCREWS) ON THE REAR TOP EDGE OF THE RANGE;

STEP 5: ORIENT THE DEFLECTOR PLATE WITH THE ANGLED SECTION TO THE TOP AND FACING TOWARDS THE FRONT OF THE RANGE AS SHOWN IN THE DIAGRAM BELOW;

STEP 6: LINE THE HOLES IN THE DEFLECTOR PLATE WITH THE 4 HOLES THAT YOU JUST REMOVED THE SCREWS FROM AND REINSTALL THE SCREWS TO HOLD THE HEAT PLATE ON TO THE BACK OF THE RANGE;



STEP 7: CAREFULLY SLIDE THE RANGE BACK INTO PLACE AND REINSTALL THE RANGE FRONT FOOT BRACKETS WITH THE SAME SCREWS THAT WERE REMOVED;

STEP 8: CLAIM REPAIR CODE.