

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 73-1650

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

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

July 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2023 Cherokee CKF4500PACK14D 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 Over the Range Microwave may not have been installed with the damper door.

## **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 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.

## **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?**

Remedy Instructions can be found on Dealer Connect

CONTACT	PHONE
CUSTOMER SERVICE	(260) 499 -2100

## **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).

## **DEALER REPAIR CODES: Dealer Connect**

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
73-1650	SB-405-05-00-004369	Inspect for Damper	.10 HRS
73-1650	SB-405-03-00-004370	Install Damper to back of Microwave	.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:

Cherokee  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
1500 N Detroit St  
Lagrange, IN 46767

Sincerely,  
Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 73-1650 REMEDY INSTRUCTIONS

	Make(s): CHEROKEE Model(s): F4500PACK14D Model Year(s): 2023	Repair Code: SB-405-03-00-004370 Allotted Time: .50 HRS. Inspection Code: SB-405-05-00-004369 Allotted Time: .10 HRS.
	Concern: THE MANUFACTURING PLANT MAY NOT HAVE INSTALLED THE DAMPER EXHAUST DOOR ON THE OVER THE RANGE MICROWAVE.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: F100424400 Part(s) Return: NO

**Turn off LP Gas at LPG Tank(s). 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.**

## **INSPECTION:**

STEP 1: LOCATE THE EXTERIOR MICROWAVE EXHAUST ON THE DOOR SIDE (PASSANGER SIDE OF VEHICLE);

STEP 2: LOCATE THE EXTERIOR MICROWAVE EXHAUST FLAPPER DOOR;

STEP 3: USE A FLASH LIGHT TO INSPECT FOR DAMPER (FIGURE 1);

- IF DAMPER IS PRESENT, CLAIM INSPECTION CODE ONLY.
- IF DAMPER IS NOT PRESENT (FIGURE 1), ORDER DAMPER FROM PARTS/SERVICE AND INSTALL TO OVER THE RANGE MICROWAVE.

**NOTE: THE REMEDY MAY REQUIRE TWO PEOPLE DUE TO HEAVY ITEM**

## **REMEDY:**

STEP 1: LOCATE THE OVER THE RANGE MICROWAVE;

STEP 2: PLACE A BARRIER OF CARDBOARD OR HEAVY TOWEL MATERIAL ON THE LOCATION WHERE THE MICROWAVE WILL BE SET DOWN AS TO NOT SCRATCH ANY PART OF THE VEHICLE WHEN THE MICROWAVE IS REMOVED AND SET DOWN ONTO. FAILURE TO PROTECT WILL NOT BE COVERED UNDER THIS TECHNICAL SERVICE BULLETIN.

STEP 3: UNPLUG THE MICROWARE FROM THE POWER SOURCE;

STEP 4: ACESS THE MICROWAVE FASTENERS UNDER THE OVERHEAD CABINET PANEL DIRECTLY ABOVE THE MICROWAVE;

STEP 5: REMOVE THE MICROWAVE FASTENERS;

STEP 6: ROTATE THE FACE OF THE MICROWAVE DOWNWARD, FEED THE POWER CORD THROUGH THE CABINET HOLE;

STEP 7: LIFT MICROWAVE UPWARD AND DETACT FROM THE SIDEWALL MOUNT PLATE;

STEP 8: SET MICROWAVE DOWN ONTO PROTECTIVE COVERING;

STEP 9: LOCATE THE REAR VENT OF THE MICROWAVE;

STEP 10: SLIDE DAMPER ASSEMBLY DOOR DOWN, ENSURE IT IS RETAINED BY THE TABS PRESENT ON THE MICROWAVE CHASSIS (FIGURE 2);

STEP 11: SECURE DAMPER IN PLACE AND ENSURE THE DAMPER DOOR "FLAPS OUTWARD" FROM THE MICROWAVE";

STEP 12: LIFT MICROWAVE BACK UP AND RE-ATTACH TO THE WALL MOUNT PLATE;

STEP 13: FEED POWER CORD BACK THROUGH CABINET HOLE;

STEP 14: ROTATE MICROWAVE FACE UPWARDS TO THE BOTTOM OF THE OVERHEAD CABINET;

STEP 15: RESECURE THE MICROWAVE TO THE OVERHEAD CABINET USING THE EXISTING FASTENER BOLTS;

STEP 16: ENSURE TO TIGHTEN FASTER BOLTS TO MICROWAVE THROUGH OVERHEAD;

STEP 17: REATTACH INTERIOR OVERHEAD PANEL INSIDE CABINET;

STEP 18: CLEAN OVERHEAD CABINET AND AREA;

STEP 19: PLUG MICROWAVE INTO ITS POWER SOURCE;

STEP 20: TEST FUNCTIONALITY OF THE MICROWAVE TO ENSURE PROPER USE;

STEP 21: CLAIM REPAIR CODE.

# TECHNICAL SERVICE BULLETIN 73-1650 REMEDY INSTRUCTIONS



Make(s): CHEROKEE  
Model(s): F4500PACK14D  
Model Year(s): 2023

Concern:  
THE MANUFACTURING PLANT MAY NOT  
HAVE INSTALLED THE DAMPER  
EXHAUST DOOR ON THE OVER THE  
RANGE MICROWAVE.

Repair Code: SB-405-03-00-004370  
Allotted Time: .50 HRS.  
Inspection Code: SB-405-05-00-004369  
Allotted Time: .10 HRS.

Photo(s) Required: NO  
Prior Authorization Required: YES  
Part(s) Number: F100424400  
Part(s) Return: NO

FIGURE 1



NO DAMPER PRESET UNDER EXTERIOR VENT

FIGURE 2



INSTALL DAMPER TO BACK OF THE MICROWAVE CHASSIS