

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 37-1692
EXPIRATION DATE: May 31, 2024

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

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

October 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 Surveyor Travel Trailer 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 window may not have the appropriate amount of sealant on the extrusion edges, which may allow water infiltration.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. ***This TSB will expire on May 31, 2024, or at the end of the Forest River's Manufacture Warranty, whichever occurs first.*** 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 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?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-3119

Repair Codes:

Prior Authorization and Pictures are required for the remedy after sealant is added. 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)
37-1692	SB-499-03-00-004426	PERFORM REMEDY	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:

Surveyor
Forest River, Inc.
Attn: WARRANTY MANAGER
1492 Gerber St.
Ligonier, IN 46767

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 37-1692 REMEDY INSTRUCTIONS

	Make(s): SURVEYOR Model(s): SVTG268FKBS & SVTG305RLBS Model Year(s): 2024	Repair Code: SB-499-03-00-004426 Allotted Time: 1.00 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The 42" X 22" Egress window(s) may leak.	Photo(s) Required: YES, POST REMEDY Prior Authorization Required: YES Part(s) Number: N/A Part(s) Return: N/A

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.

SOURCE LOCALLY:

BLACK CAULK

TOOLS NEEDED:

CAULKING GUN
BLACK CAULK
LADDER
FAN

STEP 1: LOCATE THE 42" X 22" EGRESS WINDOW(S);

- SVTG268FKBS: 2, ONE ABOVE THE FIREPLACE AND ONE ABOVE THE THEATER SEATING CIRCLED IN RED (FIGURE 1);
- SVTG305RLBS: 1, ABOVE THE BED IN THE SLIDE MAIN WALL CIRCLED IN RED (FIGURE 2)

STEP 2: OPEN THE SPECIFIC WINDOW(S) AS OUTLINED IN STEP 1;

- ENSURE TO PROP THE WINDOW OPEN ROUGHLY 6" – 8"

STEP 3: PLACE A BEAD OF BLACK CAULK ON THE SEAM (FIGURE 3);

STEP 4: USE A GLOVED FINGER AND PUSH THE CAULKING INTO THE SEAM OF THE WINDOW(S) (FIGURE 4);

- ENSURE TO SMOOTH CAULKING AND DO NOT CLOSE THE WINDOW(S)
- SET UP AND TURN ON A FAN TO HELP THE CAULKING DRY (FAN POINTED AT THE CAULKING TO ENHANCE DRY TIME);

STEP 5: ALLOW 45 MINUTES FOR CAULKING TO DRY;

- CLOSE WINDOW(S) AND LATCH;

STEP 6: CONDUCT WATER TEST OF THE SPECIFIC WINDOW(S);

- RUN WATER OVER THE WINDOW, SPECIFICALLY IN THE AREA SEALED WITH CAULKING;
- CHECK INSIDE THE VEHICLE IN THE WINDOW FRAME TO ENSURE NO WATER LEAKS;

STEP 7: OPERATE WINDOW(S) TO ENSURE THEY DO NOT STICK/HAVE NOT STUCK TO CAULKING;

- CLOSE WINDOW(S) AND LATCH;

STEP 8: ENSURE AREA IS CLEANED;

STEP 9: ENSURE WINDOW(S) ARE CLOSED AND SECURED;

STEP 10: CLAIM REPAIR CODE.

PHOTOS/FIGURES ON NEXT PAGE FOR

TECHNICAL SERVICE BULLETIN 37-1692 REMEDY INSTRUCTIONS



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 Model(s): SVTG268FKBS & SVTG305RLBS
 Model Year(s): 2024
 Concern:
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Repair Code: SB-499-03-00-004426
 Allotted Time: 1.00 HRS.
 Inspection Code: N/A
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 Photo(s) Required: YES, POST REMEDY
 Prior Authorization Required: YES
 Part(s) Number: N/A
 Part(s) Return: N/A

FIGURE 1

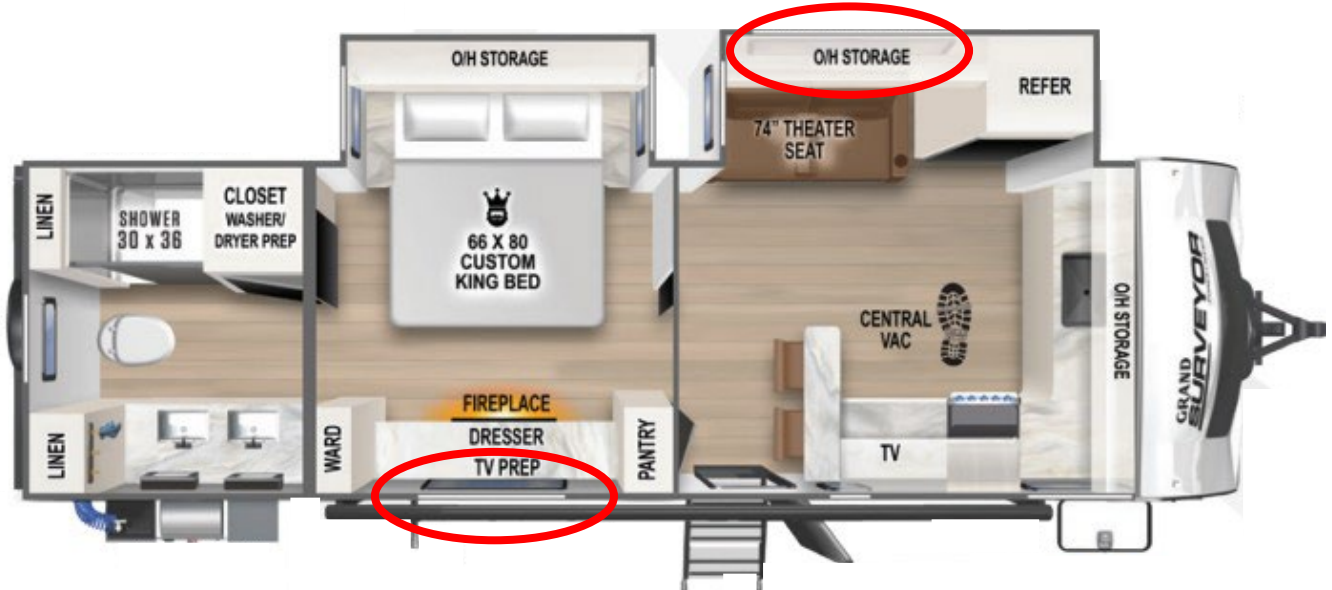


FIGURE 2

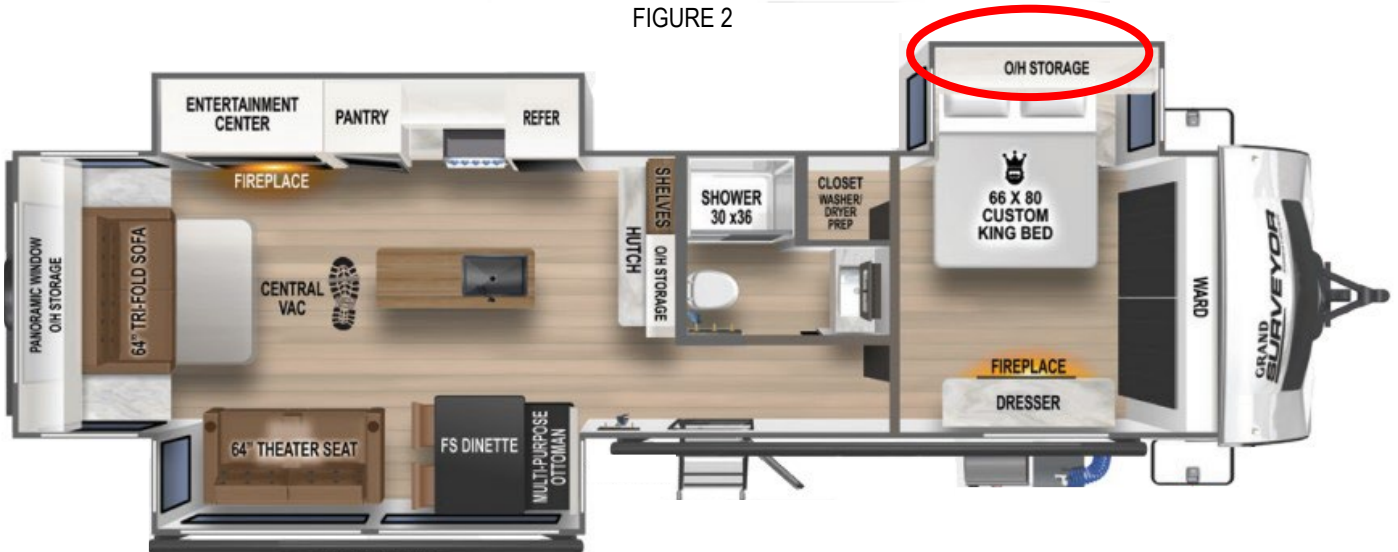


FIGURE 3



FIGURE 4

