

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 205-1699

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

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

November 2023

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2023-2024 Coachmen Catalina 27THS 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?

When securing cargo using the in-floor tie-down system, an operator may cause damage to the floor of the toy hauler area.

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 to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 2.0 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.

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-6241

DEALER REPAIR CODES: Dealer Connect

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	ALLOWABLE HOUR(S)
205-1699	SB-417-03-00-004438	PERFORM REMEDY	2.0 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:

Catalina
Forest River, Inc.
Attn: WARRANTY MANAGER
PO Box 30
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 205-1699 REMEDY INSTRUCTIONS

	Make(s): CATALINA Model(s): ACAT27THS Model Year(s): 2023 - 2024	Repair Code: SB-417-03-00-004438 Allotted Time: 2.00 HRS. + PARTS Inspection Code: N/A Allotted Time: N/A
	Concern: The floor needs to be reinforced in the toy hauler area.	Photo(s) Required: YES 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:

- 1 - .25" X 30" X 120" DIAMOND PLATE SHEET
- 24 - #8 X 1-1/4 IN. PHILLIPS PAN HEAD SHEET METAL SCREWS
- 1 - TUBE, CLEAR ALL WEATHER SEAL (PREFERBLY LUCAS #6600)

SUBMIT ITEMIZED BILL(S) TO CATALINA WITH VEHICLE VIN(S) FOR REINBURSEMENT.
 LIST ABOVE IS FOR A "SINGLE UNIT".

STEP 1: LAY THE DIAMOND PLATE IN THE CENTER OF THE D-RINGS, FLUSH WITH THE HORSESHOE FRAME OF THE RAMP DOOR. THIS WILL LEAVE AROUND AN INCH OF SPACING BETWEEN EACH D-RING TO THE DIAMOND PLATE;

STEP 2: SECURE THE DIAMOND PLATE WITH THE PROCURED FASTENERS, SEE FIGURE 1;

STEP 3: USE THE CLEAR SEAL AROUND THE DIAMOND PLATE TO PREVENT WATER FROM SEEPING UNDERNEATH SEE FIGURE 1;

FIGURE 1:

