

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 501-1704

- 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 2024 East to West Alta 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?**

A limited number of outer dome skylights have displayed cracks soon after installation. Cracks may originate at the flange of the skylight and extend outward. This issue has been known to occur within 2 weeks of installation.

## **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 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
EAST TO WEST CUSTOMER SERVICE	(574) 264-6664

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

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
501-1704	SB-460-19-00-004441	PERFROM 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:

East to West  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
3000 County Road 6 West  
Elkhart, IN 46514

Sincerely,  
  
Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 501-1704 REMEDY INSTRUCTIONS

	Make(s): ALTA Model(s): MANY, SEE BELOW Model Year(s): 2024	Repair Code: SB-460-19-00-004441 Allotted Time: 1.00 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: A limited number of outer dome skylights have displayed cracks soon after installation or may develop after time.	Photo(s) Required: NO Prior Authorization Required: NO Part(s) Number: F100134720 Part(s) Return: N/A – FIELD DESTROY

**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.**

CERTAIN 2024: ALTA - ALT1600MRBLE, ALT1900MMK, ALT2210MBH, ALT2350KRK, ALT2400KTH, ALT2600KRB, ALT2800KBH, ALT2810KIK, ALT2850KRL, ALT2870KTH, ALT2900KBH, ALT3100KXT & ALT3150KBH

STEP 1: FROM THE ROOF SIDE OF THE UNIT, REMOVE THE COMPLETE SKYLIGHT;

STEP 2: PREPARE THE REPLACEMENT SKYLIGHT WITH BUTYL TAPE ON THE BOTTOM SIDE LIP SCREW FLANGE;

STEP 3: POSITION THE REPLACEMENT SKYLIGHT AND INSTALL THE SKYLIGHT TO THE UNIT USING 1 ¼ INCH SCREWS;

STEP 4: FINISH BY APPLYING SEALANT TO THE FLANGE OF THE REPLACEMENT SKYLIGHT OVERLAPPING ONTO ANY OF THE ORIGINAL SEALANT;

STEP 5: CLAIM REPAIR CODE.

SAMPLE OF CRACKED SKYLIGHT

