

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 04-1738

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

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

February 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 Salem and Wildwood 44VIEW 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 ice maker water line may not have the inner brass sleeve for the compression fitting, which could cause a leak.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

PARTS KIT NUMBER

F100524457

DEALER REPAIR CODES:

Prior Authorization and Pictures are required for the remedy 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)
04-1738	SB-397-03-00-004490	PERFORM REMEDY	.30 HRS

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 537-1175

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 04-1738 REMEDY INSTRUCTIONS



Make(s): SALEM & WILDWOOD
Model(s): SMT44VIEW & WDT44VIEW
Model Year(s): 2024

Concern:
The compression insert may not be installed into the ice maker water line.

Repair Code: SB-397-03-00-004490
Allotted Time: .30 HRS.
Inspection Code: N/A
Allotted Time: N/A
Photo(s) Required: YES
Prior Authorization Required: YES
Part(s) Number: F100524457
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.

STEP 1: OPEN COMPARTMENT DOOR ON THE MAIN SLIDE OUT;

STEP 2: LOOSEN THE ½" NUT ON THE BACK OF THE REFRIGERATOR THAT THE ICE MAKER LINE IS PASSING THROUGH (FIGURE 1);

STEP 3: SLIDE NUT ½" NUT BACK ON THE ICE MAKER LINE AND CUT OFF ROUGHLY AN INCH, SO THAT THE END IS STRAIGHT (FIGURE 2);

STEP 4: SLIDE BRASS COMPRESSION SLEEVE ONTO ICE MAKER LINE (FIGURE 3);

STEP 5: INSERT THE BRASS STIFFENER INTO THE END OF THE ICE MAKER LINE (FIGURE 4);

STEP 6: SLIDE ICE MAKER LINE INTO BACK OF REFRIGERATOR (MAKING SURE THE BRASS STIFFENER TOUCHES THE BOTTOM OF THE VALVE BEFORE SLIDING COMPRESSION FITTING TO THE TOP OF THE VALVE (FIGURE 5);

STEP 7: USING A ½" WRENCH, TIGHTEN NUT ONTO THE ICE MAKER VALVE ON THE BACK ON THE REFRIGERATOR UNTIL SNUG AND TIGHT (FIGURE 6);

FIGURE 1



FIGURE 2



FIGURE 3



FIGURE 4



FIGURE 5



FIGURE 6



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WHAT IS THE ISSUE?

The ice maker water line may not have the inner brass sleeve for the compression fitting, which could cause a leak.

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 .30 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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 534-3167

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:

Salem & Wildwood
Forest River, Inc.
Attn: WARRANTY MANAGER
1803 Century Dr.
Goshen, IN 46528

Sincerely,

Forest River, Inc.
Office of Corporate Compliance