

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO Box 30
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 210-1746

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

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

March 2024

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 Concord & Entourage & 2023-2025 Freelanders & Leprechaun Class C Motorhomes 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.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

PARTS KIT NUMBER

F100552230 for 18x18 skylight dome
F10055223 for inner skylight cover

DEALER 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).

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
210-1746	SB-460-01-00-004524	Perform Remedy	1.0 HRS.


HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 825-8602

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 210-1746 REMEDY INSTRUCTIONS

	Make(s): MANY, SEE BELOW Model(s): MANY Model Year(s): 2023 - 2025	Repair Code: SB-460-01-00-004522 Allotted Time: 1.00 HRS. Inspection Code: SB-460-05-00-004521 Allotted Time: .10
	Concern: A limited number of skylights have displayed cracks soon after installation or may develop after time.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: SEE BELOW Part(s) Return: NO, 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 2023 – 2024: CONCORD
CERTAIN 2023 – 2025: FREELANDER & LEPRECHAUN
CERTAIN 2024: ENTOURAGE

ORDER FROM PLANT THE FOLLOWING KITS:

- F100552230 FOR 18X18 SKYLIGHT DOME
- F10055223 FOR INNER SKYLIGHT COVER

STEP 1: REMOVE THE INNER SKYLIGHT COVER AND ROOF TOP SKYLIGHT DOME;

STEP 2: CLEAN THE ROOF TOP OPENING OF THE DOME AREA OF ANY DEBRIS/SEALANT;

STEP 3: ADHERE BUTYL TAPE TO UNDERNEATH OF SKYLIGHT DOME;

STEP 4: INSTALL 1" SCREWS IN ALL OPENINGS OF THE SKYLIGHT DONE;

- DO NOT OVER TIGHTEN THE SCREWS, WHICH MAY CAUSE CRACKING IN THE SKYLIGHT DOME;

STEP 6: APPLY ALPHATHANE 5121 ADHESIVE/SEALANT TO THE SKYLIGHT DOME AND FASTENERS;

- ENSURE TO SEAL THE SKYLIGHT DOME COMPLETELY AROUND ITS PARAMETER;

STEP 7: INSTALL REPLACEMENT INTERIOR SKYLIGHT COVER;

STEP 8: CLEAN ROOF AND INTERIOR OF THE UNIT FROM ANY WORKING DEBRIS;

STEP 9: CLAIM REPAIR CODE.

SAMPLE OF CRACKED SKYLIGHT



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****EXPIRATION DATE: April 30, 2025**

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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.

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. **This TSB will expire on April 30, 2025, or at the end of Forest River's Manufacturer Warranty.** 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 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.

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