

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1783

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

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

June 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 Campsite Reserve 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 cross tube was incidentally left off a certain number of chassis manufactured by Lippert Components. The cross tube is a secondary tube which is installed laterally across the bottom of the chassis.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(260) 499-2100

DEALER REPAIR CODES: Dealer Connect

Prior Authorization and 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)
51-1783	SB-417-03-00-004555	PERFORM REMEDY	.50 HRS.

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 51-1783 REMEDY INSTRUCTIONS

	Make(s): Cherokee Model(s): Campsite Reserve CRT26CJ Model Year(s): 2024	Repair Code: SB-417-03-00-004555 Allotted Time: .50 HRS Inspection Code: N/A Allotted Time: N/A
	Concern: A cross tube was incidentally left off a certain number of chassis manufactured by Lippert Components. secondary tube which is installed laterally across the bottom of the chassis.	Photo(s) Required: YES Prior Authorization Required: YES Part(s) Number: 2024027709 Part(s) Return: NO

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.

PLEASE SEE THE INCLUDED REMEDY INSTRUCTIONS FROM FIREFLY TO COMPLETE THE TSB.

ONCE COMPLETED, CLAIM THE REPAIR CODE.

TSB Number:	019-002-2024		
Product:	Cross Brace		
Date:	06/11/2024	Labor Rate:	0.5 Hours

Purpose

This document outlines the process for adding a cross brace to the 26CJ Oregon version trailer chassis using service kit part number 2024027709.

Safety

This document provides general instructions. Many variables can change the circumstances of any procedure, i.e. the degree of difficulty involved in the service operation and the ability level of the individual performing the operation. This document cannot begin to plot out procedures for every possibility, but will provide the general instructions for effectively installing, removing or servicing the system. In the event the skill level required is too advanced or the procedure too difficult, a certified technician should be consulted before performing the necessary operation. Failure to correctly install, remove or service the system may result in voiding the warranty, inflicting injury or even death.

WARNING

The "WARNING" symbol above is a sign that a procedure has a safety risk involved and may cause death, serious personal injury, severe product and/or property damage if not performed safely and within the parameters set forth in this document.

CAUTION

The "CAUTION" symbol above is a sign that a procedure has a safety risk involved and may cause personal injury, product and/or property damage if not performed safely and within the parameters set forth in this document.

CAUTION

Wear appropriate personal protective equipment (PPE) when performing service or maintenance operations. Always wear eye protection when servicing trailer axles, brakes, hubs, springs and wheels. Not using PPE may result in personal injury.

Resources Required

- 1 - 2 persons, depending on task
- Service kit #2024027709
- Cordless or electric drill or screw gun
- 3/8" hex drive socket
- Tape measure
- Non-permanent marking method

TSB Number:	019-002-2024		
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Preparation

⚠ WARNING

The trailer **MUST** be supported per manufacturer's recommendations before working underneath. Failure to do so may result in death, serious personal injury, severe product and/or property damage.

NOTE: Support the trailer per manufacturer recommendations and chock the wheels to prevent movement.

Instructions

1. Mark the location for the cross brace. The cross brace (Fig. 1A, 2A) is to be mounted 190" behind the front crossmember, and centered vertically on the crush tubes (Fig. 2B).

NOTE: The front edges of the cross brace's mounting flanges should be 19 ¼" behind the front edges of the crush tubes (Fig. 2).

Fig. 1

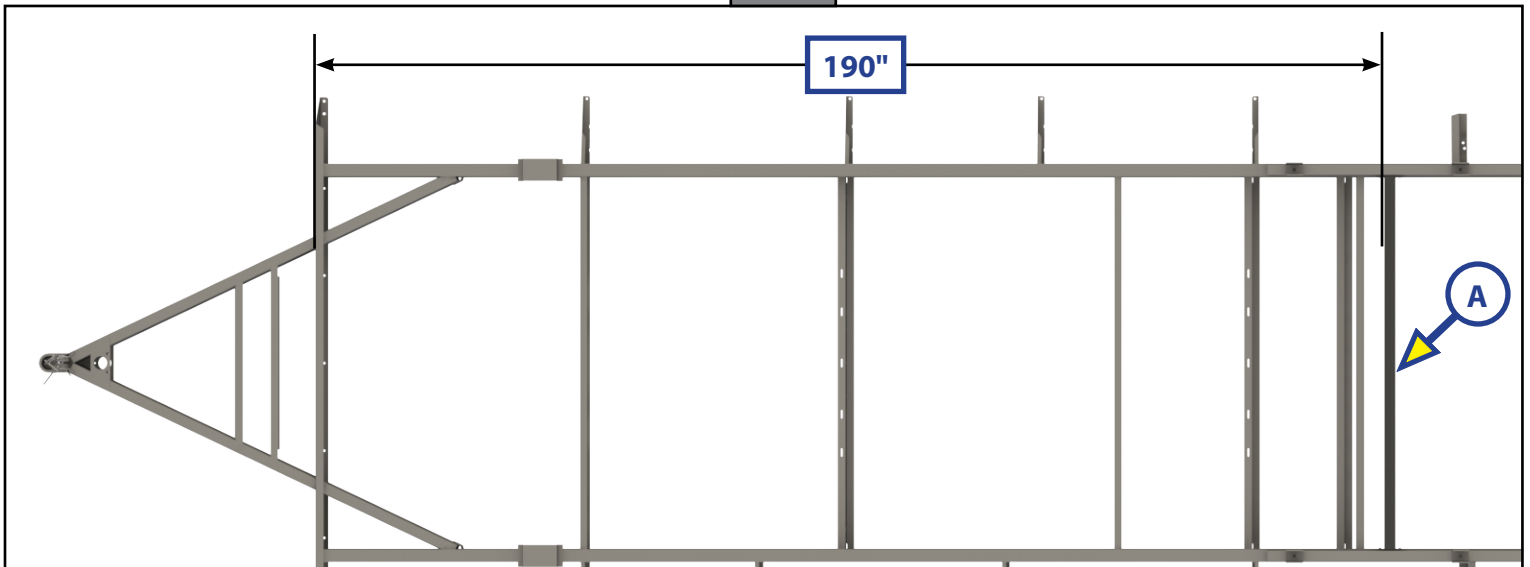
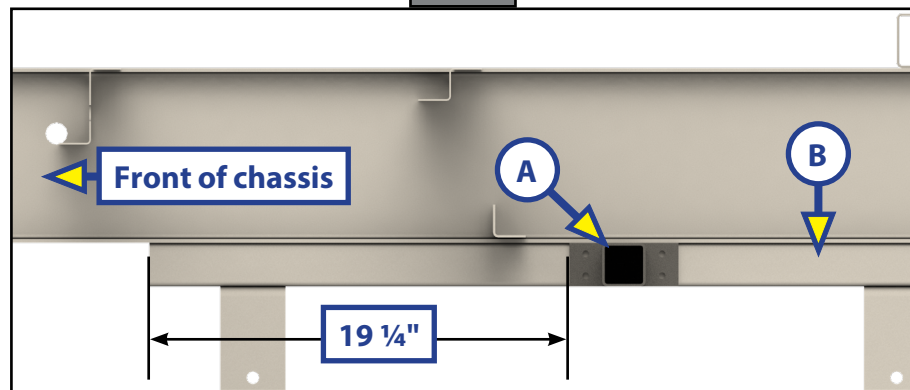
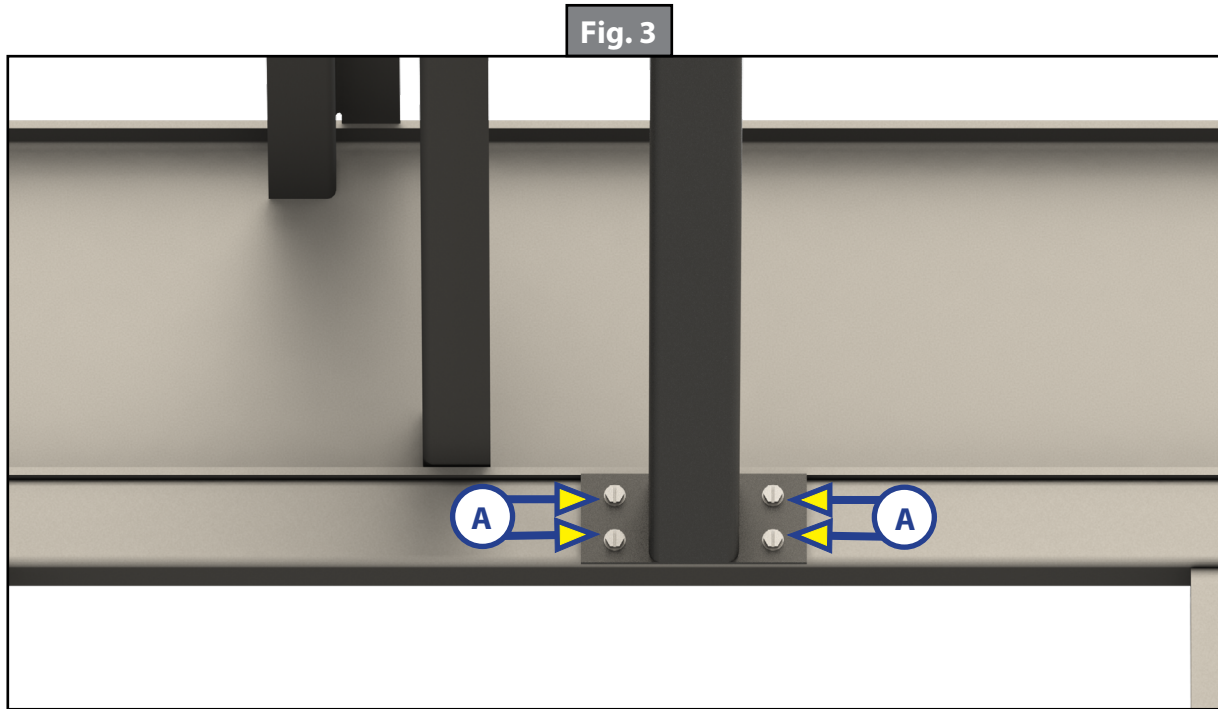


Fig. 2



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- Secure one end of the cross brace to the crush tube using 4 of the provided $\frac{1}{4}$ " x 1" hex-slotted self-drilling screws (Fig. 3A).
- Repeat step 1 for the other side.



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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 .50 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	(260) 499-2100

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:

Cherokee
Forest River, Inc.
Attn: WARRANTY MANAGER
1500 N Detroit St.
LaGrange, IN 46761

Sincerely,

Forest River, Inc.
Office of Corporate Compliance