



CRV Short Fiberglass

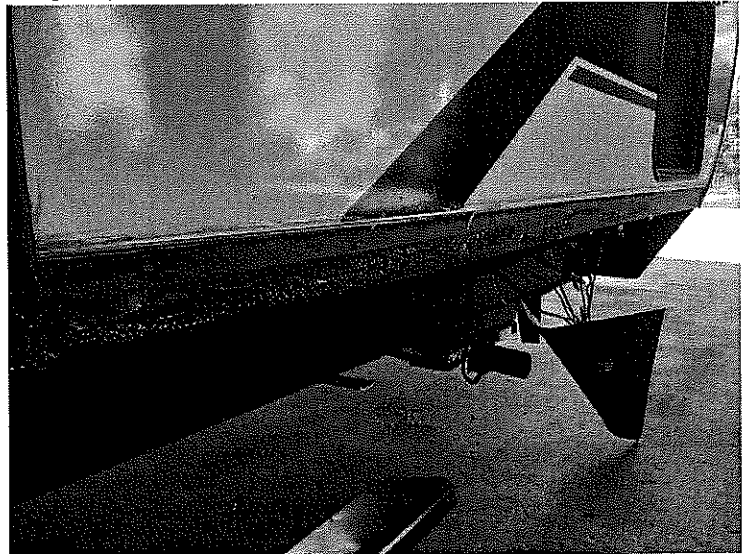
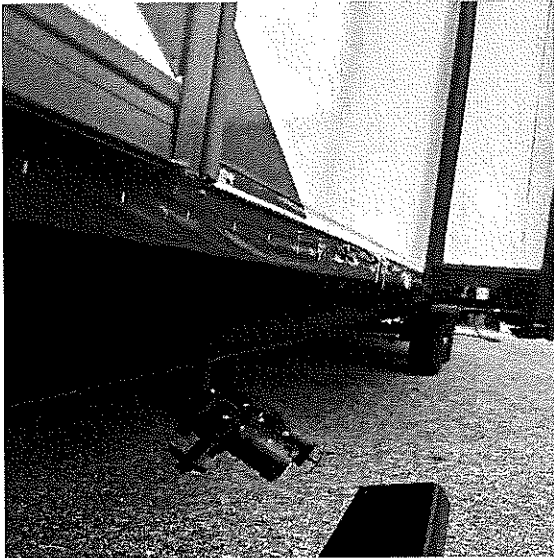
Bulletin Type:	TSB	Publication Date:	October 2025
Bulletin #(s):	25-021	Make(s):	Cruiser RV
Job Code(s):	98.03.05	Model(s):	MPG, Embrace, Shadow Cruiser
Flat Rate(s):	8.0H	Model Year(s):	2025

Incident:	Short Fiberglass walls need additional sealing.
Affected Units:	Certain 2025 Cruiser RV MPG, Embrace and Shadow Cruiser Travel Trailers.
Parts Kit: 0462569	Parts Kit #: 0462569
	Part Kit Contents: 8 x 8FT J Wrap Trim P/N 0304979 – metal exterior - .024 x 4 x 192 belt rail Black (Approx per unit length) 6 x Quad – Sealant OSI Quad – 10.2 oz. Black – 028756 – P/N -0267445 1 x 3M Tape – All weather Flashing – 3” X 75’ – 3M 877 – Tan P/N 0109499 3 x Butyl – Tape – Butyl - .125” x 1.50” x 30’ Grey – General P/N 0120317
Misc. Tools & Supplies:	Screw Gun, caulk gun
Parts Return Information:	N/A

Short Fiberglass Repair

1. Submit pre-authorization to Cruiser RV with photos of the short fiberglass.
2. Remove all skirt metal for both sides of the unit.
3. Remove all belt rail from the unit, this will be replaced with new belt rail.
4. Once the the belt rail is removed, add quad seal (P/N 0267445) to the joint where the sidewall meets the decking. Make sure to tool out the sealant and verify that the sealant covers the joint.
5. Add 3M flashing tape (P/N 0109499). Install the 3M flashing tape approximately 1 inch up above the bottom of the fiberglass and then down below the floor decking, making sure to cover the seam.
6. Install the new belt rail making sure to install butyl tape behind.
7. Seal the belt rail with caulk.

Photos of units with short fiberglass positioned above the floor decking





Technical Service Bulletin Notification TSB #: 25-021
Unit Serial Number: «Warranty_ID»

October 2025

«Owner»
«Street»
«City», «State» «Zip_Code»

Dear Valued Dealer,

Cruiser RV has determined that certain model year 2025 MPG, Embrace and Shadow Cruiser travel trailers require additional sealing along the bottom of the sidewall fiberglass.

Our records indicate that the following travel trailer is currently part of the inventory at your dealership and requires the Service Bulletin repair prior to being retail sold:

Serial Number «Warranty ID»

If you have sold this affected travel trailer, please contact the current owner regarding this Service Bulletin and process the Warranty Registration for them. All pertinent information regarding this Service Bulletin is on file in the Cruiser RV Service portal.

If you have questions regarding this Service Bulletin, please contact the Heartland / Cruiser RV Customer Service Department at 1-800-283-8267.

Sincerely,
Cruiser / Heartland RV



Technical Service Bulletin Notification TSB #: 25-021

October 2025

Unit Serial Number: «Warranty_ID»

«Owner»

«Street»

«City», «State» «Zip_Code»

Dear Valued Customer,

Cruiser RV has determined that certain Model Year 2025 MPG, Embrace and Shadow Cruiser Travel Trailers require additional sealing along the bottom of the sidewall fiberglass. Without this additional seal, water could enter the vehicle.

Our records indicate that this Service Bulletin affects your vehicle. Please contact your nearest Cruiser dealer to schedule an appointment and present this letter as authorization to have the procedure completed at no cost to you.

If you have sold or traded your vehicle, or for any reason cannot have this service performed, please contact the Cruiser RV Customer Service Department at 800-283-8267.

We apologize for any inconvenience or concern this bulletin may cause and want to assure you that Cruiser is taking all the necessary steps to ensure our product quality meets your expectations.

Sincerely,
Cruiser / Heartland RV