

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 20-1983

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

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

October 2025

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2026 Cedar Creek CRT40CBK, CRT40CCK, 40CDL, CRT40CFL2B, AND CRT40CRS Travel Trailer Recreational Vehicles.

WHAT IS THE ISSUE?

The 28" x 48" egress window may not have the notches to allow for the vertical slider to lock into position when opened.

PARTS KIT NUMBER:

F100794627

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(260) 593-4000


DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
20-1983	SB-499-05-00-004760	INSPECTION ONLY	.10 HRS
20-1983	SB-499-01-00-004761	INSPECTION AND PERFORM REMEDY	2.0 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 20-1983 REMEDY INSTRUCTIONS

 FOREST RIVER	Make(s): CEDAR CREEK Model(s): SEE BELOW Model Year(s): 2026	Repair Code: SB-499-01-00-004761 Allotted Time: 2.00 HRS. Inspection Code: SB-499-05-00-004760 Allotted Time: .10 HRS.
	Concern: The 28" x 48" egress window may not have the notches to allow for the vertical slider to lock into position when opened.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: F100794627 Part(s) Return: 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 – 2026 – CEDAR CREEK: CRT40CBK, CRT40CCK, CRT40CDL, CRT40CFL2B & CRT40CRS

REMEDY KIT CONTENTS – **ORDER 1 KIT PER WINDOW:**

QTY	DESCRIPTION
1	WINDOW, 28" X 48", VERTICAL SQUARE CORNER, THERMO
1	INTERIOR WINDOW TRIM RING
.5	FOAM TAPE, CLOSED CELL
1	EXTRA "EXIT" LABELS
38	#8 x 1" BLACK SQUARE HEAD SCREW

INSPECTION:

STEP 1: LOCATE THE 28" X 48" EGRESS WINDOW;

- THERE ARE TWO IN THE UNIT

STEP 2: OPERATE THE VERTICLE SLIDERS ON BOTH WINDOWS;

- LOOK FOR A NOTCH ON THE RIGHT AND LEFT IN WHEN THE SLIDER IS IN THE "UP" POSITION;
- IF THE WINDOWS HAVE THE NOTCHES AND LATCHES INTO THE NOTCHES, CLAIM ONLY THE INSPECTION CODE FOR BOTH WINDOWS;
- IF THE WINDOWS DO NOT HAVE A NOTCH FOR THE VERTICAL SLIDER ON EACH SIDE OF THE WINDOW, MOVE ON TO REMEDY.

REMEDY – FOR WINDOWS WITHOUT THE NOTCHES:

STEP 1: REMOVE THE WINDOW;

- DISCARD/DESTROY WINDOW, TRIM RING AND FASTENERS

STEP 2: CLEAN THE WINDOW OPENING, REMOVE ANY RESIDUAL DEBRIES;

STEP 3: APPLY FOAM TAPE AROUND THE PARAMETER OF THE WINDOW;

- USE THE FOAM TAPE PROVIDED IN THE KIT;

STEP 4: INSTALL WINDOW (VENT SIDE TO THE BOTTOM);

- USE THE REPLACEMENT TRIM RING;
- USE THE REPLACEMENT FASTENERS;
- APPLY ANY CAP SEAL AS NEEDED;

STEP 5: ENSURE THERE IS A WHITE "EXIT" STICKER VISIBLE;

- USE THE INCLUDED STICKER AS NEEDED;

STEP 6: TEST FUNCTIONALITY;

STEP 7: CLAIM REPAIR CODE.

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<<VIN>>
<<OWNER NAME/DEALERNAME>>
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October 2025

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to an issue involving certain 2026 Cedar Creek CRT40CBK, CRT40CCK, 40CDL, CRT40CFL2B, AND CRT40CRS 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 28" x 48" egress window may not have the notches to allow for the vertical slider to lock into position when opened.

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 2.0 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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(260) 593-4000

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:

Forest River, Inc.
Attn: WARRANTY MANAGER
501 Hawpatch Dr.
Topeka, IN 46571

Sincerely,

Forest River, Inc.
Office of Corporate Compliance