## TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 225-0970 o Integrity

Safety

<<VIN>> o Quality

<<OWNER NAME/DEALERNAME>>

<<CITY>>, <<ST>> <<ZIP-XXX>>

<<ADDRESS>> o Customer Service

February 28, 2019

This Notice applies to your vehicle VIN listed above.

#### Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 through 2019 – Crossfit – CFB22CF, CFB22CFEB, CFB22CFEBCA, CFB22DFEB Class B motorhome 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 added SuperSpring on the rear axle (curb and road side) may interfere with Ford Transit 350 vehicle chassis rear factory spring hangers. This interference may result in a mechanical noise when fully loaded as the vehicles' suspension jounces and the SuperSpring contacts the chassis.

#### **OWNERS: WHAT SHOULD YOU DO?**

Please make an appointment with your Forest River Dealership to have this Service Bulletin completed.

#### **DEALERS: WHAT SHOULD YOU DO?**

Please review the included remedy instructions.

#### MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
SUPERSPRING CUSTOMER SERVICE	(866) 898-0720
CROSSFIT CUSTOMER SERVICE	(574) 825-8590

#### **Dealer Repair Codes:**

Pictures are required, prior to and post remedy and/or inspection installation.

Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

TECHNICAL SERVICE		ALLOWED	
BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	HOUR(S)
USA & CANADA - 225-0970	Inspect Location Via Per Validation Instructions	10-2250970	.25 HRS
USA & CANADA - 225-0970	Repair Location Via Corrective Procedure	10-2250971	.50 HRS

### 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 contact the Warranty Department at the phone number above to arrange for reimbursement.

If you have already had this condition remedied at no cost under warranty, please disregard this notice.

PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS SERVICE BULLETIN NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.

Sincerely,

Forest River, Inc.

Office of Corporate Compliance



## CORRECT INSTALLATION VALIDATION PROCEDURE • 02/19/2019

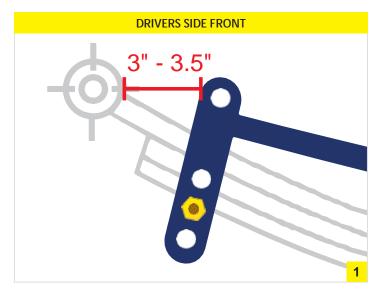




It has been reported that the SuperSprings may interfere with the Ford Transit 350 vehicle chassis rear factory spring hanger when incorrectly installed. This interference canresult in a mechanical noise when fully loaded and hitting a severe pothole or speed bump.

To ensure proper positioning, the measurement of space between the front of the SuperSprings and the rear of the vehicle front spring eye is necessary. This dimension should be no less than 3.00" and must not exceed 3.5" (SEE IMAGE 1). If the measurement is within this range, then no further action is required. If this measurement is outside of this range then corrective action is required – refer to:

SuperSpringsSSA43 - Installation Corrective Procedure • 02/19/2019



#### Part Number: SSA43 ▶ Product Line: SUPERSPRINGS

Page 1

## SuperSprings International, Inc.

505 Maple Avenue Carpinteria, CA 93013

#### **Technical Support** +1 (866) 898-0720 tech@supersprings.com

supersprings.com

**SAFETY NOTICE:** We recommend installation be done by a professional or *Never exceed the manufacturer's Gross Vehicle Weight Rating (GVWR)* persons with sound mechanical knowledge. *located on your vehicle's identification tag.* 

**WARNING:** These instructions are a general guide for installation.

SuperSprings International, Inc. assumes no liability for the actual instal- **BEFORE INSTALLATION:** Ensure the vehicle is on a level surface, the parklation process. Consumers and installers should apply common automo- ing brake is ON, with the ignition OFF, and place blocks in front of and tive safety practices when raising and working on any vehicle. **Do not put** behind the front tires to prevent the vehicle from moving.

yourself in a position where, if the vehicle were to move unexpectedly, DURING AND/OR AFTER INSTALLATION: Ensure emergency brake cables you may be injured. SuperSprings' products are designed to improve are not touching the SuperSprings. Ensure all air conditioning lines, vehicle ride quality. Do not load any vehicle beyond the manufacturer's brake cables and frame are clear of contact or interference. specifications.



# **INSTALLATION CORRECTIVE PROCEDURE • 02/19/2019**





If the SuperSprings are not positioned correctly, this corrective procedure is required. To confirm the installation is correct or needs correction – refer to:

SuperSprings SSA43 - Correct Installation Validation Procedure • 02/19/2019

### **CORRECTIVE PROCEDURE:**

- POSITIONING THE VEHICLE
   Vehicle must be on level solid surface. Ensure emergency brake is ON and ignition is
   OFF. Place blocks in front and to the rear of the front tires to prevent the vehicle from
   moving.
- 2. JACKING UP VEHICLE

  Jack up the vehicle and support the frame with jack stands so that the axle is hanging with tires resting on the ground. Removing the wheels is not necessary.
- 3. ADJUSTING THE SPRING POSITION
  - A. Using a ½" wrench and socket loosen the attaching bolt on the poly spring pad lock down clamp located at the center of the SuperSprings. Do not remove hardware. (SEE IMAGEA)
  - B. Place a pry bar behind the rear of the SuperSprings with the end against the cross member. (SEE IMAGE B)





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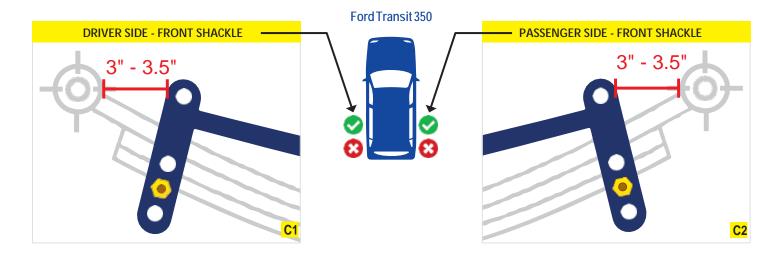
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# **INSTALLATION CORRECTIVE PROCEDURE** • 02/19/2019

- C. Push the SuperSprings forward with the pry bar to obtain a measurement of 3" to 3.5" between the front of the SuperSprings and the rear of the vehicle front spring eye. (SEE IMAGE C1 AND C2)
- D. Using a ½" wrench and socket retighten the attaching bolt on the poly spring pad lock down clamp located at the center of the SuperSprings originally loosened during step 3-A.
- 4. Repeat the same process on the other side if necessary.
- **5.** LOWER THE VEHICLE

Jack up the vehicle, remove the jack stands, and then lower the vehicle to the ground. Remove the blocks from front and rear of the front wheels.







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