

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
- o Safety
- o Quality
- o Customer Service

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

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, CFB22DF, 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 BULLETIN NUMBER | DESCRIPTION | REPAIR CODE | ALLOWED 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,

Keith Fisher
Forest River, Inc.
Engineer
Office of Corporate Compliance

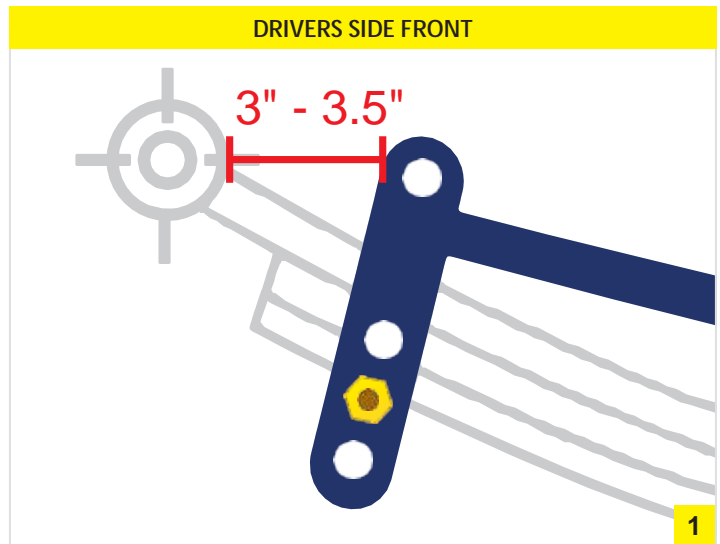
CORRECT INSTALLATION VALIDATION PROCEDURE • 02/19/2019



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 can result 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



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:

1. 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.

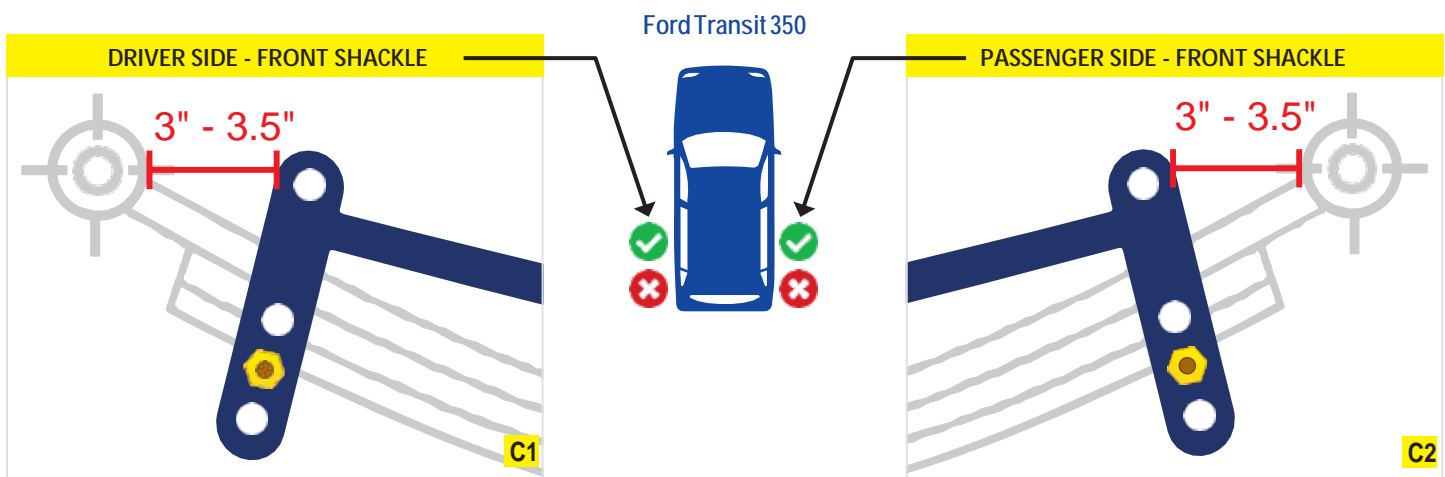
3. ADJUSTING THE SPRING POSITION

- 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 IMAGE A)
- B. Place a pry bar behind the rear of the SuperSprings with the end against the cross member. (SEE IMAGE B)



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.



FRONT SUPERSPRINGS SHACKLE IN CORRECT POSITION



REAR SUPERSPRINGS SHACKLE IN CORRECT POSITION