

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 502-1397

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

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

August 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 East to West Tandara Fifth Wheel 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 awning rail is not secured properly to a backer in the sidewall.

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

Please contact your dealer without delay and request a service appointment to schedule the free repair. The vehicle Owner is responsible for making arrangements 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](http://www.forestriverinc.com) to search for dealer locations.

## **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .75 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.

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

Dealer Service Procedures are locate on Dealer Connect

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 264-6664

## **Repair Codes:**

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	TIME
502-1397	SB-424-12-00-004083	INSTALL ADDITIONAL SECUREMENT TO AWNING RAIL	.75 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 send the service invoice to the following address:

East to West  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
3000 County Road 6 West  
Elkhart, IN 46514

Sincerely,  
  
Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 502-1397 REMEDY INSTRUCTIONS



Make(s): TANDARA  
 Model(s): MANY, SEE BELOW  
 Model Year(s): 2021

Concern:  
 The awning rail is not secured properly to a backer in the sidewall.

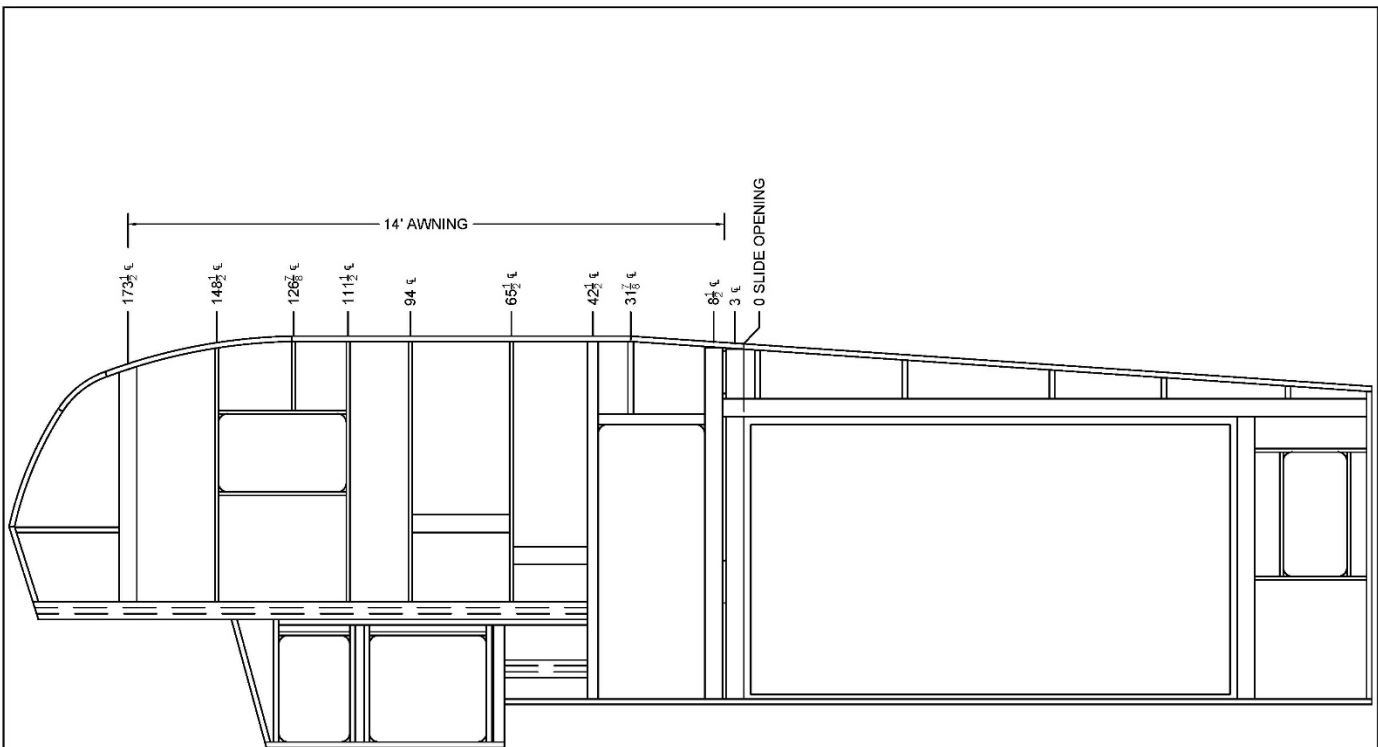
Repair Code: SB-424-12-00-004083  
 Allotted Time: .75 HRS  
 Inspection Code: N/A  
 Allotted Time: N/A  
 Photo(s) Required: NO  
 Prior Authorization Required: NO  
 Part(s) Number: N/A  
 Part(s) Return: NO

**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.**

MODELS: TDF285RL, TDF286RLOK, TDF320RL, TDF321RLOK, TDF375BHOK, TDF385MB & TDF386MBOK

STEP 1: USING THE INCLUDED DRAWINGS FOR REFERENCE, LOCATE AND INSTALL ADDITIONAL 1" WOOD SCREWS (MAX. LENGTH, NON-SELF TAPPING) IN THE AWNING RAIL. ENSURE EACH FASTENER HITS THE ALUMINUM TUBES IN THE WALL AS DEPICTED;

STEP 2: CLAIM REPAIR CODE.



REV	DESCRIPTION	DATE	PRODUCT: TANDARA		MODEL: 285RL/286RL
A	PRINT CREATED	7/30/21	DRAWN BY: JGH	<small>TOLERANCES: UNLESS OTHERWISE STATED DIM'S ARE IN INCHES X = ± .1      FRACTIONS = ± 1/16 XX = ± .01      ANGLES = ± .1°</small>	PRINT: DS SIDEWALL
			DRAWN DATE: 7/30/21		MY: 2021
East to West RV claims exclusive rights to the information documented herein. Manufacture of material shown in part or full is prohibited without the written consent from East to West RV.					SHEET 1 OF 1

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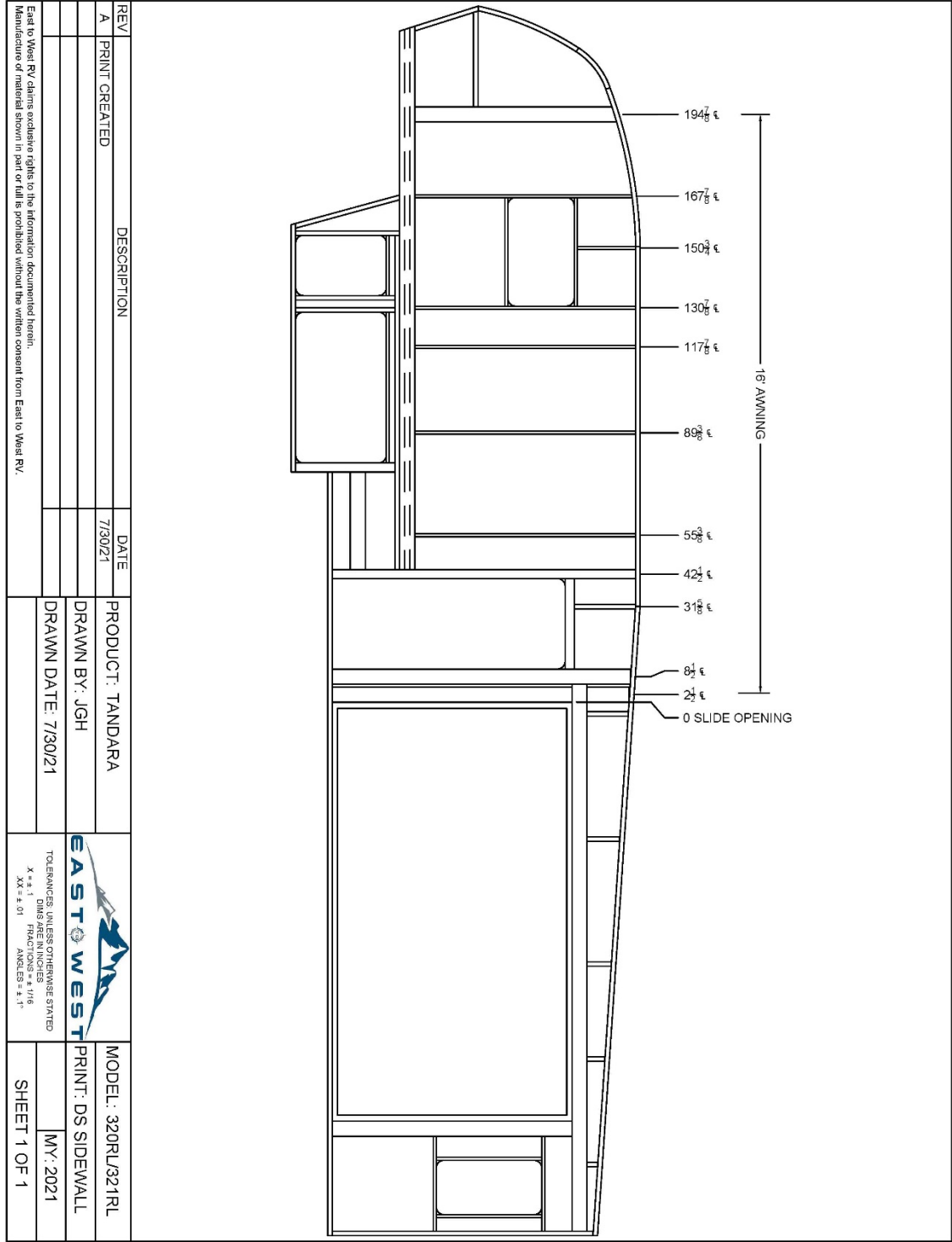


Make(s): TANDARA  
 Model(s): MANY, SEE BELOW  
 Model Year(s): 2021

Repair Code: SB-424-12-00-004083  
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 Allotted Time: N/A

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 Part(s) Number: N/A  
 Part(s) Return: NO



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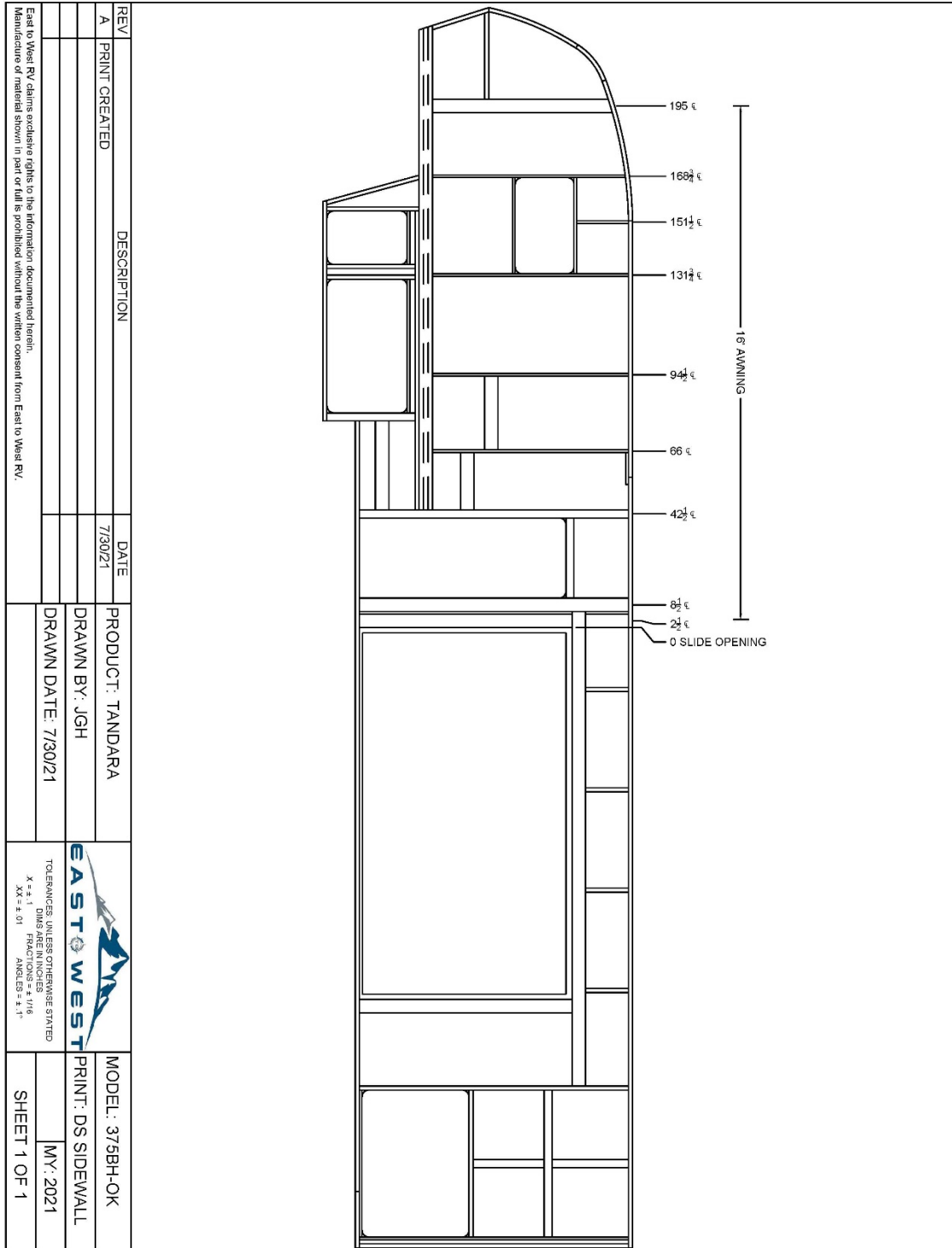


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