

2672973

5 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Chelsie Gonzales <cgonzales@forestriverinc.com>

Tue, May 12, 2026 at 3:02 PM

Good afternoon Chelsie,

Can you please tell me why each line on 2672973 was approved for 1 hour vs the 2? Per the TSB labor rate approval attached here, each job should be 2.

Thank you,

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
208.716.2887

 **TSB LABOR RATE APPROVAL 2.0.pdf**
1075K

Sullena Halsey <shalsey@forestriverinc.com>
To: "ashlee@dealer-advisors.com" <ashlee@dealer-advisors.com>
Cc: Chelsie Gonzales <cgonzales@forestriverinc.com>, Steven Hall <shall@forestriverinc.com>

Wed, May 13, 2026 at 5:32 AM

Good morning, Ashlee,

On claim 2672973 does not reflect a TSB or recall. Looking at the service campaign for this unit it does not have a recall or TSB, this is simply due to 5 of the windows was to be dual pane windows and it was a missed option before leaving the factory.

There are no safety concerns with these windows. The times given for the replacement of the 5 windows are the flat rate time of 1.00 each.



SULLENA HALSEY
DEALER WARRANTY MANAGER

shalsey@forestriverinc.com
office: (260) 593-4000



HELPFUL LINKS

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This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

Ashlee Olsen <ashlee@dealer-advisors.com>
To: Sullena Halsey <shalsey@forestriverinc.com>, Rachel Schlagenhauser <rschlagenhauser@forestriverinc.com>
Cc: Chelsie Gonzales <cgonzales@forestriverinc.com>, Steven Hall <shall@forestriverinc.com>

Wed, May 13, 2026 at 9:47 AM

Good morning,

We were told by Rachel Schlagenhauser 2672973 and 2673460 needed the TSB done. Can you please advise? I have attached the communication we received from her. We are asking at minimum, for the larger windows to be approved at 2 hours.

Thank you,
Ashlee
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3 attachments

-  **TSB LABOR RATE APPROVAL 2.0.pdf**
1075K
-  **email from rachel at forest river.pdf**
368K
-  **Rachel email.pdf**
928K

Rachel Schlagenhauser <rschlagenhauser@forestriverinc.com>
To: Ashlee Olsen <ashlee@dealer-advisors.com>, Sullena Halsey <shalsey@forestriverinc.com>
Cc: Chelsie Gonzales <cgonzales@forestriverinc.com>, Steven Hall <shall@forestriverinc.com>

Wed, May 13, 2026 at 10:06 AM

Hello,

This TSB was for the cottages. Not the fifth the fifth wheels.

This was for an egress window that needed to be installed.

The safety glass windows that need to be replace on the complete unit is not related to this TSB.

VIN number- crs235371 is the unit that needs 6 windows replaced. This is for a 385rk.

Vin number- CRS235375 is for a 40CRS that needed the replacement egress windows.

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

Let me know if you have any questions.

Thank you

**** PLEASE NOTE ****

Dealers must obtain an authorization from their Parts Representative before returning any parts to Forest River. All requests for return authorization must be made within 15days of the dealer's receipt of the ordered items.



WHEN RECEIVING A PACKAGE FROM FOREST RIVER-CEDAR CREEK VIA UPS OR FREIGHT, PLEASE INSPECT IMMEDIATELY FOR WRONG PARTS SHIPPED, MISSING PARTS AND/OR VISIABLE DAMAGES. WE HAVE A "48HR" POLICY OF NOTIFYING US OF THESE THINGS. PLEASE BE SURE TO SIGN FREIGHT BILLS NOTING ANY PARTS NEEDING CORRECTED AND/OR DAMAGE. YOU WILL NEED PICTURES OF THE WRONG PARTS RECEIVED AND IF DAMAGED IS NOTED, YOU WILL NEED TO PROVIDE PICTURES OF THE DAMAGED BOX OR CRATE, THE PACKAGING MATERIALS, AND DAMAGED PRODUCT. ONCE YOU HAVE RECEIVED THE PACKAGE, YOU WILL NEED TO INSPECT FOR ANY CONCEALED DAMAGES OR MISSING PARTS. PLEASE HOLD ONTO THE DAMAGED BOX OR CRATE, PARTS, AND PACKING MATERIALS UNTIL CLAIM IS SETTLED.

YOU HAVE 48 HOURS AFTER DELIVERY TO REPORT DAMAGES, WRONG PARTS SHIPPED AND MISSING ITEMS .IF YOU FAIL TO REPORT THESE DAMAGES WITHIN 48 HOURS, YOUR CLAIM WILL BE DENIED.

Thank You??

CedarCreek Parts Advisor (Central Coast)

AL,AR,IA,IL,IN,LA,KY,MB,MI,MO,MN,MS,NU,ON,TN,WI

Rachel Schlagenhauser

260-593-4000 ETX #20206

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>

Wed, May 13, 2026 at 10:08 AM

Stephanie,

Hey! Here's the response I got back from Rachel...

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