

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10-0534

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

<<VIN>>

<<OWNER NAME/DEALERNAME>>

<<ADDRESS>>

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

October 5, 2017

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2017 – 2018 Rockwood GEO-PRO and Flagstaff E-Pro 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?

Secondary outriggers need to be added to the vehicle's chassis and attach to the floor. This secondary form of securement will ensure the vehicle will not loosen over its service life.

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 to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is 1.00 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?

See the attached service instructions.

MAY FOREST RIVER ASSIST YOU FURTHER?

CUSTOMER SERVICE (574) 642-5164 kmosher@forestriverinc.com

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).

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
10-0534	ADD CHASSIS OUTRIGGERS & SECURE	10-000699	1 HR.

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:

Rockwood/Flagstaff
Forest River, Inc.
Attn: WARRANTY MANAGER
201 West Elm Street
Millersburg, IN 46543

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance