

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10-0916

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

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

November 26, 2018

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 – Rockwood – RLTG16THG, RLTG16THG-W and 2019 - Flagstaff – FLTE16THG and FLTE16THG-W 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?

In certain vehicles the sofa/dinette installed may need to be adjusted in order to fold-out as intended into a bed.

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?

CONTACT	PHONE NUMBER
ROCKWOOD/FLAGSTAFF CUSTOMER SERVICE	(574) 642-2640

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)
10-0916	ADJUST SOFA(S) INSTALLED IN VEHICLE	10-100916	1.00 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:

Rockwood/Flagstaff
Forest River, Inc.
Attn: WARRANTY MANAGER
302 N Wabash
Millersburg, IN 46543

Sincerely,

Forest River, Inc.
Engineer
Office of Corporate Compliance

ROCKWOOD/FLAGSTAFF – G16TH/E16TH SOFA REMEDY

- Ø You will need a 3/8" drill bit and a 1/2" wrench or socket;
- Ø Remove the back portion of the sofa from the hardware;
- Ø Drill new holes in the hardware 1/2" towards the seat portion of the sofa from the existing holes;
- Ø Remount back onto hardware and after both sofas are done it will work like originally designed;
- Ø Touch up original holes with a black paint marker where paint is worn off.

CURRENT



AFTER REMEDY



ROCKWOOD/FLAGSTAFF – G16TH/E16TH SOFA REMEDY

CURRENT



1. You will need a 3/8" drill bit and a 1/2" wrench or socket;
2. Remove the back portion of the sofa from the hardware;
3. Drill new holes in the hardware 1/2" towards the seat portion of the sofa from the existing holes;
4. Remount back onto hardware and after both sofas are done it will work like originally designed;
5. Touch up original holes with a black paint marker where paint is worn off.

You have completed the remedy of this service bulletin.
Please claim the remedy repair code.

Thank you for your help!

AFTER REMEDY

