

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10G-0997

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

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

April 19, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 through 2020 – Flagstaff – FLTE16THG, FLTE16THG-W and 2020 – Rockwood - RLTG16THG and RLTG16THG-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?

The sofa mounting brackets have been improved for better performance while opening and closing the sofas.

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 SUPERSPRING OR FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
FLAGSTAFF/ROCKWOOD CUSTOMER SERVICE	(574) 642-8943

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 – 10G-0997	SOFA WALL ATTACHMENT MOUNT	10-100997	2.00 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 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

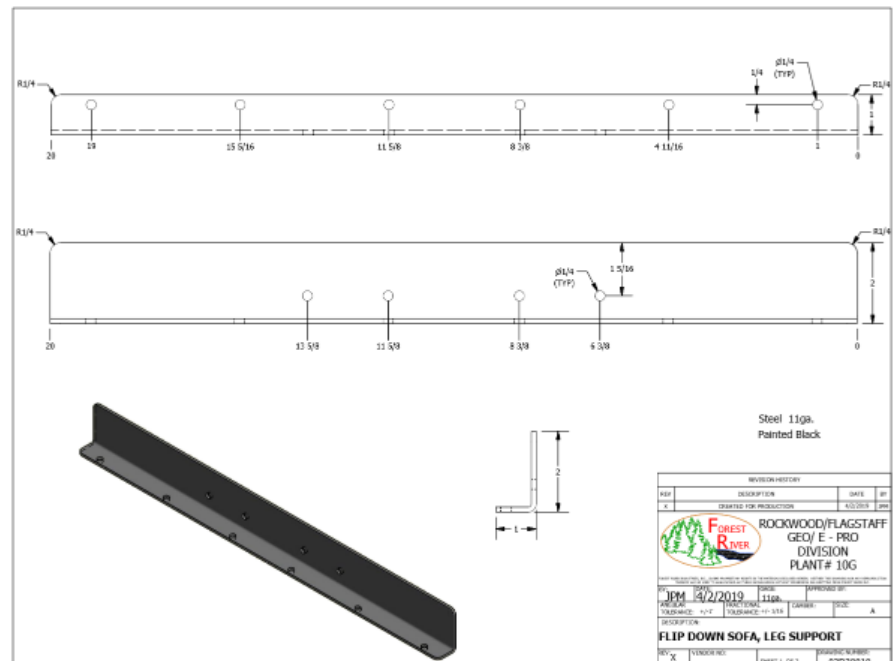
Office of Corporate Compliance

16TH SOFA REMEDY



ITEMS NEEDED:

- (4) 23647 FLIP DOWN SOFA LEG SUPPORT 02D20010 (TALON)
(24) 14A100SUX0Z 14 X 1 HEX HEAD LAGS



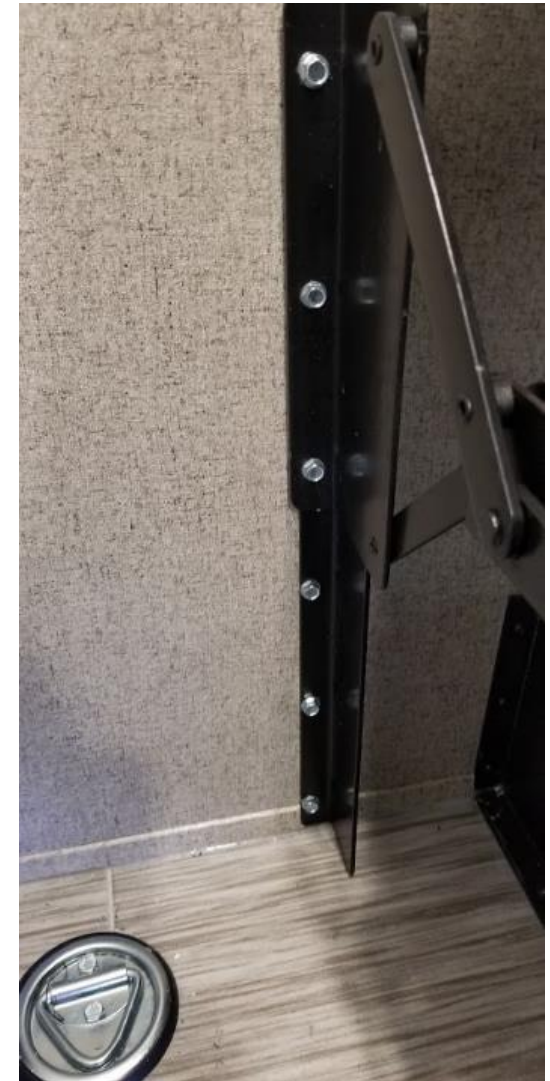
16TH SOFA REMEDY



STEP 1: Line up where support goes and notch trim at bottom of wall. (Note: move forward or back enough to create new holes with lags but not far enough that old holes show)

STEP 2: Position in place like shown on the right and attach to wall (Note: the bottom lag is going through several layers of backer so it might take more torque to install)

Repeat on both ends of sofa on both sofas. It will take either two persons or blocks to hold sofa level while positioning and fastening.



2 hours labor