

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10-1068

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

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

September 3, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2018 - 2019 Rockwood and Flagstaff 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 under-mount sinks may not have the appropriate amount of retaining clips to keep the sink from falling out of place.

**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. Kit/Part numbers are listed on the remedy document.

**MAY FOREST RIVER ASSIST YOU FURTHER?**

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-8943

**DEALER REPAIR CODES: Dealer Central**

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
USA & CAN – 10-1068	SINKS WITH PLYWOOD BACKER ADD ANGLE CLIPS	10-101068	1.00 HRS
USA & CAN – 10-1068	SINKS WITHOUT PLYWOOD BACKER ADD UNDER-MOUNT CLIPS	10-101069	1.45 HRS

**OR**

**DEALER REPAIR CODES: Dealer Connect**

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
USA & CAN – 10-1068	SINKS WITH PLYWOOD BACKER ADD ANGLE CLIPS	SB-463-03--003275	1.00 HRS
USA & CAN – 10-1068	SINKS WITHOUT PLYWOOD BACKER ADD UNDER-MOUNT CLIPS	SB-463-03—003274	1.45 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.**

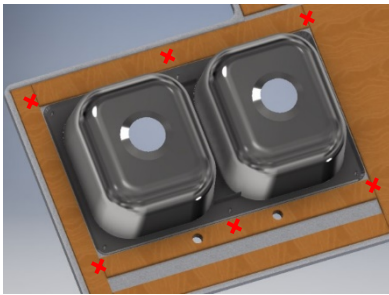
Sincerely,  
  
 Keith Fisher  
 Forest River, Inc.  
 Engineer  
 Office of Corporate Compliance



## UNDER-MOUNT SINK REINFORCEMENT

### For Countertops With a Plywood Backer (Allotted Labor: 1 hour)

If the countertop the sink is mounted to has a plywood backer on the under side, clips can be screwed directly into the plywood. Place a clip near each corner and centered in the front and back of the sink, 6 total. Heavy duty angle clips are available at any local hardware store or contact Forest River, FR Part #: F100142990



Recommended clip locations

### For Countertops Without a Plywood Backer (Allotted Labor: 1 hour 45 minutes)



If the countertop the sink is mounted to does not have plywood backer in a spot to mount clips, under-mount sink clips will need to be used. The sink clips can be mounted directly to the surface of the countertop with a two-part epoxy. Place a clip near each corner and centered in the front and



back of the sink, 6 total. Be sure to dry fit before applying epoxy for proper placement. The clips will need to be secured temporarily in place with duct tape while the epoxy dries, as shown in the picture to the left.



Under-mount sink clips should be available at a local hardware store and include the mount, clip, and wing nut or contact Forest River, FR PART #: F100142991

**Note:** Some sinks may require a combination of mounting clips to the plywood backer and using under-mount sink clips where backers are not available.