

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10C-1106

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

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

October 22, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2020 – Rockwood - RLT8332SB and Flagstaff - FLT832RKSB 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 manufacturing plant discovered that the fridge might come loose from restraints while in travel mode.

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 2.50 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
CUSTOMER SERVICE	(574) 642-8943

DEALER REPAIR CODES: Dealer Central

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
10C-1106	SECURE RESIDENTIAL FRIDGE WITH TOP ANCHOR PER INCLUDED INSTRUCTIONS	10-101106	2.50 HRS

DEALER REPAIR CODES: Dealer Connect

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWABLE HOUR(S)
10C-1106	SECURE RESIDENTIAL FRIDGE WITH TOP ANCHOR PER INCLUDED INSTRUCTIONS	SB-387-03--003297	2.50 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.

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,

A handwritten signature in black ink that reads "Keith Fisher". The signature is written in a cursive style with a large initial "K" and "F".

Forest River, Inc.
Engineer
Office of Corporate Compliance



8332SB / 832RKSB

RESIDENTIAL REFRIGERATOR WALL REPAIR

Allotted Time: 2.5 hours

REQUIRED TOOLS AND MATERIALS

TOOLS

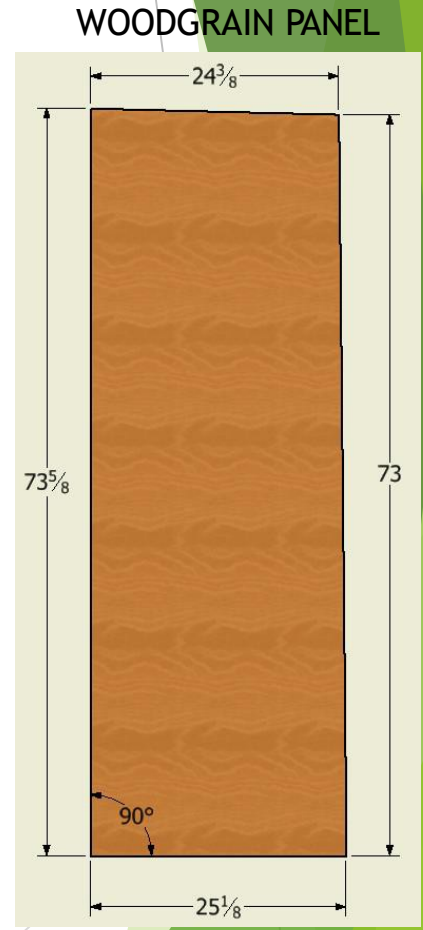
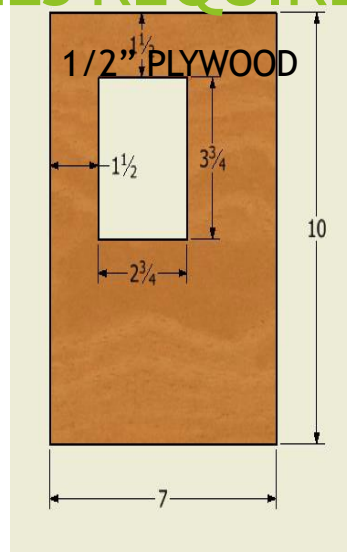
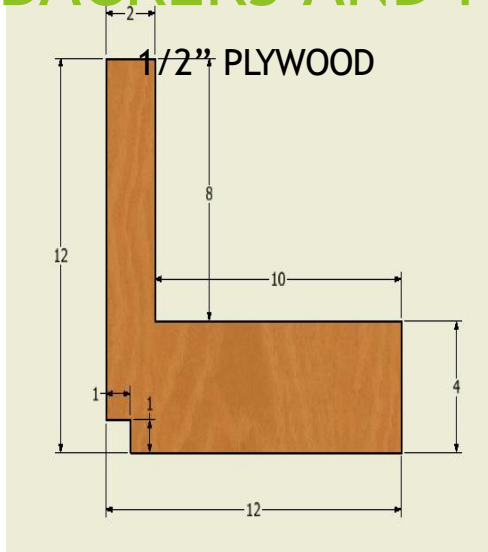
- ▶ Screw Gun
- ▶ Small Pin/Panel Router
- ▶ STF10 or D-10 Staple Gun
- ▶ SLS20 or L14 Staple Gun
- ▶ Caulk Gun
- ▶ 1/16" & 1/4" Drill Bits
- ▶ Panel Pry Tool
- ▶ Screw Gun Bit Extensions

MATERIAL LIST

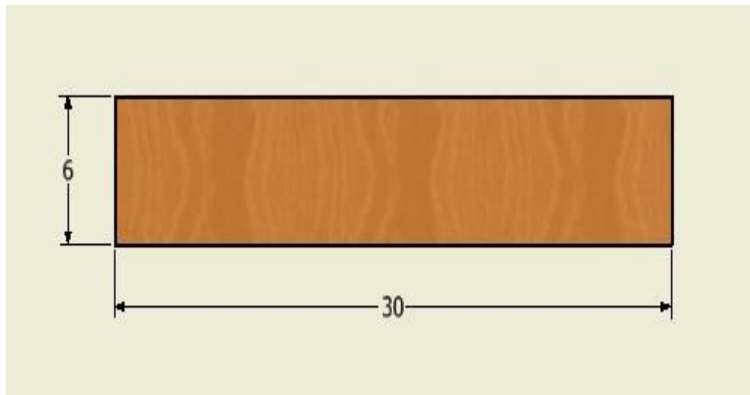
Repair Kit (**FR PART#:F100152973**) Includes:

- ▶ Refrigerator Plywood Backer
- ▶ L-shaped Plywood Backer
- ▶ LP Detector Backer
- ▶ Woodgrain Refrigerator Panel
- ▶ Refrigerator Mounting Bracket
- ▶ 1" Woodgrain Batten Trim
- ▶ (2) 2¼" Bolt w/ T-Nut

BACKERS AND PANELS REQUIRED



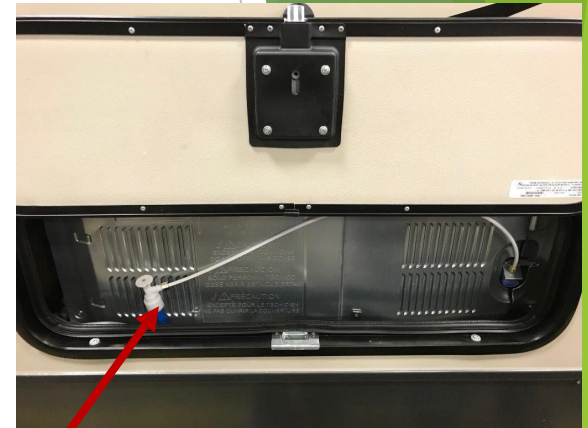
3/8" PLYWOOD



- ▶ Locate the refrigerator panel on the outside of the unit.
- ▶ Turn the valve off and disconnect the water line that leads to the refrigerator by removing the fitting.
- ▶ Remove the screws from the brackets located near the back, bottom of the refrigerator.
- ▶ Remove the screws from the bracket located on slide face wall at the top, left side of the refrigerator. Use an extension to reach the screws.



Upper Bracket

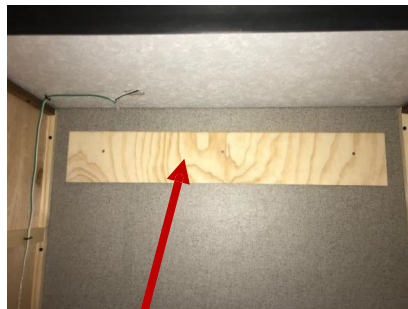


Shut-Off Valve



Back Brackets

- ▶ Remove the bottom foot brackets on either side of the front of the refrigerator. The refrigerator can now be moved out of the cabinet.
- ▶ Remove the 2 screws that secure the left side of the theater seat to the floor.
- ▶ Apply Sika Flex to the 6" x 30" backer. Fasten to the slide face wall with 3 screws, 3" down from the ceiling.



Backer in place, 3" below ceiling



Front Brackets

Theater Seat Screws



- ▶ Sand the top, left side of the refrigerator with 180 grit sandpaper. Apply Sika Flex to the new bracket and secure the bracket to the sanded area of the refrigerator with $\frac{3}{4}$ " screws.



- ▶ Remove the LP Detector by removing the screws that hold it to the cabinet. Disconnect the wiring by removing the wire nuts.

- ▶ Remove the screws along the bottom, right side of the refrigerator cabinet and the screw on the front stile cleat.

New Bracket



- ▶ Add the new LP detector backer 20" from the floor to the top of the backer, using a SFT10 staple gun from the outside of the cabinet.
- ▶ Replace the earlier removed screws that fasten the cleat to the floor. Move the screws so new holes are made.
- ▶ Using a 1/16" drill bit, drill two pilot holes down through the cleat, where the LP detector used to be. Be care not to splinter the bottom of the slide out.

LP Detector Backer



Location for holes

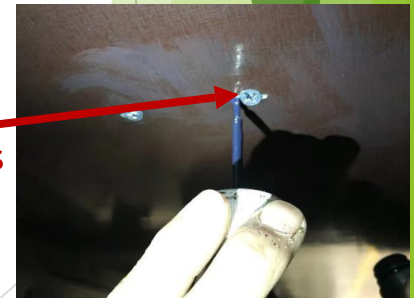
- ▶ From the outside of the unit, drill up, through the slide floor pilot holes with a ¼” drill bit.
- ▶ Hammer in the T nuts into the holes and install bolts from under the slide into the T nuts.
- ▶ Add anti-wick if there are any splinters showing plywood on the bottom of the slide.
- ▶ Fasten the L-shaped backer to the front, bottom with an SLS staple gun, as shown below.



Location for holes



Anti-wick
any splinters



- ▶ Remove the trim on the right side of the cabinet and overlay the décor panel over the existing panel. Fasten using a SFT10 staple gun. The trim on the ceiling, butting up to the old panel, will need to be cut the thickness of the panel, allowing it to be flush with the new panel.
- ▶ Install the 1” batten trim around the perimeter of the new panel with a SFT 10 staple gun.
- ▶ Rout out the LP Detector hole through the new panel using a pin router.
- ▶ Reinstall the screws in the LP detector and rewire black to black and white to red using wire nuts.
- ▶ The refrigerator can now be reinstalled. Make sure that all brackets are fastened to the floors and wall (including the new bracket). Reconnect the water line to the shut off valve.

