

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-1198

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

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

July 17, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2020 through 2021 – Rockwood - RLTG12RK and RLTG12RK-W, and 2020 through 2021 – Flagstaff - FLTE12RK and FLTE12RK-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 sidewall-mounted rail used to hang the griddle bracket and griddle from was mounted to low. The wheel fender interferes with and does not allow the griddle bracket to rest against the vehicle as intended.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for arranging 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 .25 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?

Inspect the griddle bracket by installing it, if it hits the fender order part # F100205402 through Rockwood & Flagstaff and replace griddle bracket.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE
CUSTOMER SERVICE	(574) 642-8943
rockwoodcustomerservice@forestriverinc.com	
flagstaffcustomerservice@forestriverinc.com	

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
10G-1198	SB-562-05-00-003502	INSPECT GRIDDLE BRACKET	.25 HRS
10G-1198	SB-562-01-00-003503	REPLACE GRIDDLE BRACKET	.15 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
201 West Elm Street
Millersburg, IN 46543

Sincerely,

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