

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10D-1247

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

October 26, 2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2021 Rockwood Lite 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 Spare Tire size is listed incorrectly on the Federal Placard. The Federal Placard on your vehicle lists the spare tire as a ST205/75R15D but the actual spare tire size is a ST225/75R15D.

## **OWNERS: WHAT SHOULD YOU DO?**

Federal Placard Installation:

1. The labels are located on the road side of the unit, low on the sidewall or on the upper deck on the same side and on the entry door;
2. Wipe off the labels with isotropic alcohol;
3. Match the labels and carefully place the new labels directly on top of the old labels.

If you are uncomfortable with replacing the Federal Placards, 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](http://www.forestriverinc.com) to search for dealer locations.

## **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is .10 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?**

Please follow the above steps.

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

### **HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE
Rockwood & Flagstaff	(574) 642-8943
CONTACT	EMAIL
Rockwood	rockwoodcustomerservice@forestriverinc.com

## **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).

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## DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
10D-1247	SB-511-01-00-003806	R/R FEDERAL PLACARD	.10 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 LITE  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
201 West Elm Street  
Millersburg, IN 465

Sincerely,



Forest River, Inc.  
Engineer  
Office of Corporate Compliance