

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10-1279
Expiration Date: 2/25/2022

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

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

2/24/2021

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 and Flagstaff Lite 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 pocket door header is missing a backer.

OWNERS: WHAT SHOULD YOU DO?

Please contact your dealer and request a service appointment to schedule the free repair within one year of receiving this notice. This TSB will expire on February 25, 2022 or at the end of the Forest River's Manufacture Warranty. 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 1 hour. 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?

Remedy Instructions can be found on Dealer Connect

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
ROCKWOOD/FLAGSTAFF CUSTOMER SERVICE	(574) 642-8943	rockwoodcustomerservice@forestriverinc.com flagstaffcustomerservice@forestriverinc.com

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
10-1279	SB-473-03-00-003989	Pocket Door Securement	1 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.


Please send the service invoice to the following address:

Rockwood/Flagstaff
Forest River, Inc.
Attn: WARRANTY MANAGER
201 W Elm St.
Millersburg, IN 46543

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 10-1297 REMEDY INSTRUCTIONS

	Make(s): Rockwood Lite & Flagstaff Lite Model(s): See below Model Year(s): 2021	Repair Code: SB-473-03-00-003989 Allotted Time: 1.0 hr. Inspection Code: Allotted Time: N/A Photo(s) Required: No
	Concern: Pocket door header is missing a backer.	Prior Authorization Required: No Part(s) Number: See below Part(s) Return: No

MODELS INVOLVED:

2021 Rockwood Lite Trailer models RLT8263MBR and RLT8263MBR-W and 2021 Flagstaff Lite Trailer models FLT826MBR and FLT826MBR-W built between 12/15/2020 and 2/8/2021.

TOOLS REQUIRED:

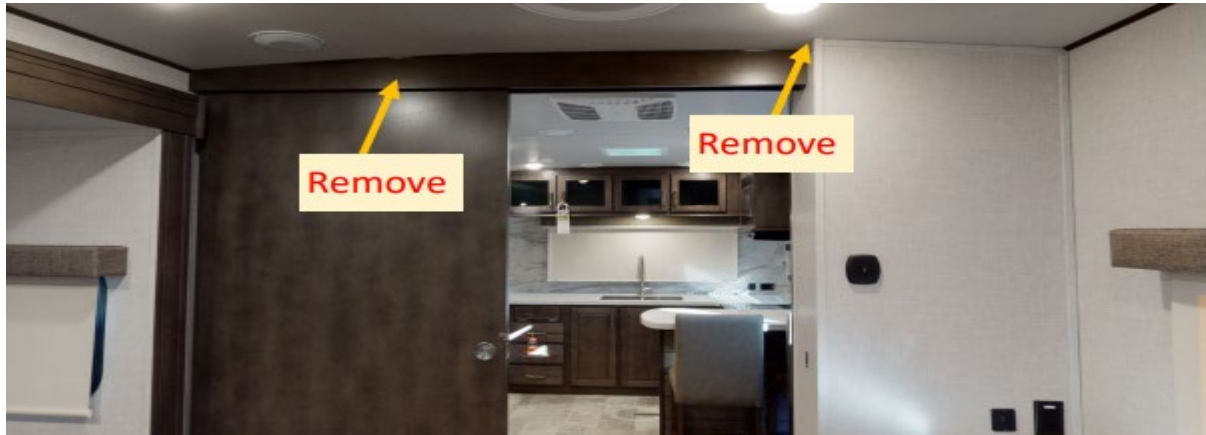
- Screw Gun
- Pin Nail Gun
- Putty to fill nail holes

PARTS NEEDED:

- Caulk/Sealant – choose the specific sealant based on interior decor
 - TH645DWAL - Slatewood Décor
 - TH645ET - Newport Décor

REPAIR PROCESS:

1. Remove trim on driver's side cabinet. Carefully pry, starting from the right side on the stile that is pin-nailed to the header on the bedroom side of the wall.



2. Add three (3) 3" screws through the header into the top 3/4" of the wall.



3. Clean the caulk off the ceiling and stile that was removed. Nail the stile back in place on the door header. Reseal the top of the stile to the ceiling with the correct color sealant. Finish by puttying the nail holes.