

TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE
VEHICLE SAFETY AND RECALL MANAGEMENT
PO BOX 30
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 10-1577

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

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

December 2022

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2023 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 current monitor panel installed in certain vehicles may not have the second grey water tank display.

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 .30 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?

Dealer Service Procedures are located on Dealer Connect

MAY FOREST RIVER ASSIST YOU FURTHER?

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

TSB NUMBER	REPAIR CODE	DESCRIPTION	TIME
51-1577	SB-404-05-00-004269	INSPECTION ONLY	.10 HRS
51-1577	SB-404-01-00-004270	INSPECTION AND REPLACEMENT	.30 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 W Elm St
Millersburg, In 46543

Sincerely,

Forest River
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 10-1577 REMEDY INSTRUCTIONS

	Make(s): Rockwood & Flagstaff Model(s): RLT2506S & FLT25FKS Model Year(s): 2023	Repair Code: SB-404-01-00-004270 Allotted Time: .30 HRS. Inspection Code: SB-404-05-00-004269 Allotted Time: .10 HRS.
	Concern: The current monitor panel installed in certain vehicles may not have the second grey water tank display.	Photo(s) Required: NO Prior Authorization Required: NO Part(s) Number: F100340973 Part(s) Return: NO/DESTROY

Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

INSPECTION:

STEP 1: LOCATE THE HOLDING TANK MONITOR PANEL;

STEP 2: INSPECT THE HOLDING TANK MONITOR PANEL TO ENSURE SURE IT HAS "GRY 1" AND "GRY 2";

- IF THE MONITOR PANEL IS EQUIPPED WITH "GRY 1" AND "GRY 2" (FIG.1) – CLAIM INSPECTION CODE ONLY
- IF THE MONITOR PANEL IS EQUIPPED ONLY WITH "GRY 1" (FIG. 2) – MOVE TO REMEDY

FIG. 1



FIG. 2



REMEDY:

STEP 1: REMOVE HOLDING TANK MONITOR PANEL TRIM RING (FIG. 3);

STEP 2: REMOVE THE FOUR (4) SCREWS AT MONITOR PANEL CORNERS AND SET ASIDE FOR RE-INSTALLATION (FIG. 4);

STEP 3: REMOVE WIRE CONNECTIONS FROM THE BACKSIDE OF THE MONITOR PANEL (FIG. 5);

STEP 4: CONNECT WIRES TO REPLACEMENT MONITOR PANEL IN THE SAME CONFIGURATION;

STEP 5: REATTACH MONITOR PANEL TO CABINET USING THE FOUR (4) SCREWS AND REATTACH THE TRIM RING;

STEP 6: CLAIM REPAIR CODE.

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Part(s) Return: NO/DESTROY

FIG. 3



FIG. 4



FIG. 5



FIG. 6

