

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10-1629

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

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

April 2023

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 Lite and Flagstaff 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 roof sealant on may show signs of cracking.

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 5.0 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?

Remedy Instructions are located on Dealer Connect – Parts Kit Number - F100345568

MAY FOREST RIVER ASSIST YOU FURTHER?

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

Repair Codes:

Pictures are required for the inspection and the remedy. Pictures of the remedy are a condition of payment in which must be provided with a claim against the repair code(s).

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
10-1629	SB-414-05-00-004320	ROOF SEALANT INSPECTION ONLY	.17 HRS
10-1629	SB-414-01-00-004321	ROOF SEALANT INSPECTION AND REMEDY	5.0 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.
Middlebury, IN 46540

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 10-1629 REMEDY INSTRUCTIONS

	Make(s): ROCKWOOD & FLAGSTAFF Model(s): MANY, SEE BELOW Model Year(s): 2023	Repair Code: SB-414-01-00-004321 Allotted Time: 5.00 HRS. Inspection Code: SB-414-05-00-004320 Allotted Time: .17 HRS.
	Concern: The roof sealant may show signs of cracking.	Photo(s) Required: YES, PRE & POST Prior Authorization Required: NO Part(s) Number: F100345568 Part(s) Return: N/A

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: INSPECT THE ROOF SEALANT FOR CRACKING, PULLING OR LOOSE SEALS;

- IF CRACKED OR LOOSE SEAL(S) ARE FOUND (FIGURES 1, 2 & 3) THEN MOVE ON TO REMEDY.

FIGURE 1



FIGURE 2

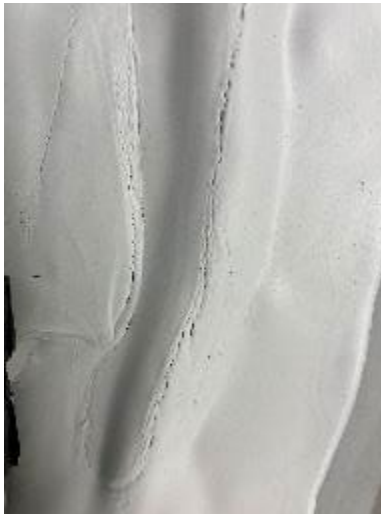


FIGURE 3



REMEDY:

REQUIREMENTS FOR WARRANTY COVERAGE ON SEALANT ARE:

- SEVERAL PHOTOS SHOWING THE DEFECT
- ONE PHOTO SHOWING THE ROOF MATERIAL TEXTURE
- THE 17 DIGIT VIN

IF THE ROOF CAULK (ALPHA SYSTEMS SELF-LEVELING SEALANT) IS DEFECTIVE IN ANY WAY, THEN PLEASE PULL UP ANY LOOSE CAULK.

DO NOT USE ANY TOOLS, SUCH AS A PUTTY KNIFE, THAT COULD PUNCTURE THE ROOF MEMBRANE MATERIAL.

IF YOU CANNOT PULL THE CAULK OFF BY HAND, THEN IT IS STILL ADHERED TO THE ROOF MATERIAL AND SHOULD BE LEFT ALONE.

NEW SEALANT CAN THEN BE APPLIED OVER THE OLD SEALANT.