

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 51-1798

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

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

July 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 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 Magic Chef refrigerator may not have the proper vents cut out inside the refrigerator potentially causing cooling issues.

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

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).

DEALER REPAIR CODES: Dealer Connect

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
51-1798	SB-387-05-00-004563	INSPECTION ONLY	.08 HRS
51-1798	SB-387-09-00-004564	INSPECTION AND PERFORM REMEDY	.10 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 51-1798 REMEDY INSTRUCTIONS

	Make(s): MANY, SEE BELOW Model(s): MANY, SEE BELOW Model Year(s): MANY, SEE BELOW	Repair Code: SB-387-09-00-004564 Allotted Time: .10 HRS. Inspection Code: SB-387-05-00-004563 Allotted Time: .08 HRS.
	Concern: ADD ADDITIONAL VENTS TO FRIDGE COMPARTMENT FOR BETTER COOLING.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: N/A Part(s) Return: N/A

Turn off LP Gas at LPG Tank(s). 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.

CERTAIN: 2024 ROCKWOOD AND FLAGSTAFF TRAVEL TRAILERS
 MODELS:

PLEASE FIND THE INCLUDED REMEDY PROCEDURES.

Adding Vents to 12 Volt Refrigerator

Model Number:
MCD CR10DSG

ZMCD R10DSG

Procedure Time : 5
Minutes

For a quick video of the process click on link: <https://youtu.be/9m5vbPJB0E>

Top Freezer/Bottom
Refrigerator Model only

MCD CR10SG



Vent Locations



TOOLS REQUIRED

UTILITY KNIFE
5/16 SOCKET

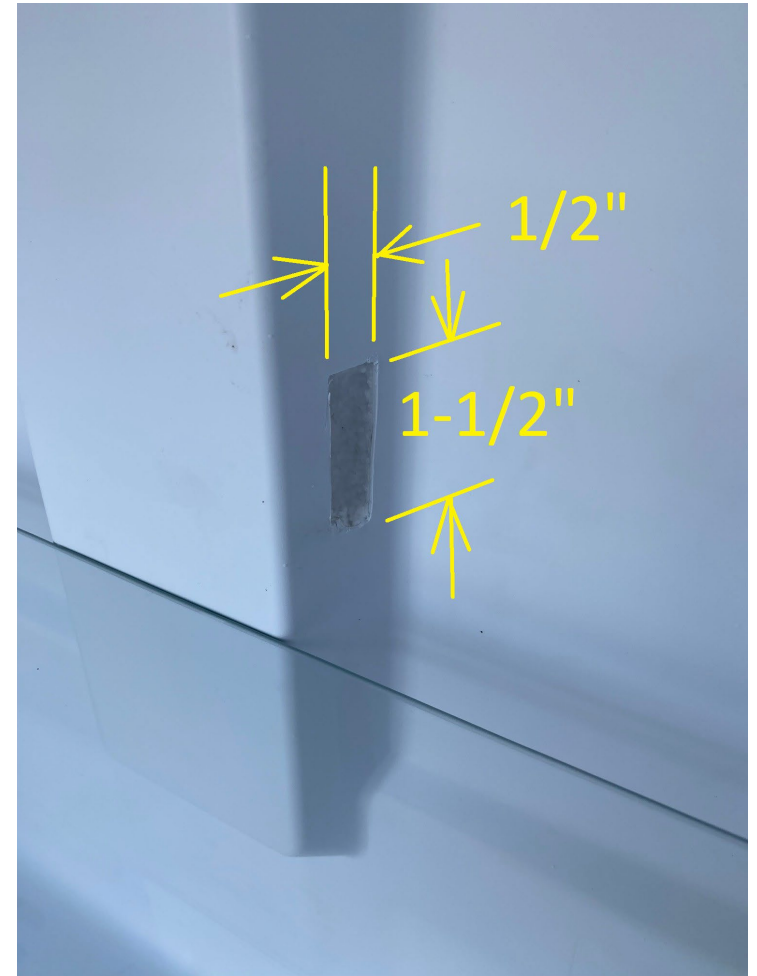


Remove (3) 5/16" bolts from the shelf locking bracket and remove shelf(s)



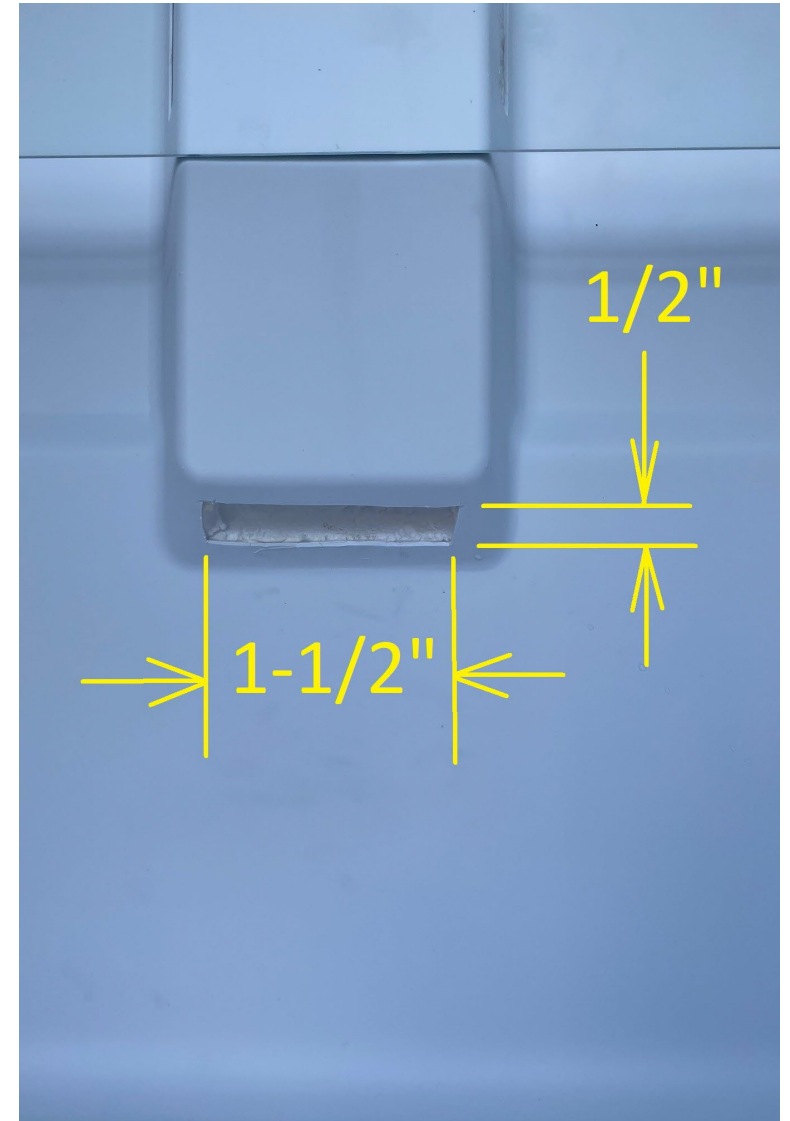
Side Vent Installation

- Vent hole size is $\frac{1}{2}$ " x $1\frac{1}{2}$ ".
- Using light pressure, press utility knife through the right side of the duct that runs down the center of the refrigerator compartment.
- Make sure interior duct foam is cut out for airflow to pass thru.



Lower Vent Installation

- Vent hole size is $\frac{1}{2}$ " x $2\text{-}\frac{1}{4}$ ".
- Using light pressure, press utility knife through the lower side of the duct that runs down the center of the refrigerator compartment.
- Make sure interior duct foam is cut out for airflow to pass thru.



Completion

- Reinstall shelves and shelf hold bracket.

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WHAT IS THE ISSUE?

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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. Giving the dealership a copy of this letter when you take your vehicle in for the repair is also helpful. You may visit 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.

HELPFUL CONTACT INFORMATION:

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ROCKWOOD & FLAGSTAFF CUSTOMER SERVICE	(574) 642-8943	rockwoodcustomerservice@forestriverinc.com flagstaffcustomerservice@forestriverinc.com

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