

# 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>>

August 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	<a href="mailto:rockwoodcustomerservice@forestriverinc.com">rockwoodcustomerservice@forestriverinc.com</a> <a href="mailto:flagstaffcustomerservice@forestriverinc.com">flagstaffcustomerservice@forestriverinc.com</a>

## **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	.35 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: .35 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

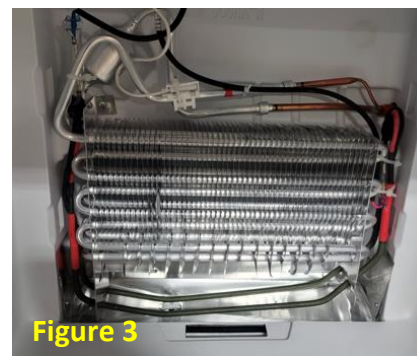
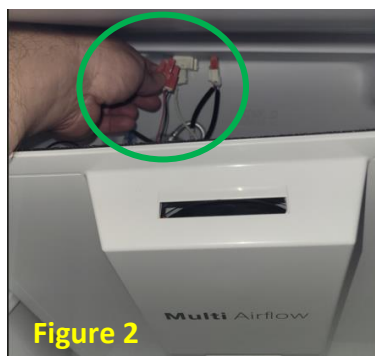
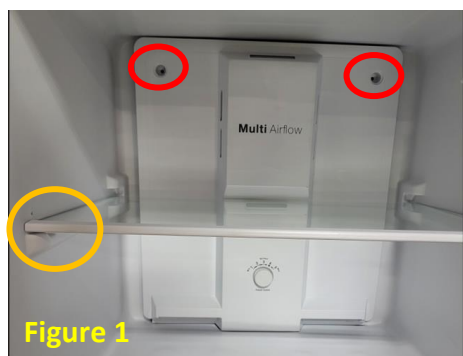
## MODELS:

FLT183	FLT183-W	FLT19	FLT19-W	FLT21DS	FLT21DS-W	FLT21FBRS	FLT21FBRS-W	FLT22FBS
	FLT22FBS-W	FLT22TBS		FLT233S	FLT233S-W	FLT235S	FLT235S-W	FLT25BDS
	FLT25BRDS-W	FLT25BDS		FLT25BDS-W	FLT25DK	FLT25DK-W	FLT25FBDS	FLT25FBDS-W
	FLT25FBLS	FLT25FBLS-W		FLT25FKBS	FLT25FKBS-W	FLT25FKS	FLT25FKS-W	FLT25SRK
	FLT25SRK-W	FLT26BHW		FLT26BHW-W	FLT26FKBS	FLT26FKBS-W	FLT26RBWS	FLT26RBWS-W
	FLT26RKBS	FLT26RKBS-W		FLT27BHWS	FLT27BHWS-W	FLT27FBIK	FLT27FBIK-W	FLT29BHS
	FLT29BHS-W	FLT29RLBS		FLT29RLBS-W	FLT29RLS	FLT29RLS-W	RLT183ROO	RLT183ROO-W
	RLT19ROO	RLT19ROO-W		RLT2104S	RLT2104S-W	RLT2109S	RLT2109S-W	RLT2204S
	RLT2205S	RLT2205S-W		RLT233SROO	RLT233SROO-W	RLT235SROO	RLT235SROO-W	RLT2506S
	RLT2506S-W	RLT2507S		RLT2507S-W	RLT2509S	RLT2509S-W	RLT2511S	RLT2511S-W
	RLT2513S	RLT2513S-W		RLT2515S	RLT2515S-W	RLT2516S	RLT2516S-W	RLT2517S
	RLT2517S-W	RLT2518S		RLT2518S-W	RLT2606WS	RLT2606WS-W	RLT2608BS	RLT2608BS-W
	RLT2614BS	RLT2614BS-W		RLT2616BH	RLT2616BH-W	RLT2706WS	RLT2706WS-W	RLT2720IK
	RLT2720IK-W	RLT2906BS		RLT2906BS-W	RLT2908RL	RLT2908RL-W	RLT2911BS	RLT2911BS-W
	RLT2912BSD							

PLEASE FIND THE INCLUDED REMEDY PROCEDURES.

# Please refer to Technical Service Bulletin (TSB), 'Adding vents to Magic Chef 12 Volt Refrigerator, Model MCDCR10DSG'

1. Open the freezer door and remove the screw for the shelf (*Figure 1 in Orange*) and then remove the shelf. You will then remove the 2 screws (*Figure 1 in Red*) on the back wall and remove the Fan/Vent Assembly gently from the back wall. As you remove the assembly, you will need to disconnect the wire with the red connector (*Figure 2 in Green*).



2. Check evaporator (*Figure 3*) to make sure the freezer is completely defrosted. (*This step could take up to 12 hours if ice is present*). If no ice is present, proceed to the next step.
3. Force air down the tunnel, with hair dryer or similar blower, to see if it exits through the newly cut vent holes in the refrigerator compartment (TSB). This will ensure that there is no debris/ice blocking the air flow.
  - a. If there is no air flow, check to make sure the TSB was performed correctly and that the insulation foam was cut along with the vent and removed.
4. Reinstall the fan/vent assembly onto the back wall of the freezer. Close both refrigerator and freezer doors tight, making sure it is completely sealed. Let the refrigerator run for 4-5 hours on the recommended settings of:
  - a. Refrigerator dial on 5
  - b. Freezer dial on 1
5. Let us know the temperature of the freezer and refrigerator after this process. (Refrigerator should register between 36-38 degrees and freezer should register below zero)
6. Allotted time is 0.35 hr. for full repair on TSB.

If failure occurs following this, please enter a claim or update the existing claim with this information. Further Diagnostics may need to be done. Thank you.

# Adding Vents to 12 Volt Refrigerator

Model Number:  
MCD CR10DSG

ZMCD R10DSG

Procedure  
Time : .35 HRS

For a quick video of the process click on link: <https://youtu.be/9m5vbPBJ0E>

Top Freezer/Bottom  
Refrigerator Model only

MCD CR10SG





# Vent Locations



## TOOLS REQUIRED

UTILITY KNIFE  
5/16 SOCKET



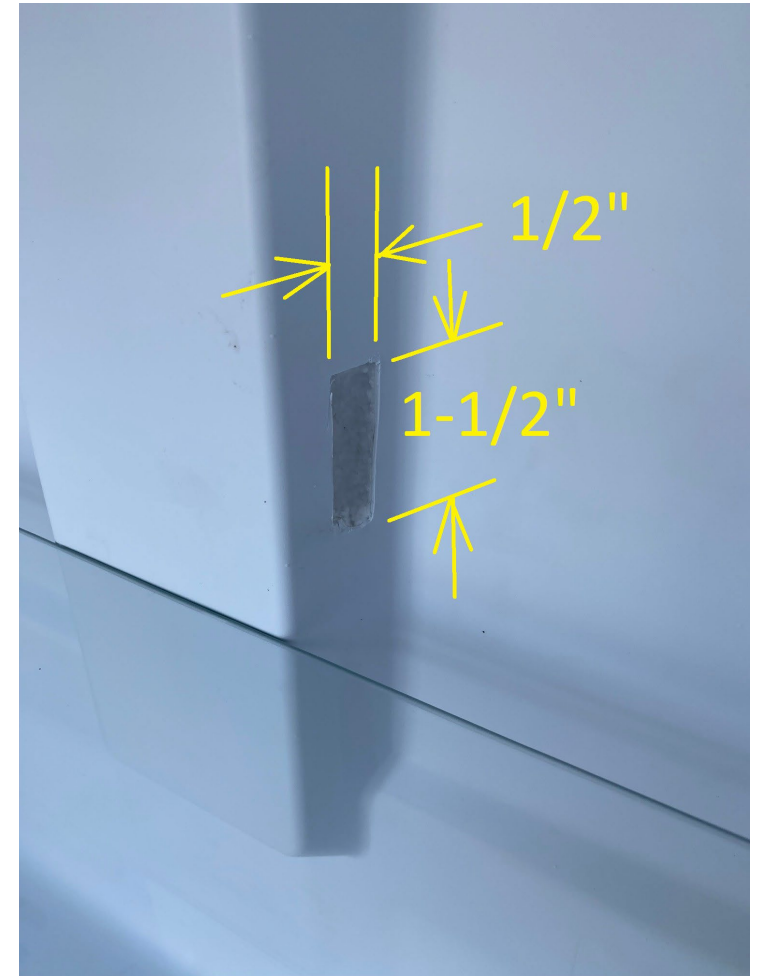
Remove (3) 5/16" bolts from the shelf locking bracket and remove shelf(s)





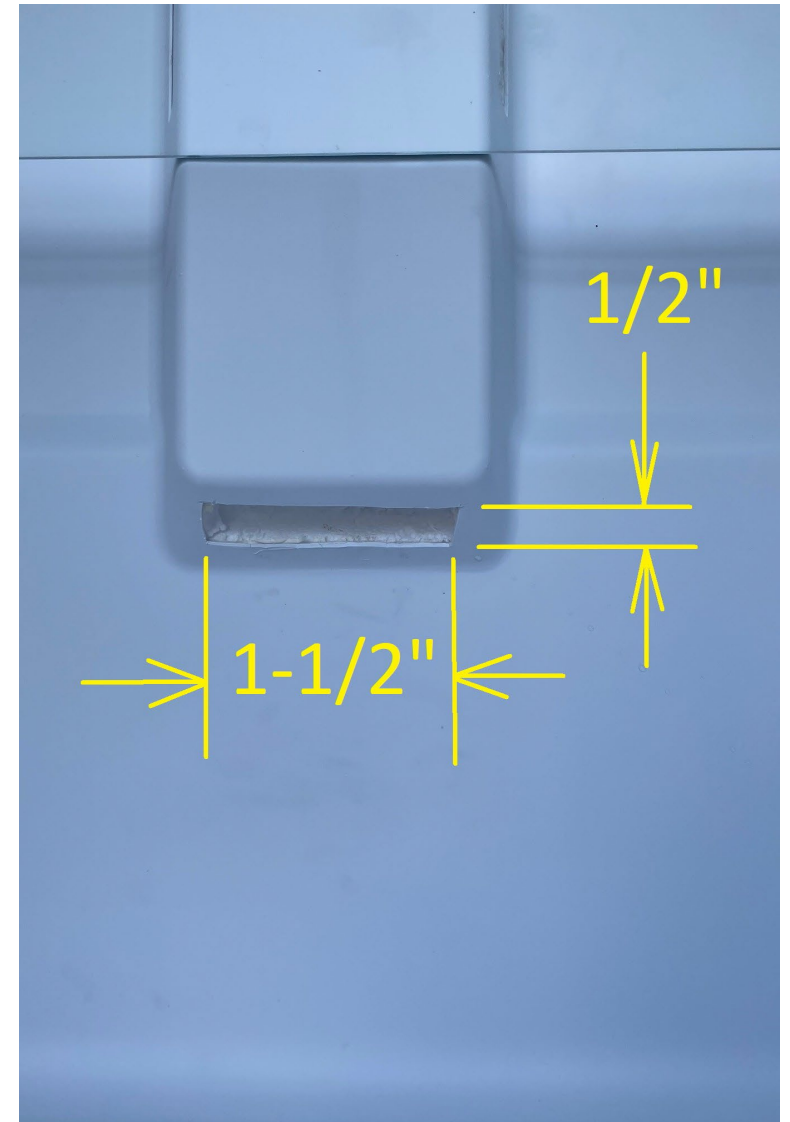
# Side Vent Installation

- 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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<<VIN>>  
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July 2024

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Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2024 Rockwood and Flagstaff Travel Trailer Recreational Vehicles. 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.

## **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](http://www.forestriverinc.com) to search for dealer locations.

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

The estimated time of repair is .35 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:**

CONTACT	PHONE	E-MAIL
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## **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