

TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 10-1938
Service Campaign: 001221

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

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

June 2025

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2025 Rockwood and Flagstaff Tent Camper Recreational Vehicles. Recreational Vehicles.

WHAT IS THE ISSUE?

An alignment screw may have been used on the tub base flange that will cause the toilet tank to leak.

DEALERS: WHAT SHOULD YOU DO?

Remedy Instructions can be found on Dealer Connect.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
CUSTOMER SERVICE	(574) 642-8942	rockwoodcustomerservice@forestriverinc.com flagstaffcustomerservice@forestriverinc.com

DEALER REPAIR CODES: Dealer Connect

Prior Authorization Required

TSB NUMBER	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
10-1938	RC-632-05-00-004720	INSPECTION ONLY	.10 HRS
10-1938	RC-635-09-00-004721	INSPECTION AND REMEDY	1.0 HRS

Sincerely,

Forest River, Inc.
Office of Corporate Compliance

TECHNICAL SERVICE BULLETIN 10-1938 REMEDY INSTRUCTIONS

 FOREST RIVER	Make(s): Flagstaff & Rockwood Model(s): Many Model Year(s): 2025	Repair Code: RC-635-09-00-004721 Allotted Time: 1.00 HRS. Inspection Code: RC-632-05-00-004720 Allotted Time: .10 HRS.
	Concern: An alignment screw may have been used on the tub base flange that will cause the toilet tank to leak.	Photo(s) Required: NO Prior Authorization Required: YES Part(s) Number: F100756603 Part(s) Return: FIELD DETROY

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 – 2025 FLAGSTAFF - FS228MT & FS231MT
CERTAIN – 2025 ROCKWOOD - FM2280FT & FM2318FT

PLEASE REFERENCE THE INCLUDED INSTRUCTIONS FOR INSPECTION AND/OR REPAIR.

2280FT/228MT

2318FT/231MT

Tub Base Flange Inspection

The following are detailed instructions on how to remove and replace the toilet on this model if an alignment screw was used on the tub base. This procedure can be completed in 1 hour.



Materials Required

- White RVT Silicone Caulk
- Electrical Terminals (Wago, Bell Cap or Wire Nut)
- Rubbing Alcohol
- Forest River Kit # F100756603 (Prepped Toilet & 14" Foam Strip)

Tools Required

- Screw Gun/Driver
- Square Head Bit
- Caulk Gun
- Wire Strippers
- Electrical Terminal Crimpers





Step 1

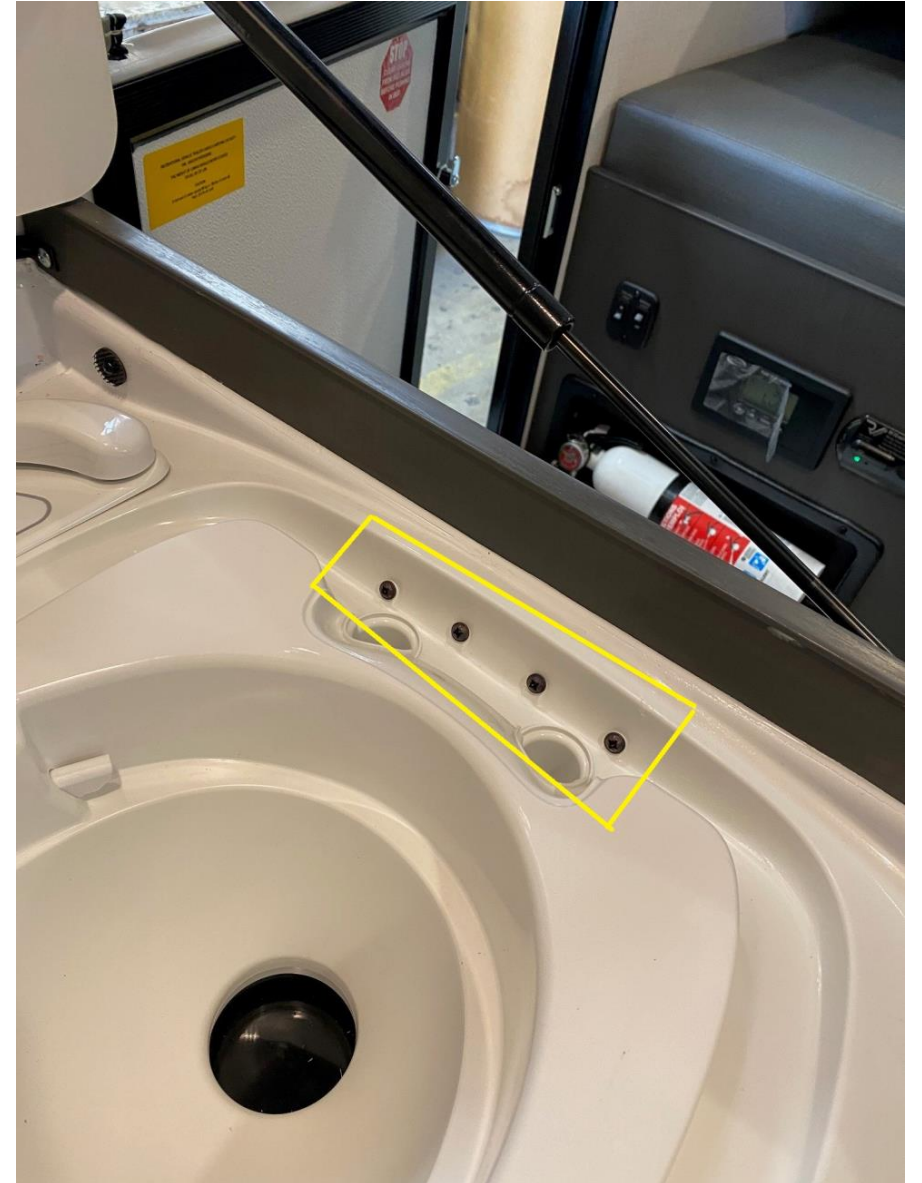
- Open cargo door located in front of entry door. Locate and remove screw that is mounted on the front right flange of the tub base (yellow circle).



FOREST RIVER

Step 2

- Remove toilet seat
- Locate and remove the 4 mounting screws



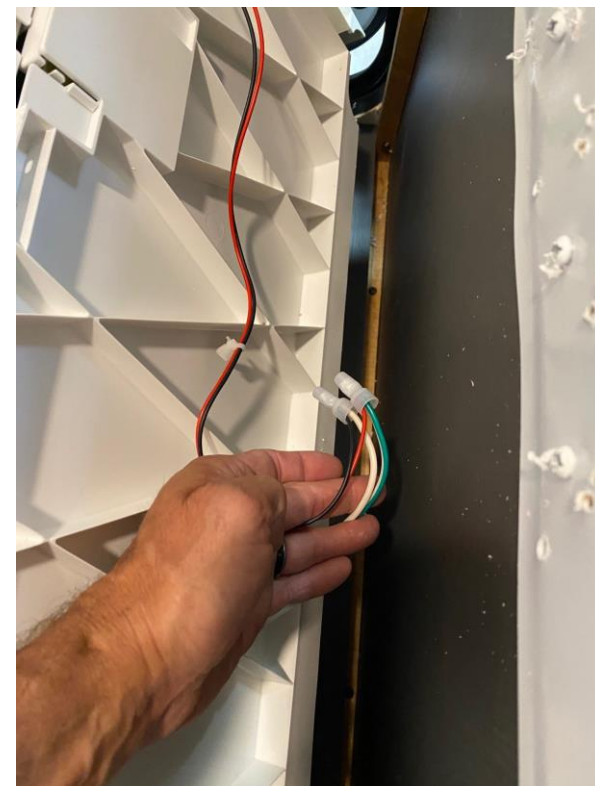
Step 3

- While standing behind the toilet, push forward on the front of the toilet bowl.
- This will tip it towards the front and will separate the seal from the tub base



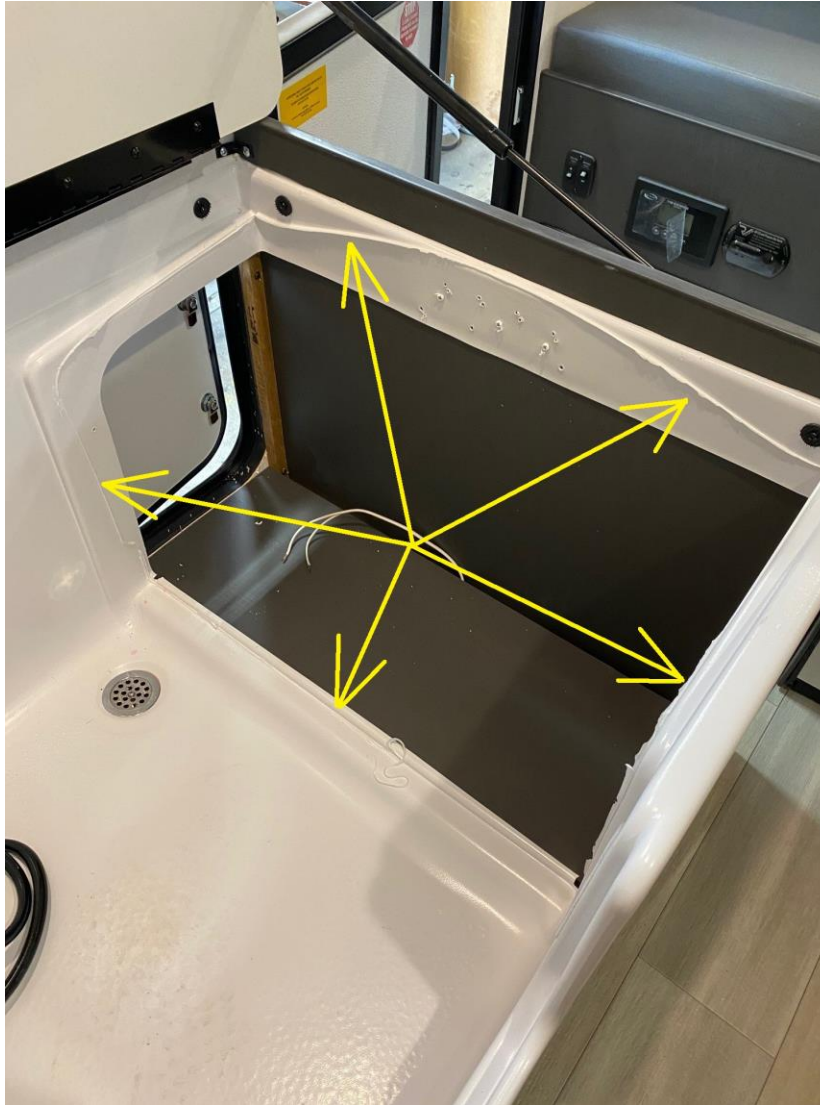
Step 4

- Locate and disconnect the 12V wire terminals on the back side of the toilet
- Remove toilet from tub base



Step 5

- Use rubbing alcohol and a rag to remove all existing sealant that is on the tub base
- Do not use heavy duty cleaners, such as lacquer thinner, as these products will damage the tub base



Step 6

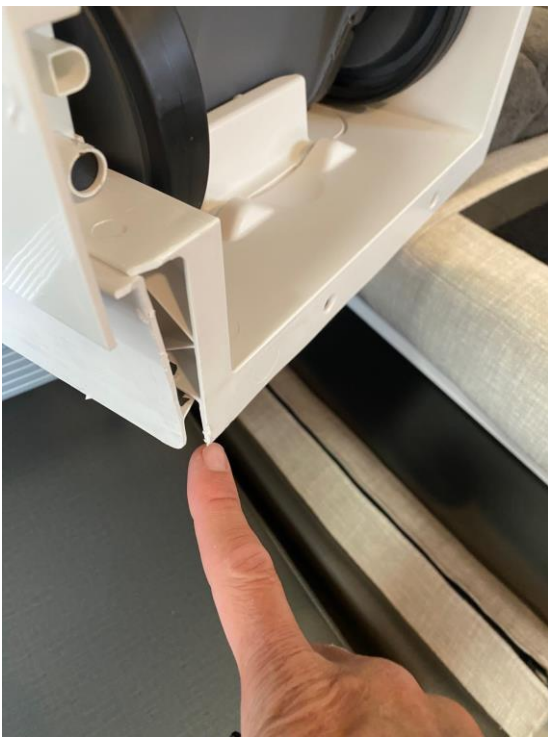
- Install foam strip along the edge of the tub base flange as shown



Step 7

- Toilet will come prepped from the factory with the front corners trimmed and the Velcro installed



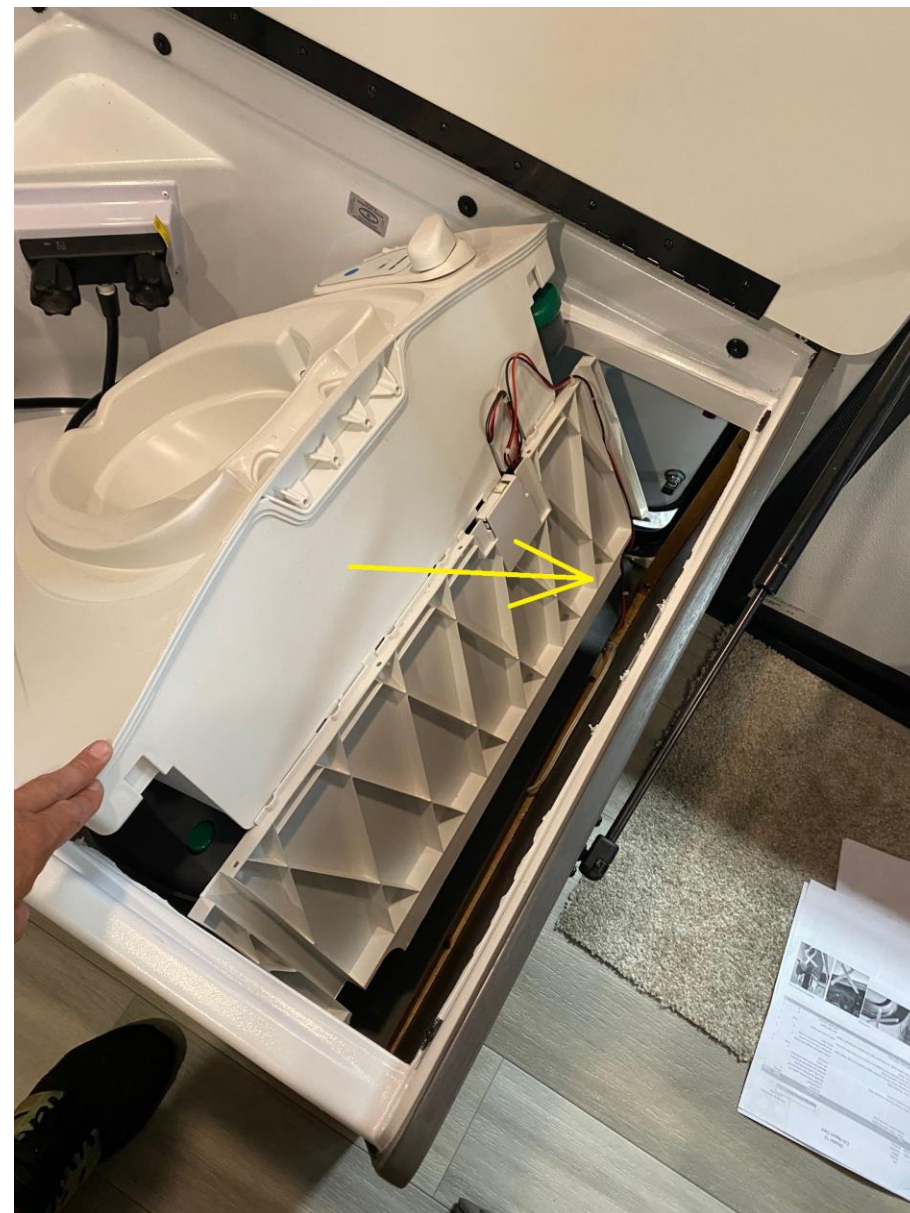


Step 8

- When placing the toilet back onto the tub base make sure that the two front corner flanges rest into the notches on the tube base for proper fitment

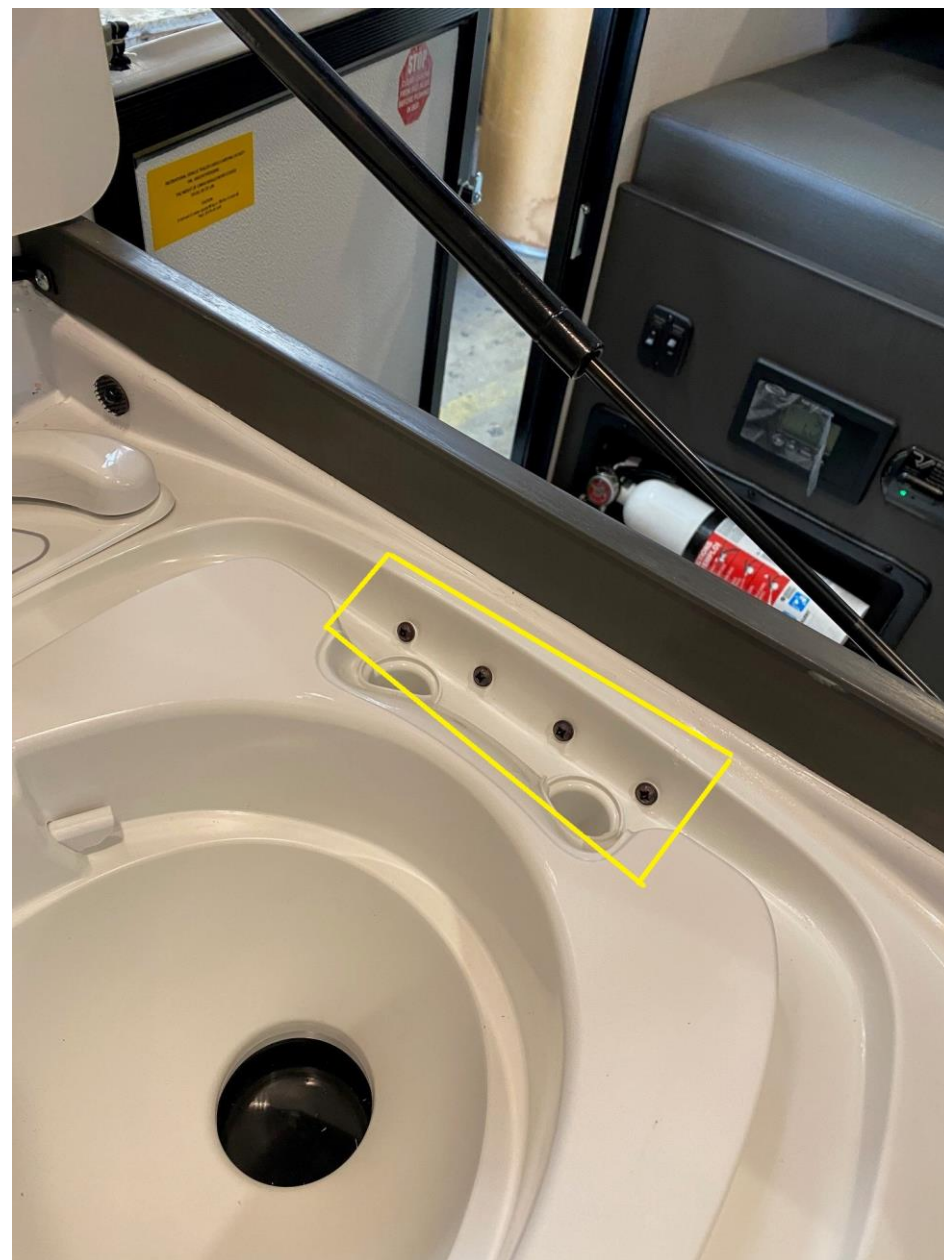
Step 9

- Reconnect the 12V wiring and tuck it back into the corner before tipping the toilet back into position



Step 10

- Screw toilet to tub base



Final Step

- Reseal the entire perimeter of the toilet to the tub base
- Install toilet lid

ROCKWOOD



FLAGSTAFF

2280FT/228MT

2318FT/231MT

Tub Base Flange Inspection

The following is to check and see if alignment screw was used on the tub base flange that will cause the toilet tank to leak.

- Open cargo door located in front of entry door. Look for a screw that is mounted on the front right flange of the tub base (yellow circle). If screw is present, repairs need to be made.



ROCKWOOD

FLAGSTAFF

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<<VIN>>
<<OWNER NAME/DEALERNAME>>
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June 2025

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to an issue involving certain 2025 Rockwood and Flagstaff Tent Camper 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?

An alignment screw may have been used on the tub base flange that will cause the toilet tank to leak.

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 1.0 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.

HELPFUL CONTACT INFORMATION:

CONTACT	PHONE	E-MAIL
CUSTOMER SERVICE	(574) 642-8942	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
201 West Elm Street
Millersburg, IN 46543

Sincerely,

Forest River, Inc.
Office of Corporate Compliance