



REV Recreation Group  
PO Box 1007  
Decatur, IN 46733

**IMPORTANT SAFETY RECALL NOTICE**  
**Dometic Stove Recall Campaign 20E071**  
**NHTSA #20V615**  
**December 2020**

**THIS NOTICE APPLIES TO YOUR VEHICLE**

**VIN# <VIN>**

<YEAR> <MAKE> <PRODUCT> <MODEL> UNIT SERIAL # <UIN>

Dear Valued Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REV Recreation Group, Inc. has decided that a defect which relates to motor vehicle safety exists in certain model year 2020-2021 Fleetwood and Holiday Rambler brand Class A gas motorhomes equipped with a Dometic model R1731, R2131 or S31 propane gas stove manufactured November 2018 or later, and within the following stove serial number range(s):

**Fleetwood:**

Bounder manufactured 4/16/2019 – 9/30/2020

Flair manufactured 4/16/2019 – 9/24/2020

Fortis manufactured 9/20/2019 – 9/30/2020

Southwind manufactured 5/9/2019 – 9/30/2020

**Holiday Rambler:**

Admiral manufactured 4/16/2019 - 9/30/2020

Invicta manufactured 9/20/2019 - 9/30/2020

Vacationer manufactured 4/17/2019 - 9/29/2020

**Affected Dometic Stove Serial Number Range(s):**

Dometic series R1731, serial number range 81897193 - 02799381

Dometic series R2131, serial number range 81897193 - 02799381

Dometic series S31, serial number range SU02100001 - SU0210100

Dometic series S31, serial number range SU93400001- SU93400100

Dometic series S31, serial number range SU93600001 - SU93600300

Dometic series S31, serial number range SU82200001 - SU83900100

***WHAT IS THE PROBLEM?***

REV Recreation Group has been notified by Dometic Corporation ("Dometic") that certain Dometic brand propane stoves, manufactured November 2018 or later and supplied to REV Recreation Group for installation as original equipment, may contain a safety defect.

According to Dometic, in certain stove serial number ranges, a propane gas leak may occur in the cooking stove, posing the risk of a fire.

***WHAT SHOULD YOU DO?***

**WARNING – IF YOU SMELL PROPANE GAS:**

- **Shut off the gas at the RV propane gas regulator.**
- **Remove ignition sources.**
- **Do not operate any appliances or electric light switches.**
- **Open doors and windows to allow outdoor air to dissipate the gas.**

**It is important that you read and follow all the following instructions, including the enclosed notification letter from Dometic to determine if your motorhome is equipped with a Dometic stove affected by Dometic's recall.**

**If your motorhome is equipped with a stove affected by Dometic's recall:**

- Contact Dometic's recall hotline at **888-943-4905** or **574-389-3713** to arrange a repair by an authorized Dometic service facility. You will need to supply your vehicle's 17-character Vehicle Identification Number (VIN) and the model and serial number of your Dometic Stove.  
Note: Refer to Dometic's recall notification letter to locate the serial number of your stove.
- Shut off the gas at the RV propane gas regulator.
- Do not operate an affected stove prior to inspection and any necessary repairs by a Dometic dealer.
- Do not attempt repair on your own.
- Instruct all occupants of your motorhome not to use a stove affected by Dometic's recall.
- **If you smell propane gas: Remove ignition sources. Do not operate any appliances or electric light switches. Open doors and windows to allow outdoor air to dissipate the gas.**

The remedy will consist of 1) instructions 2) remedy kit 3) Recall Response Card to be filled out and returned at the time of remedy application. The repair will take approximately one (1) hour. Dometic is supplying this recall remedy at no charge.

If you had this repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact Dometic Corporation at 1-888-943-4905.

**Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

We regret any inconvenience that this action may cause you; however, we are concerned about your safety. If your Dometic dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Or

Call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to  
<http://www.safercar.gov>

If you have any questions, please contact Dometic Corporation at 1-888-943-4905.

Sincerely,

**REV Recreation Group, Inc.**

RE: Dometic S31, R1731, AND R2131 Series COOKING STOVES; Recall – 20E071

Dear Valued Customer:

**This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.**

Dometic Corporation has decided that a defect which is related to motor vehicle safety exists on the S31, R1731, AND R2131 Series COOKING STOVES that were manufactured between May of 2018 and July 9, 2020.

**The Problem:**

The user of a recreational vehicle can become aware of the potential defect when, after some period of usage, begins to smell gas near the stove when it is not in operation; if the user or other servicer then attempts to tighten the bolts that hold the valves under the stove burners, the tightening action can cause irreversible damage to the o-ring seal at the valve(s), resulting in a continuous gas leak. Such leak can result in a fire.

**Affected Units:**

The potentially affected Cooking Stoves are as follows:

- **Model Series S31** with suffixes BMFBO, BPFBO, SPCMO, SPFMO  
**Model Series S31 Cooking Stove potentially affected serial number ranges are between SU02100001 – SU0210100; SU93400001 – SU93400100; SU93600001 – SU93600300; and SU82200001 – SU83900100**
  - **R1731** with suffixes BBPFBO, BBPCMO, BBPFBR, BBPFMO, BDICMO, BSPCMO, BSPCMR, BSPFBO, BSPFBR, BSPFMO, BSPFMR, SLICMO, SSPCMO, SSPFBO, SSPFBR, SSPFMO, AND SSPFMR
  - **R2131** with suffixes BBPFBO, BBPCMO, BSPCBO, BSPCMO, BSPFBO, BSPFMO, BSPFMR, SSPCMO, SSPFMO
- Both Model Series R1731 and R2131 Cooking Stove potentially affected serial number ranges are between 81897193 through 02799381.**

**IF YOU SMELL GAS: PROPANE GAS CAN LEAK INTO THE RV THROUGH A DAMAGED STOVE VALVE. IF YOUR VEHICLE IS EQUIPPED WITH ONE OF THE ABOVE-LISTED UNITS AND YOU SMELL GAS, YOU MUST IMMEDIATELY SHUT THE GAS OFF AT THE RV LP TANK REGULATOR.**

**DO NOT ATTEMPT TO USE PROPANE GAS WITHIN THE RV UNTIL THE STOVE VALVE IS REPAIRED.**

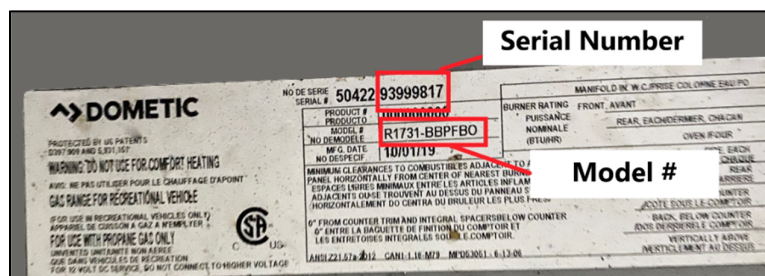
**DO NOT ATTEMPT TO USE THE COOKING STOVE.**

OPEN ALL WINDOWS AND DOORS TO DISSIPATE GAS FUMES. REMOVE ALL IGNITION SOURCES FROM THE AREA INSIDE THE RV UNTIL ALL TRACES OF GAS SMELL ARE GONE.

**DO NOT ATTEMPT TO USE ANY GAS APPLIANCE IN THE RV INCLUDING THE COOKING STOVE UNTIL THE REMEDY IS INSTALLED ON YOUR S31, R1731, OR R2131 COOKING STOVE.**

**DO NOT ATTEMPT TO REPAIR A GAS LEAK OCCURING WITHIN OR EMANATING FROM THESE COOKING STOVES ON YOUR OWN. ANY REPAIR OR REMEDY MUST BE PERFORMED BY A DOMETIC-QUALIFIED SERVICE TECHNICIAN.**

**How do I know if my COOKING STOVE is part of the 20E071 NHTSA Recall?**



1. Find the S31, R1731, OR R2131 SERIES model number and serial numbers by locating the nameplate on the unit, underneath the cooktop, visible when the cooktop is raised. (See photo below.)
2. If you are unsure, call 888-943-4905 or 574-389-3713 or go to [www.Dometic.com](http://www.Dometic.com) to confirm that your S31, R1731, OR R2131 SERIES COOKING STOVE is one in the population of Recalled units for Recall 20E071.

## **How Do I Have My S31, R1731, OR R2131 SERIES COOKING STOVE with the Dometic Recall Remedied Without Cost?**

1. Make sure you keep this notice and bring it with you to your service appointment.  
**IF YOU SMELL GAS: DO NOT ATTEMPT REPAIR ON YOUR OWN: FOLLOW THE INSTRUCTIONS INSIDE THE RED BOX ON THE PREVIOUS PAGE.**
2. **Whether or not you experience the “gas smell”:** Contact any Dometic authorized dealer/service center or call the Dometic Recall Hotline at 888-943-4905 or 574-389-3713. They will direct you to a Service Center to have the remedy installed on your vehicle’s S31, R1731, or R2131 cooking stove so that a leak from this potential defect will not occur in the future.
3. The remedy will be available for field installation at Dometic authorized service centers or participating Original Equipment Manufacturer (OEM) locations after December 1, 2020 and will be installed at **NO COST** to you. The Remedy kit consists of gaskets, washers, and thread locking bolts. The Dometic Authorized Service Center will install the remedy for you. This repair will take approximately one (1) hour.
4. **DO NOT ATTEMPT TO MAKE THE REPAIR YOURSELF. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CREATE A GAS LEAK OR MAKE A SMALL GAS LEAK WORSE AND COULD CAUSE SERIOUS INJURY OR DEATH.**
5. There is a postage-paid RECALL RESPONSE CARD with each RECALL REMEDY KIT. Make sure the service center or authorized dealer completes the 20E071 Cooking Stove Recall Response Card and returns it to Dometic.

### **If YOU no longer Own the RV with the S31, R1731, or R2131 cooking stove:**

If you are no longer an owner of an RV that has an S31, R1731, or R2131 cooking stove, please call us at the Dometic Recall Number 888-943-4905 or 574-389-3713 and tell us the name and address of the new owner, dealer, service center, or whomever you delivered the RV or RV appliance to. We would greatly appreciate you furnishing us with this information so we can notify the subsequent owner.

### **You May Receive More Than One Notification Regarding Recall 20E071:**

In order to reach as many customers who own an RV with the Dometic S31, R1731, or R2131 cooking stove installed, Dometic Corporation and the original equipment manufacturers of vehicles will each send notifications, which ALL pertain to the same single Recall (**20E071**).

### **One Final Request:**

Dometic Corporation appreciates your business and is committed to your safety. Please check your S31, R1731, or R2131 cooking stove immediately to see if it is in the recall population identified on the previous page. Follow these instructions so that you remain safe and your cooking stove gets the proper remedy installed.

In the event that you find it difficult to follow the instructions provided, please call our Recall Line at 888-943-4905 or 574-389-3713. If you still cannot complete the remedy or are dissatisfied with our service, you can contact the National Highway Traffic Safety Administration at <https://www.safercar.gov>, or call the toll-free NHTSA Vehicle Safety Hotline at 1-888-327-4236(TTY: 1-800-424-9153).

### **On a personal note:**

Dometic Sincerely apologizes for any inconvenience that this may have caused. We are dedicated to developing innovative products that are safe to use and serve the needs and enhance the experience of our mobile customers. Thank you for this opportunity to serve you.

Sincerely,

Patrick N. McConnell  
Dometic Corporation  
Director Product Safety, Compliance, & Engineering Services  
5155 Verdant Dr.  
Elkhart, IN 46516