

## POTENTIAL DEFECT NOTIFICATION

Dometic Corporation, ("Dometic"), which manufactures and sells a diverse range of products for use in recreational vehicles, trucks and premium cars, pleasure and workboats, and for a variety of other uses, has determined during the week of September 19<sup>th</sup>, 2020 that a potential defect may exist in items of original or replacement equipment listed below. Dometic is submitting this notification of a potential defect to the National Highway Transportation Safety Administration in accordance with the applicable provisions of 49 CFR Part 573.

Dometic Corporation is a Delaware Corporation located at 5155 Verdant Dr., Elkhart, IN. 46516. The Dometic products affected by this notice were, in part, manufactured for Dometic by Seven Universe Industrial Co. Ltd; Ningbo, China. The registered agent for Dometic Corporation is The Corporation Trust Company, 1209 Orange Street, Corporation Trust Center, Wilmington, Delaware 19801.

The affected Dometic products which may contain the potential defect are recreational vehicle type cooking stoves. These RV cooking stoves were manufactured between May of 2018 and July of 2020. The potentially affected cooking stoves have the model designations set forth below:

**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,

**S31** with suffixes BMFBO, BPFBO, SPCMO, SPFMO

The products in question are all model series R1731, R2131 and S31 Dometic recreational vehicle stoves. The **Serial number range for the R1731 and R2131 series "Cooking Stoves" are between 81897193 through 02799381.** The **Serial number range for the S31 Cooking Stoves will be provided as soon as they are collected from the manufacturer.** However ALL S31 series Slide-in "cooking stoves" have the same manufacturing date range as the R1731 and R2131 "cooking stoves";(between May 2018 and July of 2020) . The first digit is the year of manufacture and the remaining numbers being sequence numbers. These products are used in Original Equipment manufacture of recreational vehicles or as replacement equipment on recreation vehicles or marine vessels. The total population of these products with the potential defect is 47,159. There have been no incidents of injury or death involving these products.

The following product defect is not present in any other Dometic Cooking Products.

The detailed description of the defect, determined to be safety related, is associated with the saddle valve that mounts to the manifold.

The defect enunciation can occur in a mobile environment, such as a recreational vehicle or marine vessel, when, generally after an install or usage period of 3-6 months, the installer, occupant, or user of the appliance smells gas and apparently attempts to tighten the securement bolts that hold one or more of the stove saddle valves in place and sealed to the manifold. This action may result in the overtightening of the securement bolt for the saddle valve which may cause damage to the o-ring seal between the saddle valve and the manifold resulting in a continuous gas leak that is readily detectable from the smell. Dometic has had one instance of ignition and damage to the piezo igniter and one control knob, although the ignition was contained within the stove enclosure. There has been no damage to adjacent or surrounding combustible materials. Please find the photo's indicating where the gas saddle valves are secured to the manifold.



Dometic became aware of warranty leak claims in May of 2020 and began an investigation to determine if leaks were being caused by a defect that had not enunciated from 2018 until 2020. Dometic also reviewed the manufacturing processes in both the initial subcomponent factory that builds the manifold and saddle valve assembly and the finished goods assembly factory in Greenbrier, TN. During that initial investigation Dometic was only aware of one OEM that filed warranty leak claims and it was determined from facts gained during evaluation through August, 2020 that these claims were being caused by field tampering of the stoves at installation or by the end user.

In Late August and early September 2020 Dometic became aware of three additional OEM's experiencing "gas smell" claims; Dometic had also been contacted by an RV leasing company that had experienced "gas smell" claims, and actually had observed the ignition incident previously noted. As of the date of this filing there have been 49 claims of possible valve leakage in these products. A Safety Escalation Meeting was held on September 17<sup>th</sup> identifying the claims that have arisen, and although the facts have led to the findings that the leaks are largely due to field tampering, Dometic decided to file a Potential Defect Notification Report to NHTSA for the manifold and gas saddle valves for the R1731, R2131 and S31 series stoves.

Dometic has not determined the cause of these leaks but is continuing to gather facts on the potential defect and will forward additional relevant information as it becomes available. Dometic has NOT yet identified a proposed remedy or remedies designed to mitigate the defect but will advise NHTSA of such remedy or remedies at the time they are identified. Dometic will further initiate a remedy campaign on the R1731, R21231 and S31 recreational vehicle stoves and will participate in remedy campaigns for the R1731, R2131 and S31 products launched by Original Equipment Manufacturers who have purchased, sold and distributed these products. Dometic

will follow up this Defect Notification by supplying the customer lists for these R1731, R2131 and S31 stoves, and the remedy activity to take place with its customers. Dometic will file OEM letters, Dealer letters, Retail letters, and End User letters in accordance with 49 CFR, 573.

This Defect Notice is being reported to NHTSA within the 5-day requirement of Title 49, Subtitle B, Chapter V, Part 573, Clause 573.6. The realization of potential Defect was 9-17-2020.

This notice was prepared by and inquiries should be sent to:

Mr. Patrick N. McConnell  
Director, Product Safety, Compliance, and Engineering Services - Contractor  
Dometic Corporation  
[Pat.mcconnell@dometic.com](mailto:Pat.mcconnell@dometic.com)  
260-499-0495