

Part 573 Safety Recall Report

21E-056

Manufacturer Name : R.C. WILLETT COMPANY INC.

Submission Date : JAN 14, 2022

NHTSA Recall No. : 21E-056

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : R.C. WILLETT COMPANY INC.

Address : 3040 LEVERSEE ROAD
CEDAR FALLS IA 50613

Company phone : 319-233-3461

Population :

Number of potentially involved : 6

Estimated percentage with defect : 20 %

Equipment Information :

Brand / Trade 1 : Northstar

Model : 8.5 Arrow U

Part No. : S-31

Size : 3 burner slide in stove

Function : NR

Descriptive Information : In a report dated September 24, 2020, Dometic Corporation notified NHTSA that a safety defect exists in certain 3 burner cooking stoves, with part numbers S31, R1731 and R2131 in which the saddle valve securing bolt may be overtightened, possibly damaging the o-ring seal and causing a continuous gas leak. Northstar shipped 6 units with the S-31 stove installed.

Production Dates : JUN 13, 2020 - NOV 20, 2020

Description of Defect :

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FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Gas leaks can lead to exposure to the gas itself, or explosions

Description of the Cause : NR

Identification of Any Warning that can Occur : If you smell gas, shut your gas bottle off right away

Involved Components :

Component Name : Dometic stove

Component Description : gas stove 3 burner

Component Part Number : S-31, R1731,R2131

Supplier Identification :**Component Manufacturer**

Name : Dometic Corporation

Address : 509 S. Poplar St.

LaGrande Indiana 46761

Country : United States

Chronology :

We were contacted by NHSTA informing us of Dometic having a possible problem with their stoves in certain models. We found three of the six models still on the dealers lot and he repaired them with items from Dometic. We were contacted by one customer and he has made an appointment with the dealer to also retrofit his stove for repair. Dealer has found one unit no longer owned and traded in, and no response from other owner. The last unit needing repair was done as the customer brought the unit in finally to have the repair parts installed. All units have been addressed and repaired.

Description of Remedy :

Description of Remedy Program : The customers of the Northstar Camper will be contacted and asked to contact a RV dealership that is registered with Dometic Corporation. The cost to have the part replaced will be done free of charge at any Dometic Authorized Service Center across the United States.

How Remedy Component Differs from Recalled Component : I do not have this information.

Identify How/When Recall Condition was Corrected in Production : When we were notified we double checked the inventory and where the product went. No further possible defective components were available. We did not install any more defective components as most of them were exported to other countries, and only with one dealer did we have six units that had the defective components.

Recall Schedule :

Description of Recall Schedule : Letter will go to the Northstar dealer by July 10th requesting information of the customers who purchased the units. The customers will be called and scheduled for appropriate repairs. Three units the dealer still had on his lot and repaired before sold, Of the remaining three units, one customer had already brought his unit in and was repaired. In November 2020 another customer was repaired at the dealership and we found out the last unit we cannot track as it was sold and traded in for another style RV.

Planned Dealer Notification Date : JUL 10, 2021 - JUL 20, 2021

Planned Owner Notification Date : AUG 01, 2021 - NOV 30, 2021

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported