

Part 573 Safety Recall Report

21V-415

Manufacturer Name : Genesis Supreme RV**Submission Date :** MAR 16, 2023**NHTSA Recall No. :** 21V-415**Manufacturer Recall No. :** G100-01**Manufacturer Information :****Manufacturer Name :** Genesis Supreme RV**Address :** 23129 Cajalco Road

Perris CA 92570

Company phone : 337-0254**Population :****Number of potentially involved :** 460**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2020-2021 Genesis Supreme bumper pulls and low profile 5th wheels**Vehicle Type :** TRAILERS**Body Style :** OTHER**Power Train :** NR

Descriptive Information : Genesis Supreme RV is recalling all bumper pulls (Genesis-Vortex-Wander all floor plans) and low profile 5th wheels (Genesis 28CR-29CK (2815V-2916V Vortex) 28SAWL-29CKWL-28CRWL-Wanderer) Years 2020 and 2021 built during June 2019 to December 2020. Genesis Supreme will notified their customer/Dealer so dealer can install a remedy kit free of charge. Genesis Recall # is 100-01. Owners can call Genesis Supreme RV if more information is needed. 951-337-0254

Production Dates : JUN 03, 2019 - JAN 01, 2021**VIN Range 1 : Begin :**

NR

End : NR☐ Not sequential**Description of Defect :**

Description of the Defect : As Per Dometic Corporation Recall 20E71 has identified the Model 1731 ovens and stoves have a potential defect. A gas leak may occur at the joint between the gas saddle valve for the burners and the manifold connection

FMVSS 1 : 302 - Flammability of interior materials**FMVSS 2 :** NR**Description of the Safety Risk :** There is a risk of gas leak which may cause a explosion and or fire.

Description of the Cause : Dometic believes these leaks are caused by a field adjustment when overtightening a securement bolt for the saddle valve to the manifold

Identification of Any Warning that can Occur : The smell of propane gas (rotten eggs) is noticeable in the area of the Dometic R1731 cooking stove

Involved Components :

Component Name 1 : Dometic Stove

Component Description : Cooking Stove

Component Part Number : R1731

Supplier Identification :**Component Manufacturer**

Name : Dometic

Address : 5155 Verdant Drive
Elkart Indiana 46516

Country : United States

Chronology :

Please see Dometic recall 20E71

6/01/21 Report was sent from Dometic with part numbers for stoves effected-We had a different part/description so they sent us all PO's that fall under the recall for 20E-071

6/02/21 Started process with outside company to gather all customers information. Once we have this information we will send to Dometic contact "STERICYCLE" for processing.

7/20/21 All custome and dealer contacts sent to "STERICYCLE" to start the recall process at Dometic90832stericycle.com per instructions received.

7/23/21 Followed up with Dometic contact on letter

7/27/21 as of this date we have not heard of any units with "leaks" or issues from customers or dealers only asking what is the process since they have heard of the issue from other sources.

7/27/21 Stericycle sent email they apologize for not responding and they will start the process

7/30/21 Stericycle send email via DocuSign to approve documents to start mailings

8/13/21 I sent email asking for a update

8/16/21 no updated provide from Stericycle

8/16/21 no "leaks" or issues reported from customers or dealers only asking process

8/16/21 Stericycle emailed that Customer(end user)Letters mailed out 8/13/21 and Dealer notifications mailed out 8/16.

11/04/21 Emailed Stericycle on update to ensure all customer and dealer letters where delivered. They reported that all dealers letters were delivered and 9 of the consumers have failed.

11/09/21 Emailed Stericycle to ask what is their process on getting the 9 failed letters to the customers.

11/09/21 Received email back from Stericycle they will attempt to locate valid address.

11/22/21 Requested update from Stericycle for the 9 failed addresses from customers.

12/2/21 Email confirmation from Stericycle that all 9 failed customers where mailed out 2nd time.

12/17/21 No change in 9 undeliverable customer mailings.

Description of Remedy :

Description of Remedy Program : Dometic is providing a kit to be installed in each defective oven and stove effected. This kit will be installed free of charge by an Authorized Dometic repair center.

How Remedy Component Differs from Recalled Component : Replacement kit will exchange parts, Dometic to provide further info.

Identify How/When Recall Condition was Corrected in Production : Please see Dometic recall 20E71

Recall Schedule :

Description of Recall Schedule : For Dealers we will draft a letter and mail out per planned dates.

Planned Dealer Notification Date : JUL 23, 2021 - AUG 27, 2021

Planned Owner Notification Date : JUL 23, 2021 - AUG 27, 2021

* NR - Not Reported