

# Part 573 Safety Recall Report

# 21V-511

**Manufacturer Name :** Northwood Manufacturing, Inc.

**Submission Date :** JUL 06, 2021

**NHTSA Recall No. :** 21V-511

**Manufacturer Recall No. :** 2021-001



## Manufacturer Information :

Manufacturer Name : Northwood Manufacturing, Inc.

Address : 59948 Downs Road  
PO Box 3359 La Grande OR 97850

Company phone : 1-800-766-6274

## Population :

Number of potentially involved : 174

Estimated percentage with defect : 100 %

## Vehicle Information :

Vehicle 1 : 2019-2019 Arctic Fox Camper 865

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Northwood production records matched to Dometic PO report noting cooking stove serial numbers affected by Dometic recall 20E071.

Production Dates : APR 30, 2019 - MAY 16, 2019

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2019-2019 Arctic Fox Camper 990

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Northwood production records matched to Dometic PO report noting cooking stove serial numbers affected by Dometic recall 20E071.

Production Dates : APR 25, 2019 - MAY 23, 2019

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 3 : 2019-2019 Nash travel trailer 29S

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Northwood production records matched Dometic PO report noting cooking stove serial numbers affected by Dometic recall 20E071

Production Dates : MAR 28, 2019 - APR 15, 2019

VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2019-2019 Nash travel trailer 26N

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Northwood production records matched to Dometic PO report noting cooking stove serial numbers affected by Dometic recall 20E071.

Production Dates : APR 15, 2019 - MAY 16, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 5 : 2019-2019 Nash travel trailer 24M

Vehicle Type : TRAILERS

Body Style :

Power Train : NR

Descriptive Information : Northwood production records matched to Dometic PO report noting cooking stove serial numbers affected by Dometic recall 20E071.

Production Dates : APR 15, 2019 - APR 30, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

## Description of Defect :

Description of the Defect : Dometic cooking stoves Series S31,R1731, and R2131 manufactured May 2018 - July 9, 2020 after some period of time, occupant may smell gas near the stove when it is not in operation. If the user or other servicer that attempts to tighten the bolts that hold the valves under the stove burners, the tightening action can cause irreversible damage to the O-ring seat at the valve(s) resulting in a continuous gas leak.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Continuous gas leak could result in an explosion and/or fire.

Description of the Cause : NR

Identification of Any Warning NR  
that can Occur :

## Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

**Supplier Identification :****Component Manufacturer**

Name : Dometic

Address : 5155 Verdant Drive  
Elkhart Indiana 97850-7359

Country : United States

**Chronology :**

On November 13th, 2020 Northwood received a notice dated November 9, 2020 that the Dometic Corporation was filing a safety recall on model S31, R1731, and R2131 cooking stoves. Northwood Director of Warranty Matt Turley was informed that Dometic would be using the outside recall service, Stericycle to handle this recall. After much back and forth via email and voicemail, on June 15th, 2021 Mr. Turley turned the matter over to Director of Purchasing Lance Rinker. Rinker contacted NHTSA representative Choon Lee via email and was then contacted by Mr. Lee by telephone. The result of this communication was that Northwood did in fact have to submit a recall report before Dometic-Stericycle could begin the process of notifying customers and submit quarterly tracking information. Rinker then started the process of collecting and matching Dometic stove serial numbers with the corresponding Northwood RVs they had been installed in. Additionally, Rinker compiled a list of the dealers said units were sold to as well as retail customer names, addresses and contact numbers for Dometic-Stericycle's use for mailing out notices and tracking purposes. This process was completed at the time of this report (July 6th, 2021) and once submitted, Northwood will begin generating a customer letter for NHTSA approval.

**Description of Remedy :**

Description of Remedy Program : Dometic Authorized service centers will perform the recall remedy at no charge to the current owner. Manifold bolt and valve seal replacement.

How Remedy Component Differs from Recalled Component : Affected stove serial number - orange sticker - found behind the center burner knob - notes that Recall Remedy was performed

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : Upon NHTSA's approval of this report, Northwood will submit a recall notice on Northwood Manufacturing Incorporated letterhead to Dometic-Stericycle. Northwood will also provide a list of current owners' names, mailing addresses and contact phone numbers. Dometic-Stericycle will report to Northwood after each quarter the number of units that have

received the approved remedy for the next six quarters per NHTSA mandate.

Planned Dealer Notification Date : JUL 19, 2021 - JUL 26, 2021

Planned Owner Notification Date : JUL 19, 2021 - JUL 26, 2021

\* NR - Not Reported